

FROM THE DEPUTY DIRECTOR

Dear Colleagues,

Thank you to all who responded to our newsletter survey last month. As promised, I'm pleased to report on the 73 responses we received. 91.8% of respondents were general staff, with 67.1% of these being Divisional staff, (as opposed to Faculty staff). 90.1% of respondents had read the newsletter with 7% of respondents having never heard of it. Of those who read the newsletter, 69.4% of respondents read it every month, 3.2% had only read it once, 14.5% read it less than 3 times a year, and 12.9% of respondents read it between 4 to 10 times a year. 52.3% of respondents would like the newsletter to be monthly, 27.7% prefer bi-monthly and 20% would prefer quarterly.

Common themes were that readers would like more uniform design, separation of achievements from key dates and a summary of key information. Many enjoyed the articles, though others thought the newsletter should be shorter. We found the Red Bag sightings are a popular feature and that overall, readers thought the newsletter was a useful and positive publication. We will certainly be keeping these comments in mind for future editions.

On 9 March the Student Services Communication Group hosted a very successful Trivia Night at the Cougar Bar in the Roundhouse. Congratulations to all the prize winners and special thanks to the masterly emcee for the evening, Georgina Barratt-See from Counselling Services.

Wishing you an enjoyable and safe Easter break.

Best wishes
Kathy Keane

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

STUDENT SYSTEMS AND BUSINESS SOLUTIONS (SSABS)

User Education, Training and Support Program (UTES)



The challenge for the UTES program since late 2006 has been to help steer users towards myUNSW as the 'first resort' for general student/academic admin enquiries, by providing demos, presentations, and materials. We've also borne in mind the specialised needs of staff using NewSouth Student for day to day processing work. This has led to a need to re-evaluate and redesign existing training modules, such as the **Introduction to NewSouth Student**, to support the needs of commencing staff requiring a general overview of how to navigate around and use NSS. This training will be delivered as small group practitioner sessions in the 'UTES lab'.

UTES is moving towards a modular approach for support resources, based on business process relating to each service area, rather than a complete set of training in one or more area. This approach has been working well, as we have learned through our training for UNSW Asia.

Other activities that have been completed or in progress are:

- Providing a short term solution for authenticating student access to Faculty-based 'in-house' applications (managing disk quota space, lab access etc), until a global identity management solution is delivered.
- Working to re-write documentation for class scheduling/timetabling now that implementation of the core services has been completed.
- Investigating the possibility of a 'Wiki' for storing tips, information and links to documentation.
- Building a repository of UTES training materials accessible by staff through myUNSW.
- Auditing materials and determining how business processes can be handled from a training perspective (e.g., PowerPoint presentations, small group training, demonstrations, user guides and quick reference sheets).
- Providing a resource which defines business processes relative to the primary system used – for example, providing clarity for NSS tasks that are required in addition to, or which are separate from myUNSW, for common business processes.

One of the development priorities for myUNSW for 2007 is to extend the range of customised transactional, enquiry and reporting services provided to Faculty and School staff through the Portal. The goal is to get the majority of Faculty-based users out of NSS – a mighty fine aspiration! UTES will be tracking enhancements to myUNSW throughout the year and developing new user education support resources to align with the release of new or enhanced portal services.

For enquiries about user education services please contact David England on extension 58215. You can also access a range of resources on myUNSW at:

<https://my.unsw.edu.au/student/Staff/UTES.html>

STUDENT SUPPORT CENTRAL

ESOS (Education Services for Overseas Students)

National Code of Practice

The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2007) will take effect from 1 July, 2007.

In order to ensure a smooth transition between the 'old Code' (National Code 2001) and the 'revised Code' (National Code 2007), DEST will be staging information sessions. The Sydney Information sessions will held in May on the following dates:

May 8	Afternoon	Sydney	Masonic Conference and Functions Centre Doric Room 66 Goulburn Street
May 9	Morning	Sydney	Masonic Conference and Functions Centre Doric Room 66 Goulburn Street
May 10	Morning	Sydney	Masonic Conference and Functions Centre Doric Room 66 Goulburn Street
May 11	Morning	Sydney	Mercure Hotel Parramatta 106 Hassall Street

- Morning session: 9:30am to 12:00 pm
- Afternoon session: 1:30 pm to 4:00 pm

The sessions are designed that the following will be addressed:

Theme 1 – Marketing/Recruiting/Enrolment - Standards 1,2,3,4 and 12
 Theme 2 – Teaching and Quality Issues – Standards 5,6,14 and 15
 Theme 3 – Reporting and Monitoring - Standards 9, 10, 11 and 13
 Theme 4 – Administration – Standards 7 and 8

We strongly urge those who work with international students to attend one of these sessions. The sessions will run approx for 2 and a half hours and cover what providers need to know about the ESOS National Code 2007 to enable them to be compliant from 1 July 2007. For further information about the information sessions, please visit the ESOS website at: <http://www.dest.gov.au/esos>

UNSW's ESOS Coordinator is coordinating all UNSW attendees at these Information sessions. If you are interested in attending, please email Gerry Braddon g.braddon@unsw.edu.au

It is recommended that you regularly check the following website www.aei.dest.gov.au for more information about the sessions. Explanatory Guides and information sheets will be posted as they are finalised, prior to the sessions.

STUDENT SUPPORT CENTRAL continued

STUDENT CENTRAL

Student Central is in the process of conducting a student satisfaction survey on those students who visit Student Central. Results of the survey will be available in next month's newsletter.

SCHOLARSHIPS AND FINANCIAL SUPPORT

Scholarship Profile - Access Assist Scholarship (introduced 2006)

In June 2005, UNSW Council approved an integrated pilot strategy for a clear and articulated pathway to UNSW for students from low socio-economic backgrounds which addresses the financial, educational, social and cultural barriers that have traditionally acted as disincentives to this group. The scholarship is managed by the Equity & Diversity Unit and will be offered for three years with a review mid 2008.

The Scholarships are provided to encourage local students from low socio-economic backgrounds to undertake full-time undergraduate study at UNSW. 20 Scholarships are available, three of which are for indigenous students and are comprised of;

- A Commonwealth Supported Student Exemption Scholarship. Students will not incur Student Liability for tuition fees; and
- A Living Allowance Scholarship of up to \$6,000 per annum for the minimum duration of a student's program. Payments will be made twice a year, following the Census Date of each main Semester.

The Scholarships are available for the minimum duration of the program, subject to satisfactory progress.

Applicants must be eligible for the [UAC Educational ACCESS Scheme \(EAS\)](#).

The main selection criteria will be that students are from low socio-economic backgrounds with the maximum severity of disadvantage awarded under the ACCESS Scheme, followed by those with the highest degree of disadvantage overall.

No deferment of the Scholarship is allowed. The Scholarship is available to students in all programs.

This year we offered the full 20 scholarships and the students took up studies in:

Faculty of Arts & Social Sciences	3
Faculty of Business	3
Faculty of Engineering	1
Faculty of Law	5
Faculty of Medicine	1
Faculty of Science	7

STUDENT SUPPORT CENTRAL continued

SCHOLARSHIPS AND FINANCIAL SUPPORT cont.**Statistics on Academic Achievement Award**

The Academic Achievement Award was offered for the first time in 2007. 172 HSC students, nominated by their school as dux and who chose to undertake study at UNSW, were awarded the scholarship which included a one-off payment of \$4,000 with a certificate sent to their School. The break down of students by Faculty is:

Faculty of Arts & Social Sciences	19
Faculty of Built Environment	4
COFA	4
Faculty of Business	22
Faculty of Engineering	48
Faculty of Law	15
Faculty of Medicine	21
Faculty of Science	39

http://www.scholarships.unsw.edu.au/future/undergrad_intl/general/AcademicAchievementAwards.html

Goldman Sachs Leaders Program finalised

Each year we work with Faculties to put forward UNSW's nominations for this prestigious award. To be eligible students must be enrolled in their second year of study at UNSW and have at least a distinction average. Below is an excerpt from their website.

The Goldman Sachs Foundation is committed to developing outstanding young leaders for the new century. The Goldman Sachs Global Leaders Program seeks to train and develop tomorrow's educators, policy makers, business leaders, research scientists, social entrepreneurs and other professionals to create an international network through which they can share ideas, work collaboratively and begin to change the world, together.

The Institute of International Education (IIE), in partnership with educational organisations in selected countries, conducts an annual international competition at over 90 top-ranked universities in 19 countries. The competition identifies and rewards the academic excellence and leadership potential of 150 of the most accomplished second-year students from all disciplines for the Goldman Sachs Global Leaders Program. The program recognizes their outstanding achievements and abilities by awarding each Global Leader US\$3,000. Based upon interviews, 75 of these student leaders are selected to represent the whole group at the annual Goldman Sachs Global Leadership Institute in New York City in July. At the Institute, students participate in leadership training and seminars on timely international issues. They consult with renowned leaders in the public, civic and private sectors and build ties among themselves based on shared experiences and common goals. Global Leaders attending the Leadership Institute will be responsible for communicating the essence of the experience to the rest of the group.

Students must be nominated by their universities in order to apply for this award. Each participating university will be asked to nominate a minimum of 5 and a maximum of 10 candidates who meet the eligibility criteria. Only nominated students will be asked to submit an application for the Goldman Sachs Global Leaders Program. Students nominated this year were from:

Faculty of Arts & Social Sciences	2
Faculty of Business	1
Faculty of Engineering	1
Faculty of Law	4
Faculty of Science	2

See http://www.iie.org/Template.cfm?&Template=/programs/global_leaders/default.htm

STUDENT SUPPORT CENTRAL continued

UAC ADMISSIONS

The UAC team is getting ready for the Mid Year Admissions cycle. UNSW is offering admission to a range of undergraduate programs in the Faculties of Arts and Social Sciences, COFA, Engineering and Science and to the Bachelor of Taxation program. Both Commonwealth Supported and Domestic Fee places will be available. For details of programs offered see www.uac.edu.au from 11 April.

Upcoming key dates include:

- 11 April ... UAC mid-year applications open
- 10 May ... Honours mid-year applications close (non-current UNSW students)
- 1 June ... UAC mid-year applications close
- 1 June ... Mid-year SCATS applications close
- 8 June ... UAC mid-year changes of preference close
- 10 June ... Winter Session Non Award/Cross Institutional applications close
- 25 June ... UAC mid-year offers released (9.00am)
- 25 June ... Accept Online and online enrolment opens (9.00am)
- 10 July ... Semester 2 Non Award/Cross Institutional applications close
- 13 July ... UAC offers must be accepted by 5.00pm
- 18 July ... Orientation Day for commencing students
- 20 July ... Commencing students enrolment to be completed

DIRECT ADMISSIONS

Statistics

Interim census date comparative statistics for Semester 1, 2007 have been produced and disseminated. Across the board summaries show increases in applications, offers and acceptances as compared to last year - final enrolment data will be confirmed by IARO. The team is now working steadily on Semester 2, 2007 and beyond - again surface level summaries show applications, offers and acceptances up significantly; some 2,500 offers have already been made to international students for this admissions cycle.

Group of Eight meeting

Recently Sally Kwan and Ken Bright attended the Go8 Admission Managers meeting at the ANU in Canberra, and found again significant interest from our colleagues in some of UNSW's admission initiatives including the bulk email dispatch process. Detailed discussions also took place on the topic of effective exhibition processing strategies, with the University of Melbourne advising after many years of exceptionally poor conversion figures from India they no longer will allow India-based students to have their application fee waived. Not surprisingly there has been an improvement in conversion and quality of applications coming from this region for them and is something perhaps to give thought to with UNSW having similar high volume/low conversion numbers from this region in particular.

Qualsearch

UNSW has joined a growing number of Australian Universities in utilising a qualification verification service operated by the Queensland Tertiary Admissions Centre (QTAC). Participating institutions can directly access the academic record of applicants applying for admission - in time this will lead to efficiency gains, better applicant service and lower risk of Australian-based fraudulent documentation cases.

STUDENT ADMINISTRATION AND RECORDS (STAR)

ACADEMIC PROGRESSION

The Session 1, 2007 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.

The main Assessments dates (Kensington and COFA) are:

Tues 5 June	Grade Rosters generated
Tues 3 July	Examinations end
Thurs 5 July	6.00pm DEADLINE: electronic submission of results by Eccles
Fri 6 July	9.00am DEADLINE: online entry of results on to Grade Rosters
Tues 10 – Thurs 12 July	Faculty Assessment Review Group Meetings
Fri 13 July	9.00am Official release of results. All students will receive a result email in their student email account
	6.00pm Results and Academic Standing available on myUNSW
Wed 18 July	5.00pm DEADLINE submission of University Medal Recommendations

For queries regarding Session 1 assessments, please contact Kaaren Walker-Smith on ext 51487 or k.walker-smith@unsw.edu.au

ENROLMENT

In order to publish details of academic advising activities for students commencing in Semester 2, 2007, Faculties/Schools are requested to forward details of their planned advising activities as soon as possible.

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

GRADUATIONS

The processing deadline for April/May graduations has now passed. However, where there is room in upcoming ceremonies, students may still be added if there is adequate processing time. Please consult the Graduations team before advising students about graduation details.

The potential graduand identifier for Session 1, 2007 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 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. A special thank you to the staff from the Faculty of Arts & Social Sciences and the Faculty of Engineering who assisted at recent graduation ceremonies.

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

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

- Thu 5 Deadline for submitting special timetabling requests for exams
- Mon 30 Deadline to submit master copy of exam papers to be printed by the Examinations Section

May

- Fri 12 Deadline to submit exam papers that have been printed by academic units

Preparations for end of semester examinations for Semester 1 2007 have commenced. 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 Thursday 5 April to do so. Please be aware that requests submitted after this date may be refused as late requests cause considerable scheduling difficulties.

Master copies of examinations should be hand delivered to the Examinations Section (on Level 12 Mathews Building) by early May. The myUNSW website has some useful information for those preparing exam papers at:

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

Before submitting exam papers please carefully proof read them as inaccuracies can cause disruptions to students during exam time and possibly have an unfavourable effect on their academic performance.

Mid-semester tests

For Semester1, 2007 only, the Squarehouse is available for mid-session tests.

STAR will co-ordinate bookings of Squarehouse venues for mid-session tests for this semester.

Venues available are:

Kensington Room – capacity 330 (combined with Gallery Room)
Kingsford Room – capacity 139 (available only as a combined room)
Anzac Room – capacity 105

We can also assist with provision of experienced, trained, invigilation staff.

For information about examinations and Squarehouse venue bookings, please contact Grant Walter on ext 53086 or g.walter@unsw.edu.au

STAR continued

COMMONWEALTH SUPPORT AND FEES

Semester 1, 2007

As you are aware, the census date for Semester 1, 2007 was 31 March 2007. The Commonwealth Support and Fees Section is in the process of cancelling enrolments of Commonwealth Supported Students who have failed to make an upfront payment of their student contributions. Faculties and Schools will be provided with a list of students who have had their enrolment cancelled in the week beginning 9 April.

A Denial of Services Block was added on 2 April 2007 to the record of students who have outstanding fees or student contributions.

A Denial of Services Block prevents access to the following services:

- Receipt of examination results
- Access to buildings and computer labs
- Release of transcripts
- Graduation
- Future course enrolment

The last day to drop courses without financial penalty was the census date (31 March, 2007). Students can still withdraw from courses without academic penalty online up until 27 April 2007.

For further information regarding Commonwealth Support and Fees, please contact csandfees@unsw.edu.au or ext. 53119

Students should be advised to contact Student Central in the first instance.

ACCOMMODATION SERVICES

The refurbishment of the Barker Apartments roof has now been completed at a cost of approximately \$150,000. The balcony and gutter repair program at the Mulwarree Apartments is due to commence in April 2007.

All twenty four rooms of the recently refurbished 46 High Street apartments have now been allocated and the feedback from residents regarding the accommodation has been positive.

A Management Consultancy company, Wilde and Woollard, is currently working on comprehensive planned maintenance programmes for each of the university's three student apartment blocks. This will allow Accommodation Services to better plan future repairs and be more cost effective in the long term.

Announcement of the successful tenderer for the Student Village scheme in High Street is expected shortly. The Village development is a joint venture initiative between UNSW and the private sector which will include the provision of approximately 1,000 student rooms.

CAREERS AND EMPLOYMENT

2007 UNSW Careers Expo held on Monday 26 March at the Randwick Racecourse

The twentieth annual UNSW Careers Expo attracted a record 156 organisations, and was held at two venues at the Racecourse - the Pavilion and the Shannon Room. 1,800 students attended and spoke with employers about their company and employment opportunities.

Held on a warm and sunny day, students were able to enjoy a jazz quartet of UNSW students, arranged by the UNSW Music Performance Unit, as they waited for the doors to open. Free hot dogs encouraged students to visit our secondary venue, the Shannon Room. Employers enjoyed a delicious buffet lunch on the outside terrace after they had set up their booths, prior to the official opening.

The Vice-Chancellor, Professor Fred Hilmer, spent some time visiting the various company displays and talking with employers. He then formally opened the Expo and thanked the employers for their support. Professor Hilmer was followed by the 'secondary' Vice-Chancellor, comedian Rodney Marks, Visiting Professor-at-Large, who provided humorous insights about the Expo and awarded an iPod prize to a lucky student who had subscribed to our e-Newslist as part of our Expo promotional campaign.

Photo right: Dawn White, Prof Fred Hilmer and Taye Morris



The day was very successful, with employers commenting favourably on the quality of UNSW students and graduates and on the management of the event. Our team of 100 volunteers received much praise from the employers for their initiative and assistance throughout the day. These volunteers were selected from 180 applicants, and had undergone training to ensure they would 'hit the ground running' on the day! Their bright pink t-shirts made them easy to find, and we are very appreciative of their efforts. *Photo left: Students at the Procter and Gamble booth*

Special thanks go to Dawn White, Employer Programs Coordinator, who managed the event and also to all Careers and Employment staff who contributed greatly to its success.

We are already taking enquiries from new organisations that have heard about the success of the Careers Expo, and would like to book in for 2008!

Photo right: Some of our student volunteers



**RED BAG SIGHTING
... VISITING THE FRICK COLLECTION, NEW YORK**

