

FROM THE DIRECTOR

Dear Colleagues,

Here is the last Newsletter for 2006. Hurrah! The next will be issued in February 2007.

Prior to Christmas the Department will farewell three long serving members of staff. Our best wishes for life and work after UNSW go to Ana Gimenez, Helen Pandol and Jill Rheuben. The three will be sorely missed.

On behalf of Student Services I would like to thank you for your support and goodwill throughout 2006 - we look forward to working with you in 2007. Please have a safe, relaxing and enjoyable festive season.

With our best wishes

Jane Gatwood

INDEX

Page 1	From the Director
Page 2	Student Administration and Records (STAR)
Page 3	STAR continued
Page 4	STAR continued
Page 5	STAR continued
Page 6	Student Support Central
Page 7	Student Support Central continued
Page 8	Student Support Central continued
Page 9	Counselling Service
Page 10	Student Systems & Business Solutions (SSABS) and Accommodation Services
Page 11	SSABS continued
Page 12	Careers and Employment and Red Bag sighting

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

STUDENT ADMINISTRATION AND RECORDS (STAR)

KEY DATES

December 2006

- 1 9.00am Deadline for online entry of results onto Grade Rosters
- 5 - 7 Faculty Assessment Review Group meetings
- 7 Summer Session fee statements begin to be available via myUNSW
- 8 9.00am Official release of results for Session 2, 2006
- 11 9.00am Results and provisional Academic Standing available on myUNSW
Students can submit academic transcripts and award statement requests showing Session 2 results and graduation details
Re-enrolment for 2007 commences
- 13 Deadline for University Medal recommendations
Deadline for Honours, Merit and Distinction recommendations
ADFA Graduation Ceremonies
- 14 Medicine Graduation Ceremony
- 18 All Faculties Reserved Graduation Ceremony
- 19 Student Services Christmas Party

January 2007

- 4 Deadline for Program Authorities to change academic standing on NSS
- 8 Academic Standing available to students on myUNSW
- 12 Summer Session UNSW payment due
- 29 Academic Advising Day
Deadline for students with Academic Standing of *Suspension* or *Exclusion* to lodge an appeal

February 2007

- 16 Summer Session Census Date
Deadline for students who completed studies within Session 2 2006 to be processed for graduation
- 19 Summer Session exams commence

March 2007

- 2 Session 1 UNSW payment due
Deadline to submit Honours, Merit and Distinction recommendations for students who completed studies within Summer Session
- 30 Deadline for students who completed studies within Summer Session to be processed for graduation
- 31 Session 1 Census Date

EXAMINATIONS

The Semester 2, 2006 examinations ended on Tuesday 28 November. We experienced the usual hiccups; last minute corrections to exam questions, examination referees not being available plus a few that were a bit more unusual - a last minute change of venue due to storm damage and an unprecedented number of students with broken arms/injured hands, but we made it! Thank you to all those in Student Services, Schools and Faculties who helped us through the examination cycle and a special thank you to the Day Gang; we couldn't run exams without you.

Summer Session 2007 examinations will commence on Monday 19 February 2006.

For information about examinations please contact Grant Walter x53086 or g.walter@unsw.edu.au

STAR continued**ACADEMIC STANDING**

Following the release of results on Friday 8 December, Academic Standing reports will be sent to Program Authorities by e-mail. Program Authorities are asked to review students' standing, assign advisers and where necessary, apply overrides.

All changes should be finalised on NSS by 12 noon on Thursday 4 January 2006. After this deadline, Program Authorities are asked not to make any further changes to students' Academic Standing on NSS but rather notify Student Administration and Records (STAR) if changes are needed. Please be careful to assign standing for the correct term, i.e. 5067, even though students will have been activated for the later terms 5071, 5074 & 5077.

Academic Standing will be considered provisional until 10.00am, Monday 8 January. Students will be advised in their results e-mail that they should check their Academic Standing on myUNSW after this date and follow any instruction given (e.g. consulting Academic Advisors).

All students with a standing other than *Good* or *Pending* will be able to view their Academic Standing letter on myUNSW when they choose the 'view results' option. E-mails will also be sent to all students who have a standing other than *Good* or *Pending*. Additionally, students with a standing of *Suspension* or *Exclusion* will have a letter sent to their mailing address.

All students with a standing of *Suspension* or *Exclusion* will be given until 5.00pm, Monday 29 January to lodge a written appeal. All appeals should also contain supporting documentation. From Tuesday 16 January, Academic Standing will be recalculated, but no student will be placed on *Suspension* or *Exclusion* even though his or her late results may be Fails. These students will be manually allocated their previous Session's standing.

It is important that late or withheld results are finalised as soon as possible so that Academic Standing can be determined accurately. Students whose standing cannot be determined will be assigned *Pending* standing.

Academic Standing policy and procedures can be found on the myUNSW website:

<https://my.unsw.edu.au/student/academiclife/assessment/AcademicStandingExplanation.html>

For enquiries please contact Kylie Doust on ext 51079 or k.doust@unsw.edu.au

ENROLMENT

Re-enrolment for Session 1, 2007 will open on Monday 11 December 2006.

STAR is currently preparing to Term Activate all currently enrolled students, students on approved Leave of Absence and students returning after Suspension, so they can enrol. Students who are not on approved Leave of Absence will need to contact their Program Authority in the first instance.

Enrolment appointments for continuing undergraduate students are also being updated. Re-enrolment will open progressively, with students in higher stages having priority. Open enrolment will commence from Monday 18 December.

Continued over page ...

STAR continued**Enrolment continued**

As part of the re-enrolment process, all students will have an Enrolment Hold placed on their record. To clear these holds students need to simply check/update their personal details (including Commonwealth Support details). Enrolment holds are not Denial of Service holds. Denial of Service holds occur where a student has outstanding obligations, including outstanding debts.

UNSW Student Services will co-ordinate an Academic Advising Day for students enrolling in generalist or combined programs, which will be held in Scientia on Monday 29 January 2007. This event is for both new and continuing undergraduate and postgraduate coursework students and will supplement rather than replace Faculty/School based Academic Advising activities.

As we need to publicise all Academic Advising activities could Faculties and Schools please advise Grant Walter, x53086 or g.walter@unsw.edu.au, of their proposed undergraduate and postgraduate coursework advising schedule/activities as soon as possible?

For information about enrolment please contact Grant Walter x53086 or g.walter@unsw.edu.au

GRADUATIONS

The 2007 Graduation Schedule will be published shortly in time for the release of Session 2 results. It will be posted on www.graduations.unsw.edu.au as soon as it has been finalised.

The graduation information on myUNSW is also being updated. Students do not require a login and password to access the information pages. All the information that is mailed to students (except the actual tickets) can also be accessed from the website.

The Potential Graduand Identifier for Summer Session will be run in mid December. An e-mail will be sent when this occurs.

Graduation Deadlines

The deadline for graduation processing for the main round ceremonies (students who completed studies within Session 2, 2006 or prior) is FRIDAY 16 FEBRUARY 2007.

The deadline for graduation processing for the late reserved ceremonies (students who complete studies within Summer Session 2007) is FRIDAY 30 MARCH 2007.

COMMONWEALTH SUPPORT AND FEES**Enrolment**

Most students will be enrolling and completing Commonwealth Support forms and FEE-HELP forms online. However a small group of students are required to complete forms manually for Summer enrolments. Most Faculties/Schools have been contacted regarding this. Those students who are to enrol manually will need to complete a paper based form and submit this to STAR either in person, or via post. As these forms are in triplicate STAR cannot accept faxed or photocopied forms - only the original form will be accepted. If you need further information please contact Liza McAra on ext 53119 or email csandfees@unsw.edu.au for clarification.

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STAR continued

Commonwealth Support and Fees continued

Summer Session

Summer Session payment due date: 12 January 2007

Summer Session Census date: 16 February, 2007

Summer Session now has its own Census date! Students will be required to nominate and finalise their payment option preference (those who are eligible) by the Summer Session Census date. Students will face the usual penalties for failure to comply with the legislation, such as having their enrolment cancelled.

In addition to the Summer Session Census date the University has set the payment due date for all students as 12 January 2007. All students should be strongly encouraged to finalise their payments by this date in order to avoid any penalty.

Statements for Summer Session students will be available progressively from 7 December 2006.

2007 Tuition fees

The UNSW tuition fee schedules and fee policies have been updated for 2007 and can be found at <https://my.unsw.edu.au/student/fees/TuitionFees.html>.

Student Debt

Prior year debt

The Financial Services Department (FSD) has sent invoices to students with debts for 2005 or earlier. Any student enquiries should be referred to Yufen Hung x58859. The letter provides FSD contact details should a student have an inquiry about the letter.

Current 2006 Debt

We are currently investigating the reasons for non payment of outstanding debt for Session 1 and Session 2. STAR will contact Faculties in December to ask for assistance in providing additional information to help determine whether the student debt is genuine.

Denial of Services blocks were applied for Session 2. This block prevents the student from receiving their assessment results and from re-enrolling. Faculty/School staff should be aware that they are NOT permitted to release results direct to a student who is indebted to the University.

Staffing

It is with some sadness that STAR says thank you and farewell to Jill Rheuben. Jill has worked at UNSW for over 26 years; the majority of that time in the Student Records environment. For many years Jill has played a key role in the production of academic transcripts for students and graduates of the university. I know that all in STAR wish Jill a long, healthy and happy retirement.

Kathy Keane



STUDENT SUPPORT CENTRAL

DIRECT ADMISSIONS

Comparative Statistics

The office will run regular comparative analyses from now until the commencement of Semester 1. The last issue date was as at 28 November. For a copy of the comparative snapshot, or to be added to the distribution list, please contact Ken Bright k.bright@unsw.edu.au or x58794.

Future Admission Periods

While the team is currently processing at one of the busiest times of the year, just a reminder to note that it isn't just for the Semester 1, 2007 admissions period. Applications are processed upon receipt and offers made progressively - this includes for future admission periods often up to 18 months or more in advance. A quick 'surface' look at numbers for Semester 2, 2007 and for 2008 show:

- ❖ Semester 2, 2007: Over 1000 (international) applications received with 750 offers having been made.
- ❖ Semester 1, 2008: Over 200 (international) applications received with 100 offers already made.

These long range offers can often be for students doing English packages who need offer documentation now to receive visas in time; this also highlights the need for on-going coordinated follow-up activities to make sure such applicants stay on the UNSW 'scope' once offers have been issued to them.

Qualsearch

The office has been investigating the use of Qualsearch, a qualification verification product (and service) owned by the Queensland Tertiary Admissions Centre (QTAC). The service would allow the Admissions Office to automatically retrieve the academic record of applicants applying from (Australian) participating tertiary institutions. In time there would be an expectation of better and faster service to applicants, as well as the important benefit of minimising the risk of accepting fraudulent documentation from the same cohort. Currently under consideration, confirmation on the use of Qualsearch will be made in due course.

Staffing

Long term staff-members in the team, Sapa Saifaleupolu and Lauren Hyman have recently left. We wish them all the best for the future.

STUDENT CENTRAL

During the first three weeks in November, almost 3000 students have been served at the counter, with the majority of enquiries relating to Special Consideration applications.

Student Central has just installed call centre software to assist in managing inbound telephone calls. The software allows us to see how many calls are in the queue, how many staff are logged-on to the queue and how many calls are being abandoned. This software will make it much easier to proactively manage the inbound calls and improve service delivery to callers.

We have just completed a series of soft skills training sessions, specifically designed for us by OSDS. In total, we had 8 sessions of 90 minutes each, over a period of 9 months. The topics covered included; Working with Different Behavioural Styles, Working with Challenging Situations, Time Management, Dealing with Conflict, Increasing Versatility in Relation to Service Delivery, Dealing with Change, Dealing with Stress and Handling Complaints. This has been a fantastic exercise and along with everything else we have learnt along the way, these sessions have really assisted team building and allowed staff to get to know each other better, personally and professionally.

STUDENT SUPPORT CENTRAL continued**UAC ADMISSIONS**

The UAC team is gearing up for the busy Dec/January period. Key dates over this period include:

8 December	Last date to submit UAC application for guaranteed consideration in Main Round
19 December	HSC results released
20 December	UAls released
2 January	UNSW Student Enrolment Support centre opens
3 January	Preliminary round of offers (for international students doing Australian Year 12, ADFA and Aviation [Flying])
3 January	HSC Info Day
4 January	Close of change of preference for the Main Round
17 January	Main Round offers released (9pm)
18 January	Acceptance of offer and online enrolment opens
26 January	Main Round offers must be accepted by 5pm
31 January	Late Round offers released
7 February	Final Round offers released
9 February	Late and Final Round offers must be accepted by 5pm

UAC Admissions Bulletins

Periodically between now and March, email bulletins containing more detailed information about UAC admissions will be sent to Deans and Faculty Managers to distribute to relevant staff. Please contact your Faculty Manager if you do not receive this and require general admissions information to answer enquiries. The bulletins would be useful for any staff attending UNSW Info Day in January and staff who are required to handle admissions queries from local undergraduate applicants when Main Round offers are released in January.

SCHOLARSHIPS AND FINANCIAL SUPPORT

We have received the majority of our scholarship applications for 2007 and are in the process of sending out to Faculty contacts for Selection Committees to review. Some Selection Committees have asked for the UAI to be included, so we will hold these until UAls are released (20 December). We are aiming for a quick turn around to offer the majority of scholarships before the beginning of Session 1, 2007.

We have undergone a lot of changes within Scholarships and Financial Support this year with the introduction of new systems, an improved website and closer working relationships with Faculties - thank you all those involved. We would like also to take this opportunity to thank and farewell Helen Pandol (Scholarships) & Ana Gimenez (Prizes) who have opted to take Voluntary Redundancy and will finish at UNSW on 15 December. Both have worked in their current roles for many years and have served the University faithfully and professionally during that time, they will be missed by their co-workers and University community alike.

Emergency Student Loans

Just a reminder to all staff that we also manage Emergency Student Loans. We have updated the policy and procedures relating to student loans and invite you to look at these on our website. Student loans are available to coursework students to cover the costs of unforeseen circumstances that directly impact on their studies at UNSW.

<http://www.scholarships.unsw.edu.au/about/StudentLoans.html>

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SCHOLARSHIPS AND FINANCIAL SUPPORT continued**AusAID**

Judith Forder and our web coordinator Andrew Tucker, have updated our website with relevant information for AusAID students and University staff. Please refer to the web link below if you are involved with AusAID students in receipt of a scholarship.

<http://www.scholarships.unsw.edu.au/international/AusAidInformation.html>

Prizes

If you wish to nominate students for prizes the deadline for nomination for the 2006 academic year is 20 December 2006.

The University publishes a list of its medal and prize-winners in the Sydney Morning Herald at the beginning of each year. The finalised list will also be published on the UNSW website around the same time (January - February 2007). The prize giving ceremonies are usually held between March and May each year.

For information about Prizes please contact Chummy Aluwihare, phone x53066, or email c.aluwihare@unsw.edu.au. While Chummy is on leave from 15 Nov – 18 December 2006, please direct urgent enquiries to Miranda Chan on x51804 or email miranda.chan@unsw.edu.au

ESOS (Education Services for Overseas Students)

The New National Code of the ESOS Act is coming into effect on 1 July 2007. Over the coming months Gerry Braddon, the International Compliance Officer (ICO) will hold regular briefings with Faculty colleagues as issues of concern are identified. Please watch this space in the newsletter.

One area of significant change is Standard 9 of the National Code. Standard 9 addresses the issue of International students completing their degree within the specified duration as indicated in the original ECOE.

The National Code now states a student may only extend the duration of their studies for compassionate and compelling circumstances, or where the Education Provider has set up an intervention strategy for the student.

The key issue will be the extra monitoring now required of Education Providers each time a student varies their enrolment which may then affect their expected study duration. The Education Provider must record the reason for the variation in the student's file.

Under the existing code it was permissible to allow students who had struggled to successfully complete 24 UOC per session to undertake a minimum full time load of 18 UOC. Under the new code these students should be strongly urged to study over the Summer & Winter Sessions to complete their degree within the specified duration of their ECOE.

The new National Code addresses the increased availability of distance and online learning. It is now established that an International Student is permitted to complete a maximum of 25% of their overall program by distance and/or online learning. However this does not permit the student to enrol exclusively in distance or online learning courses through a compulsory study period. Please note an international student will always be required to enrol in face to face courses through the compulsory study periods of Session 1 and Session 2.

If there are any ESOS Compliance issues you need to discuss, please contact Gerry Braddon, International Compliance Officer at esos@unsw.edu.au or x53065.

COUNSELLING SERVICE

In House Professional Development Presentation and Feedback Process

This year the Counselling Service piloted a new initiative to extend the professional development opportunities of all staff, via a regular in-house feedback process.

Counsellors are required to undertake regular professional development activities in order to keep up to date with best practice and to ensure that service provision is of the highest professional standard. Members of APS colleges are required to accumulate 60 PD points per year to maintain their professional membership.

Each year individual counsellors complete a wide range of internal and external professional development activities across diverse topics relevant to student counselling, mental health and treatment of psychosocial issues in order to meet these ongoing professional obligations.

Some professional development and maintenance activities are provided *internally*, such as weekly peer review and a monthly "Reflecting Team" case conference, as well as other internal opportunities through OSDS. This year, as a way of sharing some of the knowledge and skills gained by attending *external* PD activities among the whole Counselling Service team, individual staff members were asked to volunteer to do a presentation to the rest of the team at monthly CS staff "PD Meeting".

The aim of such presentations was not only to provide a feedback process but also to extend the benefits of individual attendance at conferences, seminars, and workshops across a larger number of staff in the service. This had the added bonus of providing greater exposure to all staff to a wider range of PD than individual attendances would allow, at lower cost.

This trial has proved to be highly successful with all staff presenting a highly stimulating and relevant seminar on topics of significant benefit to individual practice and service delivery.

The seminars included topics on:

- Memory
- Positive Psychology
- Outcomes in counselling
- Solution focussed/brief therapy working with depression
- Personality diagnosis
- Treating Eating Disorders with Imagery and Metaphor

UNSW Counselling Service establishes a MOU with the University of Tasmania

During 2006 the University of Tasmania has been negotiating with the UNSW Counselling Service to provide counselling for University of Tasmania students enrolled in a Bachelor of Nursing and studying at St Vincents Hospital in Sydney. The MOU includes a fee for service component that allows these nursing students to receive professional counselling support and allows the UNSW Counselling Service to recoup the costs.

Have a Safe and Wonderful Holiday

The Counselling Service wishes all at UNSW a safe and enjoyable Christmas season and we look forward to working alongside you in 2007.

SSABS continued**Accept Online Cohort Support Extended**

A range of enhancements to myUNSW to allow previously excluded groups of students to accept their UNSW program offer online are being introduced in December. The following cohorts will be able to accept their program offer and complete pre-enrolment requirements online:

- UNSW@ADFA – all undergraduate and postgraduate coursework students
- Sponsored and employer-funded students – ATAX, AusAid, and recognised privately sponsored students (subject to sponsorship details being setup on NSS prior to acceptance)

UNSW Asia students are also able to accept online. In effect, the only student groups unable to accept their offer online are non-award students and some categories of sponsored student.

UNSW Asia students to enrol online from December

UNSW Asia's first student intake will enrol online on myUNSW from December. This, a milestone in itself, also marks the end of the formal UNSW Asia Student Services project that SSABS has co-ordinated over the last 18 months. A big thank you to 'helmsman' Richard Sanchez, who has led the project admirably, and to all members of the fleet who contributed to the establishment on that other northern shore of this vital new colony (to somewhat mix naval terms).

Scholarships Project Winds up

In November the Scholarships Project Steering Committee marked the successful conclusion of the current project with a small ceremony hosted on the Graduate Research School estate. This project was notable for the effective collaboration of several great UNSW 'families', with the project drawing on the expertise of staff from SSABS, IT Services, Scholarships and Financials Support, the Graduate Research School and Human Resources. Phew! Again, well done team!

What's next?

The prognostication unit in SSABS has declined to publish its detailed predictions for 2008, but has hinted that – subject to funding and clearances - the following activities may very well form the focus of new work in the coming year:

- System and business process changes to support the new '12 week' session academic calendar from 2008. This would include changes to examinations management and graduations and the introduction of Session based (i.e. teaching period) fee charging and billing
- Extensions to myUNSW on several fronts; graphic design and user interface, information architecture, secure content and new services for students and staff
- Academic programs and proposals management
- Session 2 2007 timetable (let's not forget that one!)
- Changes to support changes to the organisation of several Faculties

ACCOMMODATION SERVICES

- The Accommodation Services team together with Pele Chan from EdTech, have the new improved website up and running at www.housing.unsw.edu.au. Our new Housing Information booklet can also be viewed at this address.
 - We are currently in the process of renewing leases and letting remaining vacant rooms (approx 60%) for Session 1, 2007. We expect to achieve full occupancy in both the Barker and Mulwarree apartment blocks.
 - The tendering process for refurbishment of 15 flats at 46 High St has been completed and we are on track to complete the work prior to the commencement of Session 1, 2007.
 - Thank you to Anne-Marie Sirca from Shared Services for providing training last week to Accommodation Services staff on the use of Bulk Purchase Orders. This will allow us to quickly process the large numbers of contractor invoices we receive for routine repairs at the student apartments.
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CAREERS AND EMPLOYMENT

AAGE Conference: iGrad: the innovation revolution

Taye and Dawn attended the Australian Association of Graduate Employers (AAGE) Conference in mid November. The conference provided the chance to network with employers and find out about the latest advances in graduate recruitment. The AAGE Graduate Recruitment Survey 2007 reported that UNSW students are among the most highly sought after in Australia.

NAGCAS Conference

Taye and Eva attended the annual NAGCAS conference for graduate careers advisors at the University of the Sunshine Coast in late November. The Conference theme reflected the need to ensure the principles of equity, social justice and diversity are emphasised for students and graduates of the higher education system. It was a great opportunity for career advisors to share their best practices, discuss ways to assist international students in their career development and explore the challenges relating to embedding career education in the curriculum.

Think Ahead

During November the careers consultants presented Think Ahead sessions for Pymble Ladies College, Caringbah High School and Sydney Grammar School. Similarly we ran a careers session for students from Wauchope High School, visiting Sydney for a Careers Week. All of these sessions were well received by students.

Post-grads

Careers and Employment was invited to do a guest presentation for the Environmental Biotechnology CRC careers seminar held at the Vibe Hotel in Sydney's CBD. Rhyll presented a talk on job seeking and job applications for 25 specialist PhD students.

RED BAG SIGHTING AMISH COUNTRY U.S.A

