FROM THE DIRECTOR

Dear Colleagues,

Last month Student Services farewelled another member of the family – Melissa Hankinson has now taken up the position of Executive Officer, Office of the Deputy President (Development) UNSW Asia. We will miss her and wish her well. She will also be missed by all those guest speakers and special VIPs whom she has so warmly and intelligently looked after in her various protocol roles. We hope to announce her replacement in the next newsletter.

In a major leap forward in our accommodation standard, a number of Student Services staff have relocated to Level 12 of the Mathews Building from where the views are spectacular. The Scholarships and Financial Services team has moved there, as has SSABS.

In another great leap forward the revamped Scholarships website is up and running – congratulations to Janette, Andrew and the team.

Best wishes
Jane Gatwood

ACCOMMODATION SERVICES

At the recent Careers & Courses Day, Lyn O’Brien and Kok Wye Yu represented Accommodation Services at our stall in Round House. Meanwhile at the Central Lecture Block Steve Ryan, along with representatives from the UNSW colleges, gave a PowerPoint presentation to prospective UNSW students relating to student housing accommodation and the housing application process.

The residents at the Barker Apartments have been given written notice that the essential work to remove the external concrete window fascias will commence on 29 September. This work is expected to last for six weeks, should cause minimal disturbance to the tenants and will greatly improve the look of the apartments.

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

Careers and Employment hosted two successful Careers Expos at The Scientia in August.

Our team of 16 volunteers, (who also assisted at our main Careers Expo in March), ensured employers felt welcome and were on hand throughout the day to assist C&E staff and employers. They also researched potential organisations prior, helping promote the events to over 2,200 organisations. Their marketing to students resulted in a 100% increase in the number of students attending the International Careers Expo and a 50% increase in participating employers. Thanks to all our volunteers and C&E staff for making these two events so successful.

UNSW Inaugural UNSW Vacation/Internship Careers Expo:
Held on 9 August, this event attracted 38 organisations and 1,300 UNSW students. (See photo below left)

UNSW International Careers Expo:
Held on Wednesday 23 August 2006, this event attracted 15 participating organisations and 1,100 students, including some from UTS and the University of Sydney.

Photo below right: C&E staff (left to right) Taye Morris, Dawn White and Eva Chan.
STUDENT SUPPORT CENTRAL

DIRECT ADMISSIONS

In conjunction with the International Office and the Office of Institutional Analysis and Reporting, the Admissions Office have surveyed almost 1,400 applicants who received offers for admission in Semester 2, 2006 and didn't accept. The survey aims to quantify some of the known reasons for non-acceptance such as high tuition costs, insufficient advanced standing and other customer service issues. The results when collated will be used to review processes with the intention of improving service and conversion rates.

For Semester 1, 2007 processing continues with 1,800 offers already being made to international students along with almost 500 offers going to postgraduate coursework domestic students.

STUDENT CENTRAL

We have a new member of staff in Student Central – Alman Yeung. Alman has previously worked in Careers and Employment at UNSW and we are very pleased to have her on board.

Student Central’s new statistics database has been confirming some of our long standing assumptions; Monday is definitely the busiest day of the week - most students visit Student Central between 11am and 2pm.

During August, just under 2,000 students were served at the counter and over 1,000 telephone calls were received.

UAC ADMISSIONS TEAM

UAC applications for 2007 are now open and on-time applications close on 29 September. Email and telephone enquiries are increasing steadily and will peak around the end of the month. For 2007 there are changes in relation to the ACCESS Scheme as well as the assessment of non-Year 12 UAC applicants in particular. If specific admissions queries are received in Faculties or other units please refer these to the Admissions Office at email ugadmis@unsw.edu.au or phone 3985 3228.

Following the move of the Scholarships and Financial Support team to the Mathews Building we will be rearranging our office space on the lower ground floor of the Chancellery in the coming weeks.

PRIZES

If you wish to nominate students for prizes the deadline for nomination for the 2006 academic year is 15 December 2006. The University publishes a list of its medal and prize winners in the Sydney Morning Herald at the beginning of each year (Jan-Feb). The list will be published on the UNSW website early in 2007.

The prize giving ceremonies are usually held between March-May each year.

For information about prizes please contact Chummy extension 53066 or email c.aluwihare@unsw.edu.au
SCHOLARSHIPS AND FINANCIAL SERVICES

Scholarships and Financial Support Office has relocated to Level 12, East Wing, Matthews Building. Our contact details are unchanged.

Our new website is finally up!

http://www.scholarships.unsw.edu.au/about/AboutUs.html

Over the next few weeks we will continue updating and modifying the site. Our main focus had been first year scholarships in readiness for the Courses & Careers day and we are now moving across our second year onward scholarships.

The new site allows more scope to advise students and to post pertinent information which will assist future and current students. We now have the one application form for all scholarships (Engineering excluded) with the closing date for first year scholarships being 30 September. Scholarships staff are liaising with Faculty staff to ensure scholarship information and dates are correct.

We will have a page for staff only which will be informative and cover such topics as – ‘Guidelines when considering funding a Faculty Scholarship’. So stay in touch and check out our website from time to time for updates. We would welcome your comments or suggestions about the site; please feel free to email andrew.tucker@unsw.edu.au

STUDENT ADMINISTRATIVE SERVICES, UNSW@ADFA

ADFA Open Day

The ADFA Open Day was held on Saturday 26 August and was a huge success! Canberra Tertiary Open Day is a collaboration between Canberra’s five tertiary institutions (CIT, ADFA, ANU, UC and ACU) to annually host an open day at their corresponding campuses on one day. This allows school leavers, mature age students and graduates to gain all the course and campus information they need in one go.

Defence members and University of New South Wales (UNSW@ADFA) staff worked together to provide prospective students with course and careers information. Navy Midshipmen and Army and Air Force Officer Cadets were available to talk about their life at ADFA. Prospective students were also able to observe ADFA Midshipmen and Officer Cadets navigating the above-pool obstacle course, abseiling, rock climbing and martial arts.

Staffing News

Since the last newsletter, Deborah Dennis has been appointed to the position of Student Systems Officer and has commenced in her new role. Debbie is responsible for timetabling and examinations on the ADFA campus of UNSW. We are also delighted to announce that Patricia McCauley has accepted the position of Deputy Manager of Student Administrative Services and will commence in the role on Monday 4 September.
“The beautiful game”

Were you inspired by the recent Football World Cup? ('Soccer', please Kathryn. Ed.) Are you feeling bereft at not having to get up at some unearthly hour to watch the games? Fancy your changes as the next Ronaldo, Rivaldo, or any other South American player with a single name beginning with 'R'? Then help, dear reader, is at hand …

Student Services has established a couple of indoor football teams, (I'm a Pom; I refuse to call it Soccer. KBW) and are looking for others to join a burgeoning UNSW Premier League. Games are held in the UNSW Lifestyle Centre at lunchtime on Tuesdays and Wednesdays. To date, the other teams involved have been groups of (disgustingly fit) students and IT Services (SDS). Come and marvel at Kimmy 'look at moiye' Jahshan honing her Italian diving skills, gasp at Lester ‘Nipper’ Mata's ability to sidestep anything heading towards him, and crouch in terror at Alexandra ‘Chopper’ Fleming mowing down the opposition and innocent bystanders. Warning: this is not a game for the faint-hearted.

Coaching has been offered by Stephen Ryan of Accommodation Services, a professional Scouser and Everton supporter (sorry, it was the best I could do. KBW), and a magnificent trophy has been donated by Her Gracious Patroness, Kathryn Whittingham ($20 from Paddy's Markets - no expense spared).

Interested? Contact Lester for more details phone 9385 8040 or email l.mata@unsw.edu.au. Or just come along and join in the fun.

STUDENT ADMINISTRATION AND RECORDS (STAR)

KEY DATES

August
Thu 31 Census date
Last date for students to withdraw without academic or financial penalty

September
Fri 1 Deadline for requests for special timetabling of examinations
Fri 8 Graduation ceremonies commence
Mon 18 Deadline for lodging exam papers to be printed by the Registrar
Graduation Processing for 5067 can commence
Fri 29 Deadline for lodging exam papers printed by academic units

October
Tue 3 Provisional timetable published
Wed 11 Last day to advise of clashes, timetable corrections & changes
Tue 24 Final timetable published

November
Fri 10 Exams commence
Fri 25 Deadline for completion of students for December graduation ceremonies
COMONWEALTH SUPPORT AND FEES

Important enrolment/fees information

As you are aware, the Census date for Semester 2, 2006 (31 August) has now passed. Commonwealth Support and Fees is commencing the process of cancelling Commonwealth Supported Students who have failed to make upfront payment of their student contributions. Faculties and Schools will be provided with a list of students who have had their enrolment cancelled in week beginning 11 September.

Financial Blocks have been placed on student’s accounts for non-payment. In addition, the Denial of Services block will be placed on student’s accounts for outstanding debt on 15 September. The Denial of Services Block prevents a student’s access to the following services:

- Receipt of examination results
- Access to Buildings and Computer Labs
- Access to Web CT
- Transcripts
- Graduation
- Future Course Enrolment

The last day to drop S2, 2006 courses without financial penalty was the census date (31 August 2006). Students can still drop courses online without academic penalty up until Friday 15 September 2006. If you have any ‘Special Permission to Withdraw’ applications, Late Enrolment or Leave requests for processing, please forward these to STAR. For further information regarding Commonwealth Support and Fees please contact csandfees@unsw.edu.au or ext 53157.

ACADEMIC STANDING

Pending Academic Standing for Session 1 2006 has now been finalised. All students who had a standing level of “Pending” have had their standing recalculated. If, due to unresolved results, standing could still not be determined, students were assigned their previous sessions standing.

For further information regarding Academic Standing please contact Kaaren Walker-Smith on ext 51487 or email k.walker-smith@unsw.edu.au

GRADUATIONS AND DATA VERIFICATION

Potential Graduand Processing for September/October 2006 ceremonies

The deadline for processing potential graduand records for students to graduate in the September/October 2006 ceremonies has now passed. Students who have completed requirements will only be added to September/October ceremonies if space is available and there is sufficient processing time prior to the ceremony.

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

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STAR continued

Remember:

• Students must be confirmed for Term 5064 to be allocated to the September/October or cross-Faculty December ceremonies
• Students who are processed who have Winter Session enrolment should be confirmed for Term 5064 with the Winter Session courses added to the Required Classes List
• If a student’s plan or degree details need to be amended and the student is already completed, please forward details of the correction to be made to the Graduations Section so that all parts of the graduation record can be updated

Potential Graduand Processing for Term 5067

The potential graduand identifier for Term 5067 (Session 2, 2006) will be run in mid-September. Details will be mailed out via the nss-explode e-mail list once processing can commence (approx on 18 September).

Students processed for Term 5067 will be allocated to the following graduation periods:

• December Undergraduate Medicine ceremony for all BSc(Med) MB BS programs
• December ADFA ceremonies
• Kensington March-May 2007 ceremonies for all other students

Graduation

Graduation Information for students can be found at: www.graduations.unsw.edu.au.

Staff queries regarding Graduation Processing should be directed to Cedric Poon on ext 58069 or email cedric.poon@unsw.edu.au.

Requests for historical course and program information

Due to the closure of RAPID services in the library, STAR will now process student requests for historical course and program information extracts from UNSW Handbooks and Calendars. These are often required by students applying for entry at other institutions.

Electronic versions of the UNSW Handbooks and Calendars from 2002 to current are available from www.handbook.unsw.edu.au. If past or current students require certified extracts from earlier editions of the UNSW Handbooks and Calendars they will need to complete the application form that can be found at www.transcripts.unsw.edu.au.

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 1¼ 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.
EXAMINATIONS

Academic units are asked to begin preparations for the end of session examinations for Semester 2 2006. The following schedule is provided for information:

Friday 25 August: Deadline for school to finalise exam paper details in NSS
Friday 1 September: Deadline requests for special timetabling of examinations
Monday 18 September: Deadline for lodging exam papers to be printed by Registrar
Friday 29 September: Deadline for lodging exam papers printed by academic units
Tuesday 3 October: Provisional timetable published
Wednesday 11 October: Last day to advise of clashes, timetable corrections & changes
Tuesday 24 October: Final timetable published
Friday 10 November: Exams commence
Tuesday 28 November: Exams end

During the Semester 1 2006 examinations an unprecedented number of corrections were made to examination papers; mostly to papers that had been produced entirely in-house by Schools. Academic units are asked to please pay particular attention to both the presentation and proof-reading of examination papers. Details about the preparation of examination papers are available on myUNSW at:

If further details or advice are required, please contact Grant Walter on ext 53086 or g.walter@unsw.edu.au

COUNSELLING SERVICE

Session 2 workshops began in Week 6. These workshops cover procrastination, time and task management, exam anxiety and stress, relaxation and meditation and managing low mood, plus postgraduate groups for managing the relationship with your supervisor and understanding your MBTI personality type. In addition, as part of her PhD research, clinical psychologist Natalie Glaser is running 6 week groups on Managing Fear & Anxiety. We are currently recruiting for a series starting in Week 9. For further details, please visit out our website: http://www.counselling.unsw.edu.au

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COUNSELLING SERVICE continued

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At the recent Courses and Careers Day, the Counselling Service ran our popular “check your stress levels with stress dots” activity. The stress dots measure the temperature of the skin on the hand. This temperature measurement is a biofeedback device and gives some indication of current physiological experiences of stress and prompts the wearer of the stress dot to activate some stress management techniques. The main idea is to get students thinking about beneficial stress management techniques at stressful times of the academic year. All parents of HSC students will know what sort of stress can be encountered by the whole family at this time of year.

At the request of the Faculty of Engineering, the Service has now run two full-day workshops on leadership for third year Dean's Honour List engineering students. The workshops cover topics such as leadership theories and styles, communication, delegation, empowerment, motivation, conflict and ethics. There is a third workshop scheduled for Saturday 23rd September.

An Academic Advisor Workshop is being held on Wednesday 13 September from 2.00 - 4.00 pm in the Dean’s Conference Room, Faculty of Business (previously Commerce & Economics), Level 2 East Wing, Quadrangle Building. This workshop is specifically for those Academic Advisors who have not previously received an orientation to the role of academic advisor. Please register your intention to attend by emailing counselling@unsw.edu.au or calling extn 55418 before 12 September.

SSRG meeting notice 9 October 12.30 - 2.00pm in Council Chambers

The Student Services Reference Group (SSRG) was formed last year to offer an opportunity to Student Service managers to meet with student leaders and discuss issues specific to student services at UNSW. On 9 October the SSRG will host an OPEN meeting with interested students and the topic will be the UNSW student experience. The DVC Academic, Richard Henry will be the guest VIP for the meeting and will answer student's questions and hear their views on the UNSW student experience. Students interested in attending need to RSVP by 4 October to ssrg@unsw.edu.au or call 9385 5418. Questions and comments about the UNSW student experience can be sent in advance to ssrg@unsw.edu.au or dropped into the Counselling Service Reception desk (Level 2, East Wing, Quadrangle Building) marked to the attention of Annie Andrews (SSRG chair).

New staff members

The Counselling Service is pleased to welcome four temporary contract psychologists. Heather Hayes, Dr Cindy Nour, Rina Daluz and Joanne Azzopardi join the team to the end of this year.
STUDENT SYSTEMS AND BUSINESS SOLUTIONS

The road to a Centralised Timetable

As part of the lead up to scheduling the Semester 1 2007 timetable, new myUNSW services were released in August. These enable schools to define their class scheduling requirements. Four presentations have been given to school timetabling staff to outline the new services. These are being supplemented by a number of interactive workshops - facilitated by Scheduling staff – being held from 4 – 13 September.

Elsewhere in the scheduling world, advice has been sent to Deans and Heads of School outlining the arrangements for scheduling staff in the centralised timetable. The advice includes pro-formas for specifying the special needs of individual full-time and part-time staff.

All of this activity is in preparation for the “business end of the season” (card table set up at the 50m line): the creation of the actual 2007 Semester 1 timetable. This will occur iteratively over several weeks in October, with the final timetable to be published to staff on 17 November and to students on 1 December.

As usual, all the latest information on timetabling is available at https://my.unsw.edu.au/student/Staff/UNSWideTimetabling.html

2007 Online Handbook published – online!

The 2007 Online Handbook was published on 1 September – in time for Courses and Careers Day. The 2007 edition, edited by Emily Middleton, represents the collaborative work of around 100 authors and editors in Student Services, Faculties and Schools.

New features in the Online Handbook include an expanded section on General Education, University rules and procedures and introductions to all Faculties. Some of this information has been transformed from information published in the now-discontinued printed handbooks.

It’s worth noting that previous versions of UNSW’s handbooks – back to 2002 - are available through the Online Handbook website at:

A Moving Experience

As part of the University’s family reunion program, in August the entire SSABS team relocated to their new home in the West Wing of Mathews Level 12. This is a significant moment in the unit’s evolution as previously we were housed in five discrete offices in the Chancellery and a cottage in Arthur St. There has been much weeping and singing of old plainsong chants as long-separated colleagues rediscover the special connections that make SSABS, er, SSABS. In practical terms, it means that we are now better positioned to help the University develop solutions to support student administration and the academic enterprise.