



COMMUNIQUE

ARD NEWSLETTER

ISSUE 6, July 2008

INSIDE THIS ISSUE

First Up

- 1 >>> Letter from the Academic Registrar
Student Experience Questionnaire

Staff Profiles

- 2 >>> Academic Staff Profile: A/Prof Di Kelly
ARD Staff: Diane Cruise

What You Need to Know

- 3 >>> Business Solutions
- 4 >>> University Council Meeting
- 5 >>> Student Central Faculty and Staff Hotline
Committee Information
- 6 >>> Policy Toolkit
Complaints @ UOW

Final Words

- 7 >>> ARD Contacts

Letter from the Academic Registrar

Firstly, I would like to take this opportunity to thank everyone involved in the July Graduation Ceremonies. This event proved to be a great success, which was only possible thanks to the dedication and hard work of all staff involved.

We have also seen the partial implementation of the Graduation Module Phase II, which has produced some great efficiency improvements in graduation processes. There will be further enhancements this December, which will deliver even more process improvements.

Autumn session examinations ran smoothly, ending another successful semester. With that in mind, ARD is gearing up for Spring Session, with over 1200 new student enrolments. Also, we are drawing towards the close of the project to review student records.

ARD was involved in the latest QA Surveillance Audit, which produced strong results attributable to much

preparation across the Division. The outcome of the audit is that we continue to comply with the Administration Division requirements of the ISO 9001 standard and accordingly our certification continues.

The Policy Directory Refresh Project is proceeding, with the launch of the intranet site (<https://intranet.uow.edu.au/ard/policyrefresh/index.html>), which includes information that policy custodians will need to migrate policy documents into the current UOW policy template.

Subject Evaluation Surveys for Autumn Session are now complete and will be distributed to faculties in the near future. Preparation for Spring Session evaluations is also underway.

The past few months have been busy for ARD and I would like to take this opportunity to thank all staff for their contribution.



Dr David Christie
Academic Registrar

Student Experience Questionnaire

The results of the 2007 Student Experience Questionnaire (SEQ) are now available. Please go to the following intranet site to download the report:

<https://intranet.uow.edu.au/projects/studentexperience/>

The 2007 SEQ was answered by over 4000 UOW students. The report details the levels of satisfaction students have socially, academically and with our services. It also investigates current issues such as study/work/life balance. The SEQ informs the UOW Student Experience Project and assists UOW in defining key student programs. Acting on the report's findings ensures UOW continues to be successful in delivering a unique and positive student experience.

The SEQ is coordinated by Fran Walder, Senior Manager, Strategy, ARD and the results are compiled by Milena Snoek in Planning Services.

If you have any questions about the report please contact Fran Walder on x5154.



Academic Staff Profile: Assoc. Prof Di Kelly



**Associate Professor
Di Kelly**

**Chair, Academic Senate
Head, School of History
& Politics
Convener, Employment
Relations Program**

Background

Di came to Wollongong from New Zealand in 1968. She stayed until 1972, then moved to Melbourne from 1972 to 1977. She then moved to Sydney from 1977 to 1979 and returned to Wollongong, where she has lived and worked since then.

Hard at Work

Di holds a B.A. - Economic and Social History (*Macquarie*). She started at UOW in 1969, then studied at Monash University in 1976 and at Macquarie University in 1977 & 1978.

She also holds a M.Com Hons (*UOW*) having completed a Thesis on Technology, Work and Management in steel-making. Di completed a PhD at UOW. Her Thesis was on the History of Academic Industrial

Relations and was passed with no corrections.

Motivators

Di enjoys making things work - 'Uni has great people - finding the best in them'

More about

Di previously worked as a school teacher until 1980 and then a community justice mediator and trainer until 1983. She started at UOW early 1983 and has stayed here ever since (apart from a brief stint at UNSW).

Di is married, with three children and is interested in research, gardening and opera.

ARD Staff Profile: Diane Cruise



Ms Diane Cruise

**Senior Manager, Enterprise
Content Management,
ARD**

Background

Diane grew up in Wollongong, then left for the big smoke (Sydney) and stayed there until 18 months ago.

She returned to be closer to family and because she loves living between the mountains and the sea where everything is so clean and beautiful.

Hard at Work

Diane is currently studying a Master of Arts (Organisational Communication).

Diane has worked in various public and private sector organisations in a range of management roles. She currently has responsibility for UOW records management and website content.

Motivators

Diane likes to contribute to real change that makes life better or easier for people. A large part of that is being able to communicate change in a simple and straightforward way so that people know exactly what's happening and how or why they will be affected. Clear, open communication delivered in a way that people understand is what she is passionate about.

More about Diane

Diane has always loved reading and writing (hence her passion for communications).

She also enjoys spending quality time with family and friends because she is a very social person.

Diane has a very patient husband and a hyperactive Jack Russell dog who thinks she is a human.

Business Solutions

The last three months have been hectic, yet rewarding for the Business Solutions Unit. Due to increased student enrolment, Autumn Session saw the coordination of over 34,000 student exams which was an increase of over 1000 from the previous year.

The Exam Team are now working on sourcing an alternate exam venue in place of URAC which will be unavailable for the Spring Session exam period due to nearby construction works.

The recent Graduation Ceremonies on 16-18 July had the Conferrals and Compliance Team in the throes of eligibility checking for over 2000 students. The team had experienced significant efficiency gains from the implementation of components of the Graduation Module Phase II through increased electronic student communication, and the reduction of manual processing.

Orientation and Enrolment planning is now complete, with Spring Session enrolments also carried out on 15-18 July.

In other news, the Timetabling Unit and Scholarships function are now preparing for Spring Session activities in their respective areas and work is continuing on the Student Communication Strategy and Welcome to UOW initiatives planned for 2009. For further information, please contact Donna Moffitt on dmoffitt@uow.edu.au



Got a question about your records?

- What kind of records should I keep and how should I store them?
- When should I archive records?
- Log a job or query about our electronic records management system,

Got a question about the web?

- Where can I get advice about writing content for pages on the staff intranet or UOW web site?
- I would like more information on the content management system

University Council Meeting

University Council Meeting: 27 June 2008

The University Council met on 27 June 2008. For the first time, the meeting was held at the Innovation Campus following the opening of the iC Central building the same day.

Council received the University's 2007 Annual Report as well as annual reports and progress updates from the UniCentre, the ITC and URAC. The minutes of the Administrative Committee were noted by Council as was the May OH&S Report.

Higher Education Reviews

There are currently three Federal Government reviews underway relating to higher education: Minister Kim Carr's Innovation Review (which has almost concluded), the Excellence in Research Australia (ERA) Review which is being conducted by former UOW Deputy Vice-Chancellor (Research) and current head of the Australian Research Council, Professor Margaret Sheil and the Bradley Review into Higher Education. The University will be making a submission to both the ERA Review http://www.arc.gov.au/pdf/ERA_ConsultationPaper.pdf and the Bradley Review.

http://www.dest.gov.au/sectors/higher_education/policy_issues_reviews/reviews/highered_review/

Financial Benchmarking Presentation

The Deputy Vice-Principal (Finance & IT) gave a presentation to Council on the University's financial position as compared to other universities in NSW and to universities of similar size and characteristics. He advised that the University's operating position is sound and the balance sheet has capacity. This view has been recently confirmed by the Standard and Poor's AA credit rating.

Report on the Implementation of the Review of Student Associations

The Vice-Principal (Administration) reported on progress made on implementing the recommendations of the review of Student Associations conducted last year. He advised that the University has approved an amount of \$30,000 per year be provided to WUSA to cover the costs of producing the *Tertangala*; that the University and student associations had been successful in recruiting an Independent Student Advocacy Officer, Ms Siobhan Christian; and that an analysis of the financial position of the student associations had been undertaken that, as an interim arrangement, \$30,000 per year would be provided to WUPA to allow it to continue its operations.

Policy Approvals

The Admissions and Advanced Standing Policy was approved by Council with immediate effect: <http://www.uow.edu.au/about/policy/AdmissionsAndAdvancedStandingPolicy.pdf>

The next University Council meeting is scheduled to be held on Friday, 8 August 2008. For more information about the University Council go the University website: <http://www.uow.edu.au/governance/committees/council/UOW000325.html>



What You Need to Know

Communiqué

Issue 6, July 2008

Student Central Faculty & Staff Hotline

x4477

Student Central has recently introduced a special Hotline phone number (x4477) for UOW faculty and staff. The Hotline was created so that faculties and staff at any UOW campus can quickly and easily contact Student Central any time between 8:00 and 5:15 on weekdays. The Hotline is top-priority and always answered within three rings.

Student Central has also reserved Counter 3 for UOW faculty and staff who need quick assistance. No need to take a ticket!

Students can contact Student Central on 4221 3927 or askuow@uow.edu.au. Student Central's staff can help with a wide variety of enquiries including student enrolment, fees, graduation, special consideration, transcript requests, and student forms. They are committed to excellent customer service to not only UOW students, but to UOW faculty and staff as well.



Committee Information

Upcoming meetings:

Quality Assurance Sub-Committee (QAS) meeting - Wednesday 30th July @ 9:30am

International Alliances Committee (IAC) meeting - Friday 1st August @ 10:00am

Deans' & Senior Executive meeting - Wednesday 6th August @ 3:00pm

Audit Management & Review Committee meeting - Friday 8th August @ 11:00am

Council meeting - Friday 8th August @ 2:00pm

For a full schedule of committee meetings, please follow the below link:

<http://www.uow.edu.au/content/groups/public/@web/@gov/documents/doc/uow040335.pdf>

Policy Toolkit

Have you heard about the UOW Policy Toolkit?

The UOW Policy Directory has a comprehensive toolkit designed to help making the process of developing and reviewing policy much easier.

The toolkit consists of forms and tools to help staff through the challenging task of developing, writing and consulting on a UOW policy document. If you are currently working on a policy document, check it out. If you want to know more about the process, the toolkit is a great place to start.

The toolkit has a number of sample forms that staff can refer to and use along the way. They include:

- ✦ an Implementation & Communication Plan
- ✦ Sample Policy Project Schedule
- ✦ Sample Feedback Log
- ✦ Sample Issues Log

There are also some very helpful tools, including:

- ✦ What is Policy?
- ✦ Policy Checklist
- ✦ Consultation Tips
- ✦ Introductory Guide to Plain English

You can find the toolkit at <http://www.uow.edu.au/about/policy/forms.html>. The Policy and Governance Unit can also provide specialist advice and guidance on any aspect of the policy process. Contact us at governance@uow.edu.au.

Complaints @ UOW

The Academic Registrar's Division is currently reviewing complaints handling at the University of Wollongong.

This follows a number of recent developments that have put student complaints handling in sharper focus. They include:

- ✦ The ESOS National Code, which includes a specific standard for complaints against exclusion of overseas students
- ✦ The NSW Ombudsman's Complaints Handling Guidelines for Universities
- ✦ A Carrick-funded project on student complaints and appeals being carried out by Southern Cross University

The priority issue being considered during the review is the case of for improving student complaints handling policies, processes and information. But the review will also examine the overall framework for dealing with complaints at UOW.

The review is being carried out by Dominic Riordan, the Senior Manager Policy and Governance, and Jo Braithwaite, the Senior Manager Client Services.

Already, the review team has made contact with a wide range of staff across the University to gather views on the existing system and opportunities for improvement. The review team has also met with other Universities and the NSW Ombudsman. The review team will be holding further interviews with staff throughout August.

The review team is proposing to report on the outcome of the review by the end of August. If you have any views you would like the review team to consider or have any questions about the review, please contact Dominic (x4136 or dominicr@uow.edu.au) or Jo (x 3998 or job@uow.edu.au).

ARD Contacts

Staff in ARD act as liaison officers for Faculties and Units to ensure there are consistent lines of communication.

Faculty/Division/Unit	Policy & Governance Liaison	Conferrals Officers
Arts	Paola Ciccarelli (x5014)	U/G - Liz Davidson (x3925) P/G - Sandra Ragnoli (x4181)
Commerce	Claudia Perry-Beltrame (x5146)	U/G - Liz Davidson (x3925) P/G - Sandra Ragnoli (x4181)
Creative Arts	Leonie Kirchmajer (x4790)	Sally Norrish (x3795)
Education	Fiona Griffin-Rudder (x5972)	Sandra Ragnoli (x4181)
Engineering	Nerida Margrie (x5954)	U/G - Elaine Thompson (x3343) P/G - Nerys Webb (x4857)
Health & Behavioural Sciences	Tori Funnell (x5408)	Nerys Webb (x4857)
Graduate School of Business	Claudia Perry-Beltrame (x5146)	Elaine Thompson (x3343)
Graduate School of Medicine	Tori Funnell (x5408)	Sally Norrish (x3795)
Informatics	Chris Perre (x5309)	Elaine Thompson (x3343)
Law	Nerida Margrie (x5954)	U/G - Liz Davidson (x3925) P/G - Sally Norrish (x3795)
Science	Leonie Kirchmajer (x4790)	Sally Norrish (x3795)
Research	Nerida Margrie (x5954)	-
Personnel (Recruitment, OH&S, PODS, Personnel & Payroll)	Dominic Riordan (x4136)	-
Finance (Finance/Disaster Recovery/ COGNOS)	Dominic Riordan (x4136)	-
EED/ Library/CEDIR/WIC	Paola Ciccarelli (x5014)	-
Strategic Planning/ Audit/ UniAdvice	Fiona Griffin-Rudder (x5972)	-
ITS	Leonie Kirchmajer (x4790)	-
Accommodation and Student Services	Tori Funnell (x5408)	-
Buildings & Grounds (Cleaning, Security, Parking)	Claudia Perry-Beltrame (x5146)	-
WCA	Nerida Margrie (x5954)	-
Other Campuses: Shoalhaven, Bega, Batemans Bay, Moss Vale and Loftus	Paola Ciccarelli (x5014)	-

Visit Policy & Governance: www.uow.edu.au/governance/UOW000286.html

Contact Policy & Governance: governance@uow.edu.au

Contact Conferrals Officers: conferrals_compliance@uow.edu.au

Contact Enrolment Management Team: enrolment_management@uow.edu.au