

From the Director

Student Services has been working closely with Financial Services, the GRS and the International Office to improve the collection of student tuition fees. This is proving to be a highly successful collaborative effort and the results to date are very pleasing. Any student with a fee query should be referred to Student Central or csandfees@unsw.edu.au

The Careers Expo was held this year at Randwick Racecourse with buses making non-stop round trips between the venue and the campus. Record numbers of both employers and students attended and there was a real buzz in the auditorium. Please read the full report from Careers and Employment on page 6. The season of graduation ceremonies is also in full swing and I hope that some of you will be able to volunteer your services. I guarantee you would enjoy the experience - these are happy occasions for students and their families and friends. Your assistance will be warmly welcomed and much appreciated.

Kind regards
Jane Gatwood

INDEX

Page 1	From the Director and Student Administration and Records (STAR)	Page 7	Careers and Employment continued
Page 2	STAR continued	Page 8	Student Systems & Business Solutions (SSABS)
Page 3	STAR continued	Page 9	SSABS continued and Accommodation Services
Page 4	Student Support Central	Page 10	Counselling Service
Page 5	Student Support Central continued & ADFA@UNSW		
Page 6	Careers and Employment		

STUDENT ADMINISTRATION AND RECORDS (STAR)

COMMONWEALTH SUPPORT AND FEES

Voluntary Student Unionism (VSU)

Student Services has received a number of enquiries from staff and students regarding activity fees for both Semester 1, 2006 and Semester 2, 2006. We wish to clarify the issue by advising that:

- Semester 1, 2006 Student Activity Fees are compulsory for all on-campus students and no exemption from these fees can be sought on VSU grounds.
- Semester 2, 2006 Student Activity Fees will not be invoiced or collected through the Student Financials system. Students should contact the various student associations if they wish to subscribe for Semester 2, 2006.

Summer Session

Students are now able to view their Commonwealth Assistance Notice (CAN) for Summer Session online via myUNSW. If students wish to discuss any details regarding their CAN please refer them to Liza McAra on ext 53119, Peter Secomb on ext 53157 or email csandfees@unsw.edu.au

Semester 1, 2006

As we are now past the Semester 1, 2006 Census Date (Friday 31st March), students are liable for the tuition of their courses regardless of whether they wish to continue with their studies. As in previous years students are allowed to discontinue course(s) without failure until the end of week 8 of Semester 1 however, they retain the financial liability associated with the enrolment.

STAR continued**KEY DATES****April**

Fri 7: Deadline for submitting special timetabling requests for Session 1 exams

May

Mon 1: Deadline to submit exam papers to be printed by the Examinations Section – hard and soft copy

Fri 12: Deadline to submit exam papers that have been printed by academic units – hard and soft copy

June

Tue 6: Grade Rosters generated

Fri 16: Examinations commence

July

Tue 4: Examinations end

Thu 6: 6pm Deadline for electronic submission of results by Eccles

Fri 7: 9am Deadline for online entry of results on to Grade Rosters

Tue 11 – Thu 13: Faculty Assessment Review Group Meetings

Fri 14: 9am OFFICIAL RELEASE OF RESULTS

All students will receive a result email to their student email account

Sat 15: 12pm Results and Academic Standing available on myUNSW

Wed 19: 5pm Deadline for submission of University Medal Recommendation forms

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GRADUATIONS

The graduation deadline has now passed. However where there is room in upcoming ceremonies, students may still be added if there is adequate processing time. Please speak with a member of the Graduations team before advising students about graduation details.

The potential graduand identifier for Session 1, 2006 will be run in mid-April. Details will be advised via the NSS student explode list.

For further information about graduations please contact Veronika Roth on ext 52435 or email v.roth@unsw.edu.au

Volunteering at graduation ceremonies

Graduation ceremonies are a time of great celebration and joy. In fact, for many students their graduation ceremony is one of their happiest times at university. We rely on volunteers from Student Services, Faculties and other units to help us ensure that ceremonies run smoothly and that graduates and their guests enjoy the event. If you are interested in helping, there are many different roles that you can volunteer for including meeting and greeting guests, registering graduands and assisting graduands to move onstage. Most roles require a commitment of 1 hour and 15 minutes – this includes a full briefing about your role. If you would like to volunteer please contact Mai-Lynda Jackson on ext 51152 or m.jackson@unsw.edu.au

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STAR continued

EXAMINATIONS

Preparations are currently underway for Semester 1 exams. All academic units who are holding exams at the end of this semester should have already updated their exam details on NSS in preparation for exam scheduling. A reminder that academic units wishing to submit special timetabling requests for their exams have until Friday 7 April to do so. Please be aware that requests submitted after this date may be refused as late requests can cause considerable scheduling difficulties.

There are two other important deadlines coming up for academic units preparing examination papers:

- Monday 1 May – Deadline to submit exam papers to be printed by the Examinations Section.
- Friday 12 May – Deadline to submit exam papers that have been printed by academic units.

The Examinations Section website has some useful information for those preparing exam papers. This can be found at:

<https://my.unsw.edu.au/student/academiclife/assessment/examinations/SchoolsExamProcessing.html#ProductionofExaminationPapers>

Soft copies of exam papers must now also be submitted for both pink papers and white papers in addition to the regular hard copies. Before submitting exam papers please carefully proof them as inaccuracies can cause disruptions to students during exam time and can have the effect of disadvantaging their academic performance.

Another important point to remember is that students are required to sit all their exams during the examination period unless unforeseen circumstances prevent them from doing so (for example illness, misadventure or a death in the family). A special consideration request should then be submitted by the student affected by these types of circumstances. However, the university cannot make alternative examination arrangements for students who cite pre-arranged travel bookings or work commitments as their reasons for not being able to sit their exams.

For information about examinations please contact Grant Walter on ext 53086 or email g.walter@unsw.edu.au



ASSESSMENT

The Session 1, 2006 Assessment Schedule has now been finalised. Details, including dates and times of Assessment Review Group meetings will be sent to Program Authorities, Course Authorities and Presiding Members in the next few weeks.

See the previous page (page 2) for the main Assessments dates (Kensington and COFA).

For queries regarding Session 1 assessments, please contact Kylie Doust on ext 51079 or email k.doust@unsw.edu.au



STUDENT SUPPORT CENTRAL

UAC ADMISSIONS

The UAC Admissions team is gearing up for the busy mid-year admissions period. A range of UNSW undergraduate programs will be on offer from a number of Faculties, including College of Fine Arts, Arts & Social Sciences, Commerce & Economics, Engineering and Science. Further details and application forms will be available in early April via the UAC website www.uac.edu.au

Upcoming key dates include:

Early April	UAC mid-year applications open
10 May	Honours mid-year applications close (non-current UNSW students)
2 June	UAC mid-year applications close
9 June	UAC mid-year change of preference close
26 June	UAC mid-year offers announced (9am)
26 June	Accept Online and online enrolment opens (9am)
30 June	International Non Award/Cross Institutional applications close
10 July	Local Non Award/Cross Institutional applications close
14 July	UAC offers must be accepted by 5pm

STUDENT CENTRAL

During the first three weeks in March, Student Central handled over 4,500 enquiries at the counter - the main areas of enquiry were in relation to Graduations and Student Financials, with Enrolment and Transcripts following closely behind.

A report on the Enrolment Support Centre (ESC) for Semester 1 has now been produced and if any colleagues are interested in a copy and/or providing some feedback, please contact Clare Buckley by email c.buckely@unsw.edu.au or by phone ext 51417. Already, preparations for the ESC for Semester 2 are underway. The opening times will be Monday to Friday 9.30am to 5pm, during the period June 19 to July 14.

A number of colleagues have commented favourably on the uniform currently being worn by Student Central staff. If any colleagues are interested in further information about the uniform, please contact Clare Buckley as above.

DIRECT ADMISSIONS

The Admissions Office primarily receives applications from two sources - those that are submitted directly by an applicant and those that come by way of overseas exhibitions. In recent weeks the team has been focussing on processing a large volume of applications received from a number of overseas exhibitions. These types of applications have in the past had a much lower acceptance conversion rate than our normal direct applicants, and staff have been working in conjunction with Faculties and the International Office to ensure high priority is given to these. These cohorts will be monitored and hopefully the combined efforts will see a better enrolment outcome for second semester.

The office has also been working in conjunction with our UAC admissions colleagues and QTAC, (Queensland's version of UAC), and have obtained a simple and effective assessing tool which assists in the calculation of GPA's. This will help to ensure consistency and more efficient practices with the high-volume processing that we do and will also hopefully contribute to some time savings.

STUDENT SUPPORT CENTRAL continued

SCHOLARSHIPS AND FINANCIAL SUPPORT

In addition to discharging our operational responsibilities of awarding and paying scholarships to new and continuing students, the team has been extremely busy with finalising the implementation of Phase 1 of the NSS Scholarships project, and participating in a number of internal and external audits of our processes. We have received very positive feedback from no less than 2 external audits for AusAID Scholarship management, and have also participated in both an internal and external audit relating to the University's compliance with the Education Services for Overseas Students (ESOS) Act. As with all audits, our experience has helped us, and colleagues based in the Division of the DVC (International & Development), to reflect on, review, and improve our practices in providing services to our international students.

We are delighted to welcome 26 inaugural Scientia Scholarship holders to UNSW. This prestigious award of \$10,000 per annum is designed to acknowledge the achievement of new undergraduate students who gained 99.90 or above in their 2005 HSC.

Commonwealth Learning Scholarships are Government-funded scholarships to assist local students from low socio-economic backgrounds with accommodation and/or living costs while at University. The Scholarships comprise Commonwealth Education Costs (CECS) and Commonwealth Accommodation Costs (CAS) Scholarships. For 2006, UNSW should receive funding for 115 CECS and 74 CAS, as, through engagement with the centralised UAC processing system, we have been able to maximise the number of offers to eligible students for the first time.

STUDENT ADMINISTRATIVE SERVICES AT UNSW@ADFA

The focus for the SAS team again this month seems to be staff recruitment. In addition to the staffing changes identified in last month's edition of the Student Services Newsletter, we are pleased to announce that Stacey Velstra has recently been appointed to the position of Team Leader (Administrative Services). As Team Leader, Stacey is responsible for overseeing assessment and examination processes, coordination of course timetabling and the production of statistics.

Ms Vivienne Zelig recently left the position of Secretariat and Information Officer to take up a new role at the Australian War Memorial. It is hoped that an appointment will be made to this position - which is responsible for the coordination of UNSW@ADFA websites and publications (including the ADFA Handbook), and for the provision of secretariat support to the central committees of UNSW@ADFA - before the end of April.

The Australian Defence Force Recruiting (ADFR) arranges for the conduct of Officer Selection Boards (OSB) throughout the year and the purpose of the boards is to select potential Midshipmen and Officer Cadets for entry into ADFA. As part of the OSB candidates' tour of ADFA the Client Service team from SAS delivers a presentation about undergraduate study at UNSW@ADFA - over 50 of these presentations will be delivered over the next three months, with more to follow later in the year.

CAREERS AND EMPLOYMENT

2006 UNSW Careers Expo

Held on Thursday 23 March at the Randwick Racecourse for the first time, the 2006 Careers Expo attracted a record 122 participating organisations and 1,800 students.



Left: Students registering on the day.

Nearly 100 enthusiastic volunteers contributed to the success of the event. Employer feedback so far (response rate: 51%) rated the overall effectiveness of the Expo to be 3.9 out of 5, the new venue to be 4.5 out of 5, the quality of students' enquiries to be 3.8 out of 5, and Careers Staff and volunteers' assistance to be 4.6 out of 5.

Employers have provided feedback for improving the event for next year, as well as compliments such as *"Of all the fairs I have attended UNSW has by far been the most professional and well organised. The quality of your students was also a delight"* (Department of Employment & Workplace Relations), *"Definitely setting the benchmark for Careers Expos nationally"* (Hyder Consulting) and *"What a great day! Students were constantly streaming past the stand, so it was obviously well advertised at the uni. The venue was fantastic, as was the help from volunteers and UNSW staff"*. (Thiess Pty Ltd).

Below: Our student volunteers



We are currently in the process of surveying participating students to gain their feedback on improvement for 2007.



Left: Representatives at the Avaya stand



CAREERS AND EMPLOYMENT *continued*

iPod Competition

The Win an iPod Competition, along with the promotions during O-week, has been very successful in encouraging UNSW students to register for our e-newsletter. During the 5 weeks of the competition, the number of registrations increased by 10% compared to the same period last year. The winner was announced at the official opening of the Careers Expo. Congratulations to Wei Boon Tan – a postgraduate student at UNSW!

Resume Competition

Our resume competition winner and runners-up were also announced at the Careers Expo. The winner was Zenobia Pereira who received a David Jones voucher for \$150. The four runners-up were Jennifer McLaren, Andrew Kim, Oliver Lamb and Cheryl Kam. They each received a compendium from KPMG and written feedback from a panel of five employers.

Workshops

Since January this year, 1394 students have attended our general workshops. This compares to 525 during the same period in 2005. Attendance is always an issue for us as students register and then don't show up, but in March 2006 our attendance rate was 89% compared to 57% in March 2005. Our system of banning students for 2 weeks if they fail to show up is definitely working!!

Masters of Commerce Panel

Alumni and employers from Accenture, PricewaterhouseCoopers, Westpac, eBay and Tourism NSW were invited by Careers and Employment to take part in the Master of Commerce Careers Panel. Over 60 students listened to valuable advice about the graduate recruitment process, tips for interview success and the importance of mentors for career development. *Photo below*



STUDENT SYSTEMS AND BUSINESS SOLUTIONS (SSABS)

A golden egg for a golden million!!

Astute Process Monitor watchers would have noticed a recent milestone on the NSS Student/HR database. On Monday 27th March we clocked up one million process instances!! A process instance is created each time a process is kicked off in the system in order to generate a report or update the database. Thanks to all you dedicated system users out there who have contributed to this impressive tally. Our lucky one millionth process instance initiator was Karen Chenhall in the Treasury Office. **Photo below:** Student Systems and Business Solutions Office staff took pleasure in presenting Karen with a golden egg to acknowledge her place in history!

May all your process instances run to success!

Server	Process Class	Instance	Run DateTime	Status
1	PSUNX	SQR Report	1000012 27/03/2006 09:50:00	Success
3	PSUNX	SQR Report	1000011 27/03/2006 09:50:00	Success
3	PSUNX	SQR Report	1000010 27/03/2006 09:50:00	Success
1	PSUNX	SQR Report	1000009 27/03/2006 09:50:00	Success
4	AUTOSYS	SQR Report	1000008 27/03/2006 09:50:09	Success
6	PSUNX	SQR Report	1000007 27/03/2006 09:49:00	Success
6	PSUNX	SQR Report	1000006 27/03/2006 09:49:00	Success
3	PSUNX	SQR Report	1000005 27/03/2006 09:49:00	Success
3	PSUNX	SQR Report	1000004 27/03/2006 09:49:00	Success
9	PSUNX	SQR Report	1000003 27/03/2006 09:49:00	Success
6	PSUNX	SQR Report	1000002 27/03/2006 09:48:00	Success
6	PSUNX	SQR Report	1000001 27/03/2006 09:48:00	Success
3	PSUNX	SQR Report	1000000 27/03/2006 09:48:00	Success
6	PSUNX	SQR Report	999999 27/03/2006 09:48:00	Success
3	PSUNX	SQR Report	999998 27/03/2006 09:47:00	Success



Enter the Portal Zone ...

The myUNSW portal team is expanding to meet new challenges. SSABS has recently advertised two new positions created to support the expanding work in managing myUNSW services and content:

- > Portal Specialist - focus on supporting users, analysing requirements and testing solutions
- > Portal Content Editor - focus on editorial and operational management of portal content and information services

To learn more, go to <http://www.hr.unsw.edu.au/services/recruitment/newjobgen.html> You can also speak to Emily Middleton, e.middleton@unsw.edu.au . Applications close 28 April 2006.

STUDENT SYSTEMS AND BUSINESS SOLUTIONS

Course Catalogue in myUNSW

A new look Course Catalogue is coming soon to the myUNSW Staff Portal. Features will include:

- Streamlined presentation including removal of redundant fields.
- The ability to view course catalogue records for other Faculties/Schools. Update access will be restricted according to your own Faculty/School access.
- Display of summary information regarding what changes have been entered between each effective dated row for a course record.
- The ability to copy the record for an existing course to save entering records from the ground-up for similar course records.
- The addition of a relationships page to maintain data about equivalent courses, excluded courses, courses needing to be timetabled together (same time/room – usually alias courses), and courses needing to be timetabled separately but within a parallel time slot (eg where a curriculum is offered at different levels that students move between).

Further system developments later in 2006 will leverage this data to prevent students from enrolling into equivalent or excluded courses through the myUNSW enrolment process, removing the dependency on the current complex exclusions setup in NSS.

These services will be further extended as part of the University-wide timetabling initiative to collect “term planning” data, especially relating to timetabling requirements.

User Education materials will be provided to Faculty users once the new functionality is released. Enquiries should be directed to Sarah Thomson, Scheduling and Academic Requirements Unit s.thomson@unsw.edu.au or ext. 58757.

ACCOMMODATION SERVICES

Refurbishment of 46 High Street

After recently receiving approval to upgrade 12 Arthur St, Accommodation Services has now been given the ‘go ahead’ to organise the full refurbishment of 46 High St.

This block of units, constructed in the 1960’s, consists of 6 one bedroom units and 9 two bedroom units. In recent years the block has been used to accommodate Foundation students however, following the construction of Unilodge in Anzac Parade last year, the demand for lettings has declined considerably. Most of the fixtures and fittings in the block have not been replaced since it was constructed and the units need renovation.

Once the proposed refurbishments are completed it is intended to let the units to postgraduates, including those with families. The upgrade will include the provision of new carpets, painting throughout, new kitchen units, full bathroom refurbishment, new doors, light fittings, new ventilation systems and replacement furniture.

COUNSELLING SERVICE

In search of exemplary front of house student (customer) service

In early March the Counselling Service Office Coordinator, Georgina Barratt-See, attended a CCWT (Centre for Community Welfare Training) workshop on "Accidental Counselling". This 3-day workshop is designed specifically for staff who, because of their work role find themselves needing to apply very specific communication skills and from time to time find themselves in a "quasi" counselling role as they listen to students' issues, needs, problems and complaints. The course covered topics such as "Empathy vs. Sympathy", "Reflective and Active Listening", "Assertiveness, Aggressiveness and Managing Difficult Clients", "Self Awareness & Self Care", "Effective Communication", "Empowerment" and "Stress Management and Debriefing".

Georgina says: *"I work in a counselling service and the best part about the workshop was realising that although I'm not a counsellor, there are plenty of effective communication skills which I have which I can utilise when speaking to distressed, angry or upset students. I learnt the difference between open and closed questions, which helps when I am talking to students on the phone or at the front desk, and how empathy, rather than sympathy, is much more applicable and useful in helping students. The workshop allowed me to reflect on who I am as a person, why I enjoy the work I do, and how to relax, debrief and de-stress when students' needs might affect me! I recommend it for anyone who is in the frontline of dealing with students."*

Are you an administrator or academic in frontline service?

This workshop may suit other support staff throughout the university, such as Academic Advisors, Course Advisors and Student Services personnel. CCWT (Centre for Community Welfare Training) can tailor a workshop for an organisation's needs. If you'd like further information, see CCWT website www.ccwt.com.au needs on campus.

Peer Mentoring@UNSW

Peer mentoring programs have been underway now across UNSW since O Week and from all reports from mentors, mentees and coordinators they have been a great success. COFA commenced a new Faculty wide program this year under the direction of Graham Forsythe and Rachel Buckley. Rachel has worked very hard to ensure the success of the program by organising a range of interesting activities for mentors and mentees; from a community mural to lawn bowls, kayaking, and tours of the local galleries. COFA have set a high standard for mentoring and their success will hopefully encourage other Schools and Faculties to come onboard in 2006. As programs start to wind down over the next few weeks we will begin to evaluate the impact of mentoring for those first year students who took part.
