

From the Director

Dear Colleagues

I am pleased to advise that the review of UNSW Student Services is almost complete. The Housing Office is the only area still under review; a proposal is under consideration to dismantle the current office and reinstate a Housing Office (self-care apartments and accommodation services) separate from the administration of the Kensington Colleges. This should be finalised by the end of September.

The new structure of Student Services is provided on page 2 and incorporates 6 areas. Careers & Employment and the Counselling Service have not changed, and are headed by Lene Jensen and Annie Andrews respectively. The principal changes to structure are in the student and academic 'administration' areas:

Student Support Central

Deputy Director: Kathryn Whittingham kwhittingham@unsw.edu.au . This area has 3 offices: Scholarships and Financial Support, Student Central and Admission Services. The functional areas are described at <https://my.unsw.edu.au/student/Staff/OrgChartSSC.pdf>

Student Administration and Records

Deputy Director: Kathy Keane k.keane@unsw.edu.au . This area has adopted a new team approach which is set out at <https://my.unsw.edu.au/student/Staff/OrgChartSTAR.pdf> and incorporates Enrolments, Examinations, Graduations, Protocol, Academic Records, Commonwealth Support and Fees.

Student Systems and Business Solutions

Deputy Director: Robert Morrell r.morrell@unsw.edu.au. This area is set out at <https://my.unsw.edu.au/student/Staff/OrgChartSSABS.pdf> and incorporates Student Systems, Student Publications and Communication and Business Solutions

Following the creation of the Graduate Research School and the resulting transfer of staff from Scholarships, Loans and Research Students Office (SLARSO) there are some vacant positions which we are in the process of filling. We have also launched an intensive team building and training program to equip our staff for the challenges ahead. Please don't hesitate to contact me or the Deputy Directors if you would like further details on the restructure, or have enquiries about the department.

Best wishes

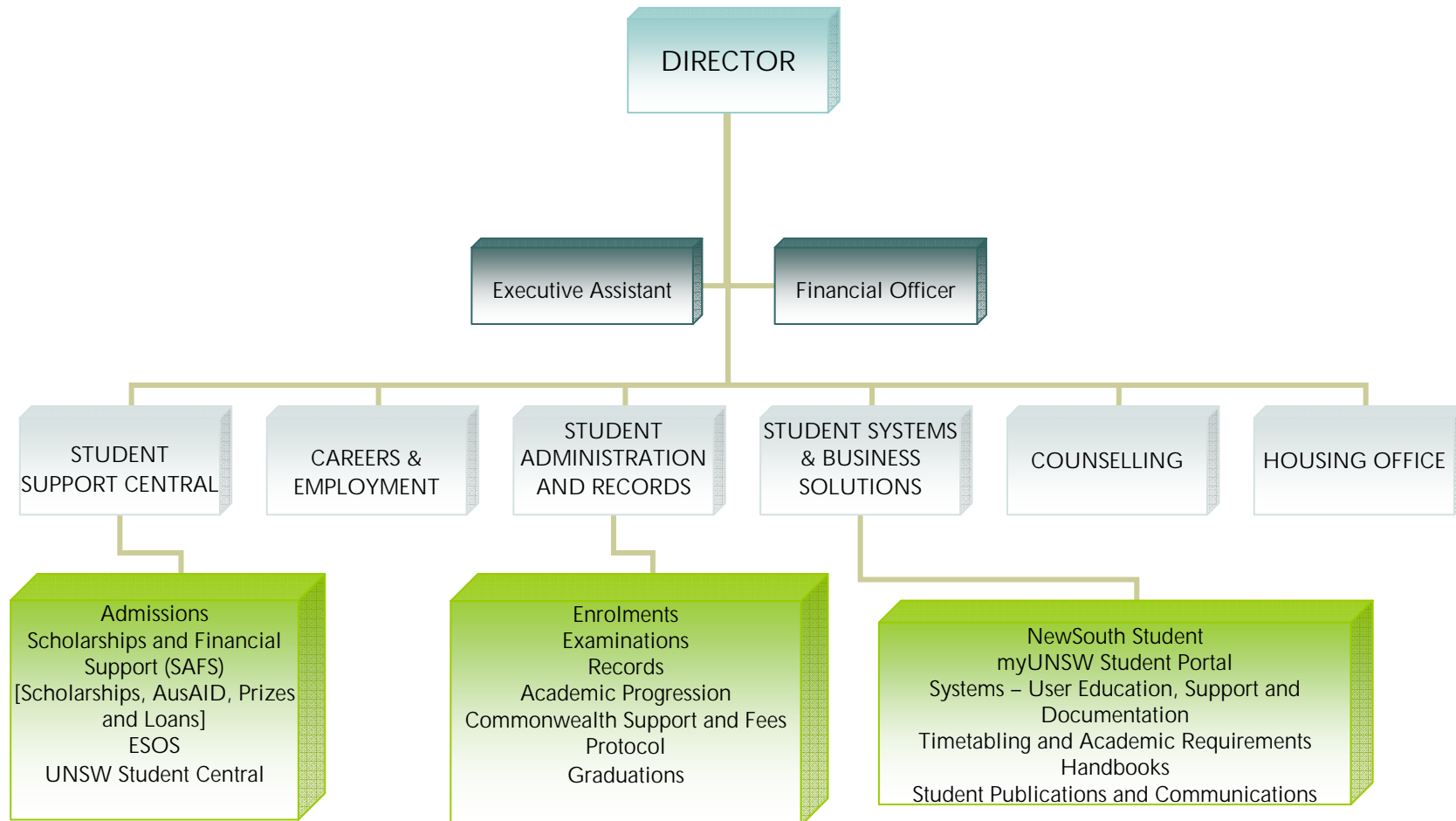
Jane Gatwood

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***To receive the UNSW Student Services
Newsletter, please email
unswstudentservices@unsw.edu.au***

UNSW Student Services
Organisational Model
Effective September 2005



STUDENT SUPPORT CENTRAL

Admissions

Well folks, it may only seem like yesterday that we welcomed new students to the University for 2005, but we are about to kick off another round of UAC Admissions in earnest. UAC applications opened on 4 August and the first 'on-time' closing date is Friday, 30 September. Thereafter, potential students may lodge an application subject to a late fee. The UAC Admissions Office will be producing and distributing Preference Statistics following various closing dates.

The Direct Admissions team continues to receive and process applications for all Postgraduate Coursework and Undergraduate International admissions for Semester 1, 2006 and beyond. The team will commence distribution of summary data to members of VCAC and others from October onwards. In the meantime, Sally Kwan has been seconded full-time to work on the UNSW Asia project for Admissions, and will relinquish her role as one of the Team Leaders. Therefore, if you have any general policy or procedural questions relating to Direct Admissions, please direct them to Julie Groth j.groth@unsw.edu.au

Scholarships & Financial Support (SAFS)

The newly formed team of Scholarships & Financial Support currently has a number of key vacancies. Please be patient with us while we complete the team and define our roles. Representatives from both the Admissions Office and SAFS will be available on Courses & Careers Day on Saturday, 3 September to answer questions from potential students.

Student Central

We are pleased to announce that the new position of Head, Student Central has been filled by Clare Buckley, who joins us from the University of Manchester in the UK, where she managed the establishment of a student centre, following the University's merger with UMIST. Clare starts at Student Central on Monday 5 September and will spend time getting to know her colleagues, including those in similar roles in Faculties, before she embarks on the development of Student Central as the primary focus for students to enquire about Student Services.

CAREERS & EMPLOYMENT

Alumni DVD

Careers & Employment recently produced a UNSW alumni DVD in collaboration with students from the School of Media, Film and Theatre. The project was managed by Careers Consultant, Kate Trotter, and tells the stories of eight alumni from various Faculties who are now working in exciting and interesting careers that they love. It will be shown to prospective students at Courses & Careers Day '05.

Accounting Workshop

Taye Morris recently ran a special event workshop: **Applying for 2006 Accounting Jobs**. The workshop featured a panel discussion with three current students who have been successful in securing graduate positions with Big 4 Accounting firms. Fiona Zhou, Kevin Chong and Jim Yang kindly gave up their time to talk openly about the graduate recruitment experience and offered valuable tips and advice from the student perspective.

Mock Interviews

Careers & Employment launched a new Mock Interview service in August. It offers students a one-to-one opportunity to practice their interview skills and to receive feedback on their performance from Careers Consultants. The new service has been very popular; sessions are full within 10 minutes of opening for registrations. More sessions will be offered in September to meet demand. Feedback from a satisfied student ***"I would just like to thank you for the time you took to help me with my interviewing skills. I have learned much from the experience and hope to put it into practice when the real test comes around."***

Interview skills for Law students

Careers & Employment was invited by the UNSW Law Society to chair a panel of HR representatives and two UNSW Law graduates from Deacons and Gilbert and Tobin. Approximately 60 students attended the seminar and were able to ask questions and gain advice on preparing for law clerkship interviews. A particularly unpredictable question was asked of a law student a few years ago, "If you were a piece of fruit how would you prevent yourself from being eaten?"

COFA Handy Hints Day

Careers & Employment participated in the Handy Hints Day organised by the Student Association at COFA. We offered feedback on resumes; however, most students were seeking advice on how to secure either part-time or full-time employment.

STUDENT SYSTEMS & BUSINESS SOLUTIONS (SSABS)

Centralised Timetabling and Class Scheduling – An update

The Academic Board has endorsed the establishment of a centralised teaching timetable from 2007 to support greater course choice for students, incorporate genuine staff needs and improve the utilisation of scarce space resources.

A number of initiatives are in progress to prepare the way for this initiative. We are developing a new, streamlined set of services in the myUNSW Portal for staff in Schools. Staff will be able to manage courses and schedule and manage classes entirely within myUNSW.

Class Scheduling will be released in October to coincide with the commencement of scheduling for Session 1 and 2 classes. This service focuses on initial class set up for the coming semesters.

Class Management will be released in December to coincide with the start of main semester enrolments. This service provides summary information, including status, capacities and enrolments for all classes in a course. It enables staff to monitor enrolment demand in real time, and adjust quotas and availability as required. It also allows classes to be closed and will notify students by email. There will also be a tool for transferring a group of students from one class to another in a course.

Course catalogue maintenance and timetabling requirements management will be released in April 2006 to coincide with the commencement of publication and timetabling activities for 2007. This service will allow schools to specify their needs and requirements for classes to be scheduled in the new centralized timetabling solution. Data to be collected includes anticipated enrolments, room requirements, eLearning needs and staff availability.

These services will be complemented by ***easy-access online help and enquiries***, also provided through myUNSW. The first of these – a new Class Timetable website – will be released in October to coincide with the release of the 2006 Online Handbook. (Students will also have access to this site which is tightly integrated with myUNSW and the Online Handbook.) When these services are implemented staff involved in course management, class scheduling and timetabling will be able to conduct all of their work through myUNSW without the need to access NewSouth Student through the 'Citrix' panels.

In parallel with these developments we have been working with Faculties to assist them to set up all of their classes – lectures, tutorials and laboratories – in NewSouth Student. We expect around 85% of classes will be on NSS in 2006 which will enable us to provide a better enrolment service to students and a more complete schedule for academic staff. In addition, the class details will be re-used as a data baseline for 2007 timetabling work.

User education and support of class schedulers will be provided by SSABS – information will be sent out later in September. Details will also be included in the October newsletter. In the meantime, Sarah Thomson can answer any enquiries – s.thomson@unsw.edu.au.

Opportunity knocks! There is a ground-floor, rarely-offered opportunity for School class schedulers to assist us with testing of the new class scheduling services. Testers will have early access to the new myUNSW processes and can make a valuable contribution to the implementation of an exciting new service. Testers will also receive a complementary slice of cake (or equivalent!). Please contact Sarah s.thomson@unsw.edu.au if you can help.

CHARBEL'S CORNER

Online translation

There are a few websites that offer online translations from various languages to English and vice versa, the most popular one being: <http://babelfish.altavista.com>. Google also offers online translations but with fewer language options: http://www.google.com/language_tools.

You can enter a single word, a whole sentence or even a link to a webpage and have it translated. It is recommended to split long sentences into shorter ones before attempting to translate. Keep in mind that the translation tool is not perfect and can provide wrong translations ... but it does come in handy sometimes!

Charbel is the Web/Systems Administrator in Careers & Employment; he can be contacted at c.agnatios@unsw.edu.au

HOUSING OFFICE

Thanks to the efforts of Joe Touma, Facilities Supervisor at the UNSW Housing Office and to Gary Peacock from UNSW Facilities, arrangements are now in place to have the evacuation alarm system at the Kensington Colleges upgraded to cater for the needs of hearing impaired residents.

The improvements will include the installation of a communication control unit that will be linked to the University's centralised alarm monitoring system. In the event of the evacuation alarm system being activated, the system will immediately send out a message to the vibrating pages that will be issued to hearing impaired residents at the three Kensington Colleges.

The system will be able to determine in which particular college the alarm has been activated and will only notify the hearing impaired residents in that particular college.

STUDENT ADMINISTRATION AND RECORDS (STAR)

Key Dates:

Mon 5 Sept: Graduations commence

Mon 19 Sept: Deadline for lodging exam papers to be printed

Tue 4 Oct: Provisional exam timetable published

Fri 25 Nov: Deadline for completion of students for December graduation ceremonies

Academic Records

As the census date (31 August) has now passed, we are busily processing many last-minute applications for Program Leave and Discontinuation. It would be appreciated if Schools and Faculties could forward these applications and any other pre-census enrolment variations to their Faculty contact in Student Administration and Records as soon as possible.

Academic Standing

Pending Academic Standing for Session 1, 2005 has now been finalised. All students who had a standing level of "Pending" have had their standing recalculated. If standing could still not be determined due to unresolved results, students were assigned their previous sessions standing.

Examinations

The new Examinations team has commenced timetabling end of session examinations for Semester 2, 2005. As timetabling is a complex process we regret to advise that it is now too late for Schools/Faculties to either vary examination details and/or request special scheduling arrangements.

The provisional timetable will be published after the mid-session break on Tuesday 4 October.

Please note that the deadline for lodging examination papers to be printed by Examinations is Monday 19 September. This may seem unrealistically early, but the logistics of preparing, printing and distributing examination papers are such that the lead time is a necessity.

During the Session 1, 2005 end of semester examinations it was a matter of concern that there was a marked increase in the number of corrections required to be made to papers during the examination. Eight separate corrections were required for one examination paper. The co-operation of Schools/Faculties is sought in relation to maintaining academic standards through appropriate proof reading of draft examination papers. Commencing in the Semester 2, 2005 end of session examinations, statistics on examination paper amendments will be collated and provided to Heads of Schools/Deans.

For information about examinations or timetabling please contact Grant Walter (53086 or g.walter@unsw.edu.au)

Commonwealth Support and Fees

Following census date, the Commonwealth Support and Fees office is concentrating on keeping as many students as possible from cancellation of their enrolment for this semester! We will be turning our attention to the Commonwealth Assistance Notice (CAN) in a few weeks and students can access this online.

The 2006 tuition fees and student contribution amounts have been finalised and published on the myUNSW site. If you would like a copy of these please contact fees@unsw.edu.au.

STUDENT ADMINISTRATION AND RECORDS (STAR) continued

Graduations

Session 2 Graduation Ceremonies begin on Monday 5 September. The Session 2 Graduation Schedule can be found at: <https://my.unsw.edu.au/student/academiclife/GraduationsScheduleS2final.pdf>

Potential Graduand Processing

The deadline for processing potential graduand records for students to graduate in the September/October 2005 ceremonies has now passed. Students completed will only be added to September/October ceremonies if space is available and there is sufficient processing time prior to the ceremony.

Most students completed late will be allocated to cross-Faculty December ceremonies. The processing deadline for inclusion in the December ceremonies is Friday 25 November.

The identifier for potential graduands completing in Semester 2, 2005 (Term 5057) will be run in mid-September. Details will be mailed out via the nss-explode e-mail list.

Graduation Information for students can be found at:
<https://my.unsw.edu.au/student/academiclife/graduations.html>

Academic Procession

All academic staff are encouraged to join the academic procession for their Faculty ceremonies. An invitation to attend Session 2 Graduation Ceremonies was **emailed** to all academic staff in early August. The invitation can be found at:

<https://my.unsw.edu.au/student/academiclife/GraduationInvitationForAcademics.pdf>

If you wish to attend a ceremony, please ensure that you advise the Protocol Office. You can return the invitation by fax to ext 51588, or contact Mai-Lynda Jackson on ext 51152 or m.jackson@unsw.edu.au. A reminder email is sent to all procession members a few days prior to the ceremony, confirming time, venue and other details.

Volunteering

Volunteering at a graduation ceremony gives you the opportunity to participate in one of the happiest and most memorable occasions of a student's life at UNSW. So why not get involved? You only need to commit 1½ hours, and we provide a full briefing for all staff so that you know what you're doing. You can choose from a range of jobs including meeting & greeting, seating assistance and registration. Contact Mai-Lynda Jackson on ext 51152 or m.jackson@unsw.edu.au to volunteer for one of the upcoming ceremonies.

COUNSELLING SERVICE

The Counselling Service has been working with the Marketing and Development Office to start organising for O-Week 2006. We are very excited to have the assistance and support of the MDO to keep working closely with the Union to provide a great orientation experience for our new students.

Update: O-Week for Session 2:- correction of omission of fact and an apology.

Last month's newsletter contained an item about the orientation of commencing students in S2, 2005. Unfortunately one very important mention did not make it into the article. The Faculty of Engineering should have been mentioned as one of the Faculties providing a welcome and orientation program for commencing students. Apologies to all in the Faculty of Engineering for this omission.

COUNSELLING SERVICE continued

We have compiled the O-Week survey responses from first year students, with about 20% of first years participating in the survey. Attendance at O-Week was fantastic this year, with over 88% of first year students attending, with age ranges from 16-60. 53% of students were in paid employment and 23% of students worked over 10 hours a week. Students indicated that their biggest goals in attending O-Week were to get geographically oriented to UNSW and make lots of friends. A very pleasing result was that 79% of students reported that O-Week was useful or very useful for making them feel like a UNSW student. Students who attended O-Week were much more satisfied with their transition to uni than students who did not attend.

The open-ended questions in the survey provided lots of useful information. The responses from students are summarised below:

What has helped most in your adjustment to uni? (667 respondents)

Relationships with previous or current students, new relationships formed with other first years and being part of a community seems to have helped most to adjust to uni. Students seem much more willing to consult with other students than any part of the UNSW staff community, indicating the importance of Yellow Shirts and Peer Mentoring programs. O-Week and the Yellow Shirts program also helped with adjustment to uni, as did being a member of clubs, camps, societies and peer mentoring. Being at college helped a number of students adjust. Students indicated that getting used to university processes and physical locations and having time to adjust had helped most. There were some students with previous university knowledge from prior study. It seemed that most students felt that they had now adjusted reasonably well, despite initial anxiety.

What have been the most difficult aspects of adjusting to uni socially? (576 respondents)

The biggest issue seemed to be the size of the campus community and associated factors with meeting people the student had only met once before (too many acquaintances and too little close-knit networks). Students in particular circumstances felt isolated such as; age barriers (being under age or mature age), students who are travelling long distances or have come to UNSW from country, interstate and overseas. Students found it difficult managing the balance between study and workload and social aspects, as well as finding time to meet when they had different timetables and weren't able to have a common hour. There was difficulty adjusting to the widely diverse cultural community. Another prevalent theme was the struggle to balance university workload and social life in terms of time management. Shy and introverted students also struggled.

What have been the most difficult aspects of adjusting to uni academically? (726 respondents)

The biggest theme of adjusting academically was the amount and content of the workload and the style of independent study, self-discipline and time management expected. Many students were shocked by the workload and speed of learning. Understanding university standards and requirements, such as plagiarism and the standard of work required was also a major theme. Students who had come from the HSC found the 4 months off meant it was difficult to start studying again. Students also struggled to manage a work/study/life balance and deal with long travelling distances or large amount of self-directed study required. Overall students felt under-prepared to tackle the demands of university study. There were a number of requests for more information or understanding on the type and level of work required before attending university. Information on university expectations regarding teaching/learning style, roles of different staff as well as accepted standards of academic works is deemed most helpful. Generally, initially, a common theme of impersonality is felt by students in terms of their academic relationship with the university.

Any other comments? (419 respondents)

There was greater variety in the extent of comments in this section. Overall, students were extremely positive about O-Week and the Yellow Shirt program. Some students requested more information and focus on academic issues, including expectations of assessment and academic standards. Students with prior academic experience requested an abbreviated version of O-Week, while mature age students felt that they required more assistance. Students requested more intra and inter-faculty social events, including after O-Week to encourage more student-student interaction. Some students requested replication of events as they were unable to attend at the nominated times. Some COFA students expressed some sense of isolation from the main campus.