

FROM THE DIRECTOR

Dear colleagues

Welcome to the first Student Services newsletter for 2007. We have had a busy January so the year is already off to a flying start.

The newsletter has now been in production for more than 2 years and so it is timely to seek your advice and comments about it. We would be very grateful if you could take a few minutes to complete the survey at the following address

<http://www.surveymonkey.com/s.asp?u=194313101585>

The survey is completely anonymous but does include an option to email me directly with your concerns or suggestions. There is no prize offered as an inducement to obtaining your feedback but I am hoping you will be motivated to complete it by your desire to help us help you.

And to complete our 2006 adventures our world famous Christmas raffle was won by Michelle Chhuy from Student Central who took home a groaning hamper full of goodies. Michelle nominated Barnardos Australia as the recipient of the money raised. Barnardos have acknowledged our donation of \$1000. Thank you to all who bought tickets or donated prizes.

Roll on 2007!!

Best wishes

Jane Gatwood

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

STUDENT SUPPORT CENTRAL

UAC ADMISSIONS

As many of you will know, the team's priority over the past month or so has been to ensure a smooth UAC admissions period. In early January, the University made over 200 offers to international students studying an Australian Year 12 qualification, and a further 300 offers to applicants for programs at ADFA.

The Main Round of offers was released by UAC at 9.00pm on Wednesday 17 January, when just over 8000 offers were made to people wanting either a Commonwealth Supported or Domestic Fee place at UNSW. By 8.30 the following morning over 650 applicants had accepted their offer.

Late Round offers were released on 31st January.

The team is also busy processing applications for Non-Award courses, including the University Preparation Program, and bridging courses. In the meantime, we should like to thank Faculty, IT, and other Student Services staff for their collegiality during this hectic period.

SCHOLARSHIPS & FINANCIAL SUPPORT OFFICE

January and February continue the SAFS busy period as we work with Faculties and Schools to finalise selections, make offers and arrange to make payments for successful scholarship applicants.

A number of Student Services areas, and in particular the UAC Admissions Team, have provided us with invaluable support in the scholarship process – thank you!

This year for the first time UNSW is offering a scholarship aimed at attracting the best and brightest students from all NSW and ACT high schools. The Academic Achievement Award (AAA) is valued at \$4,000 for one year and over 190 have been awarded in 2007.

2007 will also see continuing changes in the scholarships area with the introduction in January of the NSS HR Payroll Integration module aimed at streamlining the processing of scholarship payments, Online Applications for specific applicant groups going live in March and the ongoing development of the Scholarship and Prizes website aimed at improving the delivery of information to applicants and staff.

The Scholarships and Prizes Office is also aiming to strengthen its links in 2007 with our colleagues in Faculties and other key UNSW areas and we look forward to working closely with individuals in these areas during the coming year.

PRIZES

The University will be publishing its list of medal and prize-winners in the Sydney Morning Herald on February 6, 2007 and the information will also be available on the Scholarships and Prizes website from the same date.

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

For information about Prizes please contact Chummy Aluwihare, phone x53066, or email c.aluwihare@unsw.edu.au

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STUDENT SUPPORT CENTRAL continued**AUSAID**

Once again UNSW's AusAID program is in full swing organising the arrival of 37 new AusAID sponsored students for Session 1 2007. As well as the original ADS program, from 2007 AusAID now offers a new Australian Leadership Award (ALA) program for future leaders within the Asia-Pacific area. UNSW is proud to have 5 students studying under this new Award in Session 1.

This session we have an interesting mix of students from around the world including the Philippines, Maldives, New Caledonia, Mozambique and Laos.

UNSW currently has 147 students managed under the AusAID program and we are looking forward to increasing these numbers over the coming years.

The AusAID students are currently undertaking their Academic Preparation Program which provides students with additional language support and an introduction to library and computing skills in preparation of commencement of their formal program on 26 February.

It is exciting to note that UNSW has, for the first time, a newly developed AusAID website for potential and current students. This website is a great reference tool for those interested in learning more about the AusAID program at UNSW as well as a resource for our new and continuing students. You can find out more at <http://www.scholarships.unsw.edu.au/international/AusAidInformation.html>

The AusAID program has also developed a promotional brochure which outlines the new Awards and initiatives offered by AusAID as well as highlighting some of the benefits of studying at UNSW. You can download a copy of the brochure from the following location: http://www.scholarships.unsw.edu.au/international/AusID_2007_Info_Brochure.pdf

Hardcopy versions of this booklet can also be obtained from:

Judith Forder

AusAID Officer

Email: j.forder@unsw.edu.au

Phone: 93853090

DIRECT ADMISSIONS**Enrolment Targets**

Comparative Statistics indicate that the cohorts managed by the Direct Admissions Office are well on track for meeting the University's enrolment plan with some growth expected in international numbers. 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.

Electronic Communication of Offers

After a number of months of development and testing the team will shortly begin to implement a sophisticated email correspondence dispatch system. This will allow all NSS admissions correspondence to be sent in electronic (pdf) format to students and/or their agents. The implications and benefits for this will be obvious to those doing recruitment work and will mean a number of process changes for the team as we further reduce the dependence on 'paper' and enhance our online functionality.

Go8 Admission Managers meeting

The next meeting for the group will be at the ANU in Canberra, at this stage expected in March. The forum is a good opportunity to network and benchmark with our colleagues, and provides an insight into what is really happening industry-wise at Australia's leading Universities.

STUDENT SUPPORT CENTRAL continued**STUDENT CENTRAL**

The Enrolment Support Centre (ESC) opened on January 2nd, and at the time of writing, staff had spoken to over 3300 students and answered over 1500 emails from both new and continuing students.

The top 3 issues for students seeking assistance from the ESC so far are;

1. Academic Advice
2. Online acceptance navigation
3. Online enrolment navigation

The ESC is open for face to face, telephone and email enquiries from 9.30am to 5pm, Monday to Friday and will close on Friday February 24th. After this date, support will be provided by Student Central.

The telephone number for the ESC is 9385 1110 and the email address is enrol@unsw.edu.au

Student Central has been equally as busy – over 2500 students have either telephoned or visited the office, and just over 1200 emails have been received.

The top 3 issues for Student Central this month are;

1. Transcripts
2. Enrolment Enquiries
3. Award & Enrolment statements

The call centre software mentioned in December's edition is proving to be invaluable in helping us to work towards reducing the number of abandoned calls to zero. Whilst we are not there yet – our goal is in sight!

CAREERS AND EMPLOYMENT**Office Volunteer Program**

Our 2007 Office Volunteer Program has had a fantastic start. Ten enthusiastic volunteers were chosen from 40 applicants. The volunteers met for the first time in January for training and will work with our Information Officer throughout Session 1.

2007 UNSW Careers Expo - Monday 26 March:

<http://www.careers.unsw.edu.au/student/expo>

We have 110 employers already booked in, which is a record for this time of the year.

New organisations include HLA Environsciences, Macmahon Holdings (travelling from Perth to participate), MasterFoods Australia, QBE Insurance Group and the Queensland Government.

The event will be held at the Randwick Racecourse again. It promises to be the largest in the Expo's 18-year history, which is very good news for our students!

Staff are asked to publicise this event to students in any way; please email d.white@unsw.edu.au if you would like to receive a marketing kit, or further information.

Strategic Planning Day

We held our annual Strategic Planning Day in the Chancellery on 10 January, discussing and analysing the most effective ways to meet our objectives for 2007.

Meeting with University of Newcastle

Staff from the University of Newcastle Careers Service visited UNSW C&E to discuss services offered, structure of careers services, new initiatives and to network.

STUDENT SYSTEMS AND BUSINESS SOLUTIONS

2007 UNSW Calendar | UNSW Staff List publication

The 2007 UNSW Calendar has gone to print and we expect delivery in late February. This year's edition is a slimmer, streamlined volume due to the removal of the staff lists. The UNSW staff list is currently being compiled as a separate e-publication and will be available as a PDF to download from myUNSW. This will be a transitional arrangement for 2007 pending the planned implementation of a staff organisation and qualifications system in 2008.

The 2007 UNSW Calendar is also available as a PDF document on the web:

<http://www.handbook.unsw.edu.au/2007/previouseditions.html#UNSWCalendar>



myUNSW Survey

Over the coming weeks, SSABS will be conducting an online survey of all UNSW students.

The survey will take around 5-10 minutes to complete and students' responses will help the University evaluate and improve its services. Input regarding enhancements students would like to see in the future will help us determine further development directions for myUNSW services for students.

All students who complete the survey will be entered into a draw to win one of two \$500 cash prizes! This survey will be available from O-Week and we will be advertising it widely to all students.



Coming soon – a new look for myUNSW

myUNSW was introduced in 2004 and since that time has grown from a student online services website to an enterprise portal. It delivers core information and services to the whole UNSW community, from applicants through to staff - across three campuses. So it is time for myUNSW to have a makeover to reflect its status as an enterprise-wide system. A graphic design team from our own College of Fine Arts has helped us to design a new look and feel for myUNSW – you can see a preview of the new designs below. The homepage will be replaced, as will the banners and a number of visual elements of the site, including the myUNSW logo, and visual identifiers such as Accept Online and Apply Online. Our intention has been to remove the "clutter" from the homepage for a more simple, "pan-university" look and feel, with one of the main drivers for the redesign being the integration of support for UNSW Asia.



SSABS continued**Timetabling Update – Session 1 is live; Session 2 planning commences**

Since the official release of the Session 1 timetable in early December, the Scheduling and Academic Requirements team has been fine-tuning the schedule of classes. Issues attended to include timetabling courses missed during Term Planning; rescheduling classes to avoid clashes due to overlooked CFCCs [clash free course combinations], swapping rooms to better match capacities; and changes to course offerings and structures. All valid requests have been accommodated.

The team would like to thank you all for your patience while adjustments were implemented on our two systems. In the first half of 2007 we aim to link Syllabus Plus Course Planner with NSS so changes to the published timetable can be attended to more efficiently.

Our initial central timetabling experience has gathered a range of information about timetabling practices, patterns and constraints. We now have the basis of a data set for analyzing our space needs and pressure points [sciences laboratory space is an obvious example]. Advice will be provided to the University Executive on teaching space issues.

Term Planning for Session 2 has commenced. We intend to refine our data collection processes and scheduling practices. A revised Term Planning guide and a CFCC “tips and tricks” document will be released soon. If you are a new administrative staff member and are involved with timetabling, please contact us via email (timetabling@unsw.edu.au) to arrange a training session.

As the start of term fast approaches and the Session 1 timetable becomes more stable, we are preparing for the final spell of enrolment activity. This means class cancellations and/or closures and additional class requests for high demand courses. To make your timetabling experience more pleasurable, a new Class Maintenance service is currently being tested and will be unveiled soon: an automated request for new timetabled classes from myUNSW! Watch this space for more news.

Happy Session 2 timetabling!

myUNSW Enrolments – Session-based enrolment

Essentially all undergraduate and postgraduate students, commencing and continuing, on all campuses, self-enrol via myUNSW.

In 2007, for the first time, students were only asked to enrol for Session 1 [reflecting session-based term planning and class scheduling, arising from the centralized timetable initiative].

Feedback from students, and enrolment statistics, suggest that students have found it easier only to have to enrol for one session at a time and, as a result, have enrolled earlier than usual. At the end of Week 8 of the enrolment period [28 January], 24765 students had enrolled in Session 1 courses, > 4000 students [or 20%] more than the corresponding period in 2006. Earlier enrolments – and confirmation of likely class sizes – assists schools to prepare for teaching.

Change to NSS Letter Generation processes - Letters now able to be sent via Email

From February NewSouth Student will have the capability to send letters as PDF attachments via email to students. The new service has been developed by the Division of IT Services in collaboration with Student Services staff.

This will greatly improve the ability of the University to get important communications to students quickly – for Admissions, Academic Standing, Graduations and other services. For Admissions it is hoped that this will lead to faster and increased acceptance rates from students [applicants are able, of course, to track their application and accept their offer online via myUNSW].

The key users of the new service will be staff in Student Support Central and STAR at UNSW Kensington; the Graduate Research School; UNSW@ADFA; and UNSW Asia.

STUDENT ADMINISTRATION AND RECORDS (STAR)**SUMMER SESSION 2007 ASSESSMENT SCHEDULE**

The Summer Session 2007 assessment schedule has now been finalised in accordance with Council's Summer Session policy. All summer results (XA, XB & XC) will be released to students by email and on myUNSW. Results emails will be sent out on the evening of Friday 2 March. All students will have received a result email in their student email account by 7pm on Friday 2 March. Results will also be available on myUNSW from 7pm. This release time will allow Faculty Assessment Review Groups to meet, review and finalise results before their release.

We do not envisage that Faculty Assessment Review Groups will need to be the size of a normal assessment review group, rather that Faculties will convene appropriately sized Assessment Review Groups in line with the number of summer session enrolments. Please note, there will be no formal timetable of Faculty Assessment Review Group meetings but it is expected that all meetings will have been held by Friday 2 March. Schools and Faculties will be able to run their own assessment review reports for use at these meetings.

The schedule for Summer Session assessment processing is outlined below. Once grade rosters have been generated, results can be entered in the grade rosters or uploaded via Eccles. The deadline for submission of Summer Session results is 5pm, Tuesday 27 February. After this deadline, the grade rosters will be closed off and all outstanding results will be given a grade of LE (Late Entry). After the deadline for submission of results, schools can amend late or withheld results i.e. change WC, WD or LE to a mark and grade using the Enrolment Request panel. Other changes requiring school approval only can be faxed or emailed to Student Administration and Records (STAR). Changes requiring program authority approval must be made on the form 'Late Change to Results Requiring Approval of Program Authority and Registrar'

Students may not qualify for a concessional pass based on their summer session results (Term WAM) however; they may qualify based on their past performance (Prior Overall WAM). To ensure that concessional passes are awarded consistently, marginal results of 46-49 should be submitted with a Grading basis of PEN. This will generate a result of GP (grade pending). STAR will apply the concession algorithm at regular intervals to resolve these pending results.

Summer Session students can be processed for graduation. It would be appreciated if the majority of summer session (term 5071) graduation processing could be completed prior to the release of results.

Please note: Summer Session results will NOT be available online or released to students via any medium prior to the 7pm, 2 March release date.

If you have any queries regarding Summer Session assessments, please contact Kylie Doust x51079

COMMONWEALTH SUPPORT AND FEES**Semester 1 2007**

Statements for Semester 1 2007 will be available for all enrolled students from Sat 10th February. Students must log on to myUNSW to check their enrolment details are correct and access their payment options.

For further information please contact Peter Secomb on ext 53157 or Liza McAra on 53119 or email csandfees@unsw.edu.au.

STAR continued

GRADUATIONS

We are now preparing for the first semester graduations. The graduation schedule can be found at: <https://my.unsw.edu.au/student/academiclife/graduations.html>. We will start to mail Graduation packs to graduands during February.

There is a significant number of students still not confirmed for graduation - please finalise these students as soon as possible. We are also still waiting for some honours, merit and distinction recommendations – please submit these to STAR as soon as possible.

Students enrolled in Summer Session can be processed for graduation for Term 5071. However, please note that completion batches for this term will not be run until results have been officially released on 2 March.

For further information please contact Veronika Roth on ext 52435 or v.roth@unsw.edu.au or Cedric Poon on ext 58069 or cedric.poon@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 email m.jackson@unsw.edu.au.

EXAMINATIONS

Summer Session 2007 examinations that will be administered by STAR have been timetabled:

Monday 19 February – MATH 1231
Tuesday 20 February – PHYS 1221 + PHYS1231
Wednesday 21 February – CHEM1021
Thursday 22 February – ECON1203

Examination papers – proof read first please! – are due no later than 9 February.

For information about examinations please contact Grant Walter on ext 53086 or g.walter@unsw.edu.au or Keryl Harman on ext 58262 or keryl.harman@unsw.edu.au

ENROLMENT

Advising Day for students enrolling in generalist or combined programs was held in Scientia on Monday 29 January 2006. Attendance was encouraging and early feedback from both students and colleagues about the Day has been positive. A review / planning meeting is scheduled for early May.

Preliminary enrolment statistics for 2007 are heartening; more students have completed enrolment than at the same point in time last year. As at 29 January, more than 27,000 students had enrolled in Semester 1 2007 courses (compared to 13,000 on 29 January 2006). The deadline for **re-enrolment** is Friday 9 February. The deadline for **commencing students** to enrol is Friday 23 February.

For information about enrolment please contact Grant Walter on ext 53086 or g.walter@unsw.edu.au or Keryl Harman on ext 58262 or keryl.harman@unsw.edu.au

*STAR continued**STAR KEY DATES**FEBRUARY*

Wed 1	Last day for students to add classes for Session XC on myUNSW
Fri 9	DEADLINE for students completing in Session 2 2006 to be added to main round graduation ceremonies
	Last day for students to drop classes for Session XC on myUNSW
	Semester 1 fee statements processed from today
	Summer 2007 examination papers due
Tues 14	Grade Rosters generated for Session XC
Fri 16	CENSUS DATE for all Summer Session courses
Mon 19 to Thur 22	Summer Session exams held
Tue 27	5pm – DEADLINE for submission of Summer Session results (Eccles & online entry)

MARCH

Fri 2	2pm – DEADLINE for final amendments to results
	7pm – OFFICIAL RELEASE OF ALL SUMMER SESSION RESULTS Results emails sent to students and available on myUNSW
	Session 1 payment due date
Fri 9	DEADLINE to submit Honours, Merit and Distinction recommendations for students completing in Summer Session 2007
Fri 23	Deadline for schools to update Semester 1 2007 examination details on NSS
Fri 30	DEADLINE for students completing in Summer Session 2007 and late Session 2 2006 completions to be cleared for reserved graduation ceremonies
Sat 31	CENSUS DATE Session 1



UNSW COUNSELLING SERVICE

Phoenix Rising workshops

At this time of the year the Counselling Service supports students whose academic standing has changed from good to referral, probation, suspension or exclusion. We ask you to encourage students in this situation to attend our Phoenix Rising workshops. We have held several in January, and will be running more in February before session begins. The workshops aim to assist students in understanding the rules of academic progress, how to return to good academic standing, identify and change areas of their life that have compromised their academic progress and prepare students to meet with their academic advisor. The January workshops also placed a focus on helping those students who wished to appeal rulings of suspension or exclusion.

The Phoenix Rising Workshops are replicated online, so do refer students to our website www.counselling.unsw.edu.au

Mentoring

February is our busy "mentoring training month" with 16 training sessions being run between 2nd – 22nd February. Mentoring programs for first year undergraduate students and postgraduate coursework students are running within all Faculties during 2007. For information on setting up a mentoring program in your school or Faculty, Please contact Martin Healy, Peer Mentoring Coordinator at peermentoring@unsw.edu.au or 02 9385 5418.

Seminar on Carl Rogers sponsored by the Counselling Service 8th February 9.30 – 12.00 CLB 4

Howard Kirschenbaum, Professor Emeritus, Department of Counseling and Human Development, Warner Graduate School of Education and Human Development, University of Rochester has offered to provide a seminar on his recent work drawing on his knowledge of Client Centred psychotherapy and his study of the work of Carl Rogers (Howard has written the biography of Carl Roger's and has done a lot of writing and research on humanistic psychology and values). See the following two url addresses for more detail about Howard's background.

<http://www.rochester.edu/Warner/faculty/kirschenbaum/index.html>

<http://www.rochester.edu/Warner/faculty/kirschenbaum/vita.html>

During the presentation he will show a recent video on: Carl Rogers and the Person-Centred Approach (1 hour).

UNSW staff interested in attending should RSVP to counselling@unsw.edu.au

ACCOMMODATION SERVICES CENTRAL

- Most landlords of large housing estates would be happy to have an end of year rent arrears level equivalent to 5-10% of their rent roll (collectable rent). At the end of 2006, the rent debit at the UNSW Apartments was only 0.38% of the rent roll which is an outstanding achievement. All credit should go to the two Housing Officers who are responsible for the rent arrears pursuance at the apartments notably, Sharon Hutcheson and Graham Jordan.
- The total number of contacts received by ASC during 2006 for our Listings Service via correspondence, email, phone calls and at the public reception counter totalled 33,526. This confirms how important the service is in enabling UNSW students to access local, affordable private rented accommodation.
- In total we received 1057 housing applications during 2006. The breakdown was as follows:
 - Local male undergraduates - 106
 - Local female undergraduates – 106
 - Local male postgraduates – 33
 - Local female postgraduates - 29
 - International male undergraduates – 231
 - International female undergraduates – 206
 - International male postgraduates – 145
 - International female postgraduates – 201
 - Number of African applicants – 10
 - Number of N. American applicants - 52
 - Number of S. American applicants – 2
 - Number of South East Asian applicants – 526
 - Number of Central/Asia/Middle East applicants – 90
 - Number of European/UK applicants – 88
 - Number of Aus/NZ/Sth Pacific applicants – 289
- The refurbishment work at 46 High St. is progressing smoothly and it is expected that the project will be completed on time on the 16th February 2007.



Red Bag sighted by the roadside in Paris