

FROM THE DIRECTOR

Dear colleagues

Here is our November newsletter. I know you will find much to interest you within. For those that haven't been involved with the Supplementary Transcript project the article on page 10 gives an overview of this exciting development.

Student Services is sponsoring a trivia night on 23 November, so if you fancy yourself as a trivia expert, or you would like to get to know your work colleagues, please come along.

With my best wishes

Jane

SUMMARY OF KEY DATES

Weds 7 November	Student activity nominations for Supplementary Transcript close (see article page 10)
Fri 9 November	Semester 2, 2007 examinations commence
Fri 14 December	Deadline for submission of reports of eligible student participants in approved student activities for Supplementary Transcript
*Mon 11 December	Re-enrolment opens for Semester 1, 2008 (<i>*To be confirmed</i>)

INDEX

Page 1 ... From the Director Summary of Key Dates	Page 8 ... Counselling Service
Page 2 ... Student Support Central	Page 9 ... Student Systems and Business Solutions (SSABS)
Page 3 ... Accommodation Services and Careers and Employment	Page 10 SSABS cont.
Page 4 ... Who's who in Student Services	Page 11 SSABS cont.
Page 5 ... ESOS & Student Administration and Records (STAR)	Page 12 Your invitation to the Student Services Trivia Night, 23 November
Page 6 ... STAR cont.	Page 13 Red bag sighting
Page 7 ... STAR cont.	

STUDENT SUPPORT CENTRAL

DIRECT ADMISSIONS

Comparative Statistics

Final Semester 2, 2007 census date comparative statistics will be available shortly after Institutional Analysis and Reporting Office complete and submit the final DEST return later this month. Similarly Semester 1, 2008 comparative statistics will begin to be distributed soon; a surface level look now shows positive increases in applications, offers and acceptances from the same time last year.

Agent visits and training

The Direct Admissions office is usually one of the first ports of call when agents and overseas representatives visit the UNSW campus. These occasions are a valuable opportunity to improve processes and communicate face to face with those representing UNSW overseas. Recent visits include staff from IDP China and AEO Pakistan, who in addition to receiving training also finally get to meet their colleagues from the Direct Admissions office after many years of phone and email contact.

Photo below: Alia Kazmi from AEO Pakistan meeting Direct Admissions staff



UAC International

Currently some 1,400 international students who have applied through UAC have nominated UNSW as a preference, with 588 of those having UNSW as their first preference. While preference order is less crucial in the new international model, it is hoped with conversion and marketing activity taking place we may see an improvement in student numbers through this particular mechanism.



ACCOMMODATION SERVICES

The Mulwarree Apartments external painting program was completed last week and the smarter appearance of the block has been well received by our tenants.

During the past twelve months there has been a further significant increase in demand for the UNSW student apartments. At the end of September 2006 we had 631 applications registered on our housing waiting list. At the same time this year the total was 1,034.

As part of the University's drive to conserve water, we have arranged for a sprinkler system to be installed in the communal gardens at the Barker and Mulwarree Apartments. The system will be linked to a several large water tanks which in turn will be connected to the apartment's external rainwater pipes. As well as impacting on the level of mains water use at the apartment blocks, this initiative should also significantly reduce our water bills.

In an attempt to expand the facilities at the Barker Apartments and to make them more attractive to future UNSW housing applicants, we have installed a static, electric, coin operated BBQ and canopy in the main communal garden of the apartment block.

CAREERS AND EMPLOYMENT

Careers and Employment have presented 4 careers panel events in October:

Investment Banking: Successful Students Talk About How to Beat the Competition

A panel of 3 extremely impressive students talked about how they made it through competitive recruitment processes to secure graduate jobs with leading investment banks. Around 60 students heard insider tips for success and asked questions about investment banking internships and graduate roles.

Workshop for International Students: Successful International Students Panel

Three successful international students generously shared their experience in finding part-time jobs and internships in Australia with other international students. The panel discussed a variety of career-related issues including the recruitment process for popular part-time roles, addressing questions on residency/visa status and the cultural differences in an Australian workplace. The panel was followed by a series of 3 workshops on jobs search strategies, job applications and interviews tailored to international students seeking part-time work in Australia. A total of 84 international students participated in the series.

Employer Panel: Faculty of Engineering

Close to 100 students and 3 major graduate employers took part in an interactive panel to gain insight into the recruitment process and explore current graduate opportunities. Onesteel, Sydney Water and Leighton Consulting provided insider information from a HR perspective and also brought along successful engineering graduates to speak about their experiences and career paths.

Participating students had every opportunity to ask questions to help them with their job search strategies, while others walked away with industry contacts and a tangible graduate position to pursue.

Careers Panel: Faculty of Arts & Social Sciences

6 speakers from government, education & community industries shared their experience with 60 students from the Faculty of Arts & Social Sciences. Each speaker talked about opportunities available to students, how students can start developing their transferable skills while studying and tips on how approach the graduate market. Feedback from students was positive.

"I thought it was interesting to hear about what other graduates have done and it was certainly valuable to attend" (Student)

WHO'S WHO IN STUDENT SERVICES

DAVID VALLANCE & KELLIE MATHEWS, COUNSELLING SERVICE

What Do You Do?

David and Kellie: We share a job at UNSW Counselling – together we make up a whole person working full time at the reception desk. We do lots of little jobs all over the place, answering phones, drawing up rosters, and dealing with clients and we like to think we provide some friendly relief for all of the staff who work here!

How long have you worked at UNSW?

David: In 2006 I worked as a casual library assistant, but since early 2007 I have worked at the Counselling Service. I started as a casual, but have been part time since July!

Kellie: I've been a Student Ambassador for Student Recruitment since 2006, but I started at Counselling as a casual in July 2007, and now part time since September!

Earliest childhood memory?

David: Getting lost for two hours in the Alice in Wonderland maze at Disneyland when I was 5. It was AWESOME (probably not so much for my parents though ...).

Kellie: Sitting in the audience and being PETRIFIED while watching The Phantom of the Opera as a 6 year old. (The Phantom appeared on a little ledge about a metre away from me and I'm pretty sure I screamed!)

At school I was ... ?

David: Kind of lame (not much has changed)

Kellie: Involved in everything!

If I was stuck on a desert island I would take with me ... ?

David: An unlimited supply of gaffer tape and milk-crates. The two most useful items in the world!

Kellie: My iPod, as long as I have music, I'll be fine!



I wish I'd never worn ... ?

David: I have impeccable taste for fashion! There's nothing wrong with wearing a beanie you took off a Christmas teddy bear your parents bought you when you were three years old ...

Kellie: Loud patterned bike shorts with matching t-shirts! (Although I blame them for my obsessive need to be colour coordinated with all outfits as an adult!)

If I wasn't working here I'd be ... ?

David: On stage somewhere, singing jazz and making women (and men!) swoon!

Kellie: Teaching kids to swim, or working with kids in some capacity!

The best part of my job is ... ?

David: The people I work with! It's so nice to be at a job where everyone is so happy and friendly.

Kellie: Feeling like I have helped someone (even in the smallest capacity) each day!

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)

It's now coming to the end of the University's first academic session since the introduction of the new National Code. We are still working through a transition period to ensure that the University is compliant with the new standards.

Part of this transition period involves ensuring that all staff, both general and academic, are aware of the new changes. Earlier in the year the ESOS Coordinator, Gerry Braddon, staged a number of ESOS awareness sessions which were well attended. If you feel your School or Department would benefit from an ESOS awareness session, please contact Gerry Braddon to arrange a convenient time, via email esos@unsw.edu.au

A recent audit recommended that all new users of the Provider Registration and International Student Management System (PRISMS) must attend a training session on the use of PRISMS. The ESOS Coordinator will be in touch with each new user to arrange a convenient time for training.

If you are a current PRISMS user and you feel you need a 'refresher' please feel free to contact the ESOS Coordinator.

STUDENT ADMINISTRATION AND RECORDS (STAR)

STUDENT FINANCIALS

We are currently updating information for 2008 as there are a number of changes coming next year. Students can expect a revamped version of the fee statement, updated policies and more. Further information will be released to students in the coming weeks.

2008 Fees are on-line for students and staff to view at:

<https://my.unsw.edu.au/student/fees/FeesMainPage.html>

Commonwealth Support and Fees

The following dates have been finalised for Summer Session and Semester 1, 2008.

Date	Event
TBA - Jan 08	Summer Term fee statements available online for enrolled students.
Sun 13 Jan 08	Last day for payment of Summer Term fees.
TBA – Feb 08	Semester 1 fee statements available online.
Sun 3 Feb	Summer Term Census Date
Sun 16 Mar	Last day for payment of Semester 1 Teaching Period One (T1) and Teaching Period One - A (T1A) Tuition Fees and Upfront Student Contributions.
Mon 31 Mar	Census Date for Semester 1 Teaching Period One (T1) and Teaching Period One - A (T1A). Last day for students to finalise arrangements for HECS-HELP and FEE-HELP. Last day for students to discontinue without financial penalty from Semester 1 Teaching Period One (T1) and Teaching Period One - A (T1A).
Sun 4 May	Last day for payment of Semester 1 Teaching Period One - B (T1B) Tuition Fees and Upfront Student Contributions.
Sun 11 May	Census Date for Semester 1 Teaching Period One - B (T1B). Last day for students to finalise arrangements for HECS-HELP and FEE-HELP. Last day for students to discontinue without financial penalty from Teaching Period One - B (T1B).

STAR continued

SPECIAL CONSIDERATION

Students who are unable to complete a course requirement or submit assessable work due to illness or misadventure can apply for Special Consideration. Applications for Special Consideration tend to increase substantially during examination periods. In Session 1, 2007 Student Administration and Records (STAR) processed a total of 3,400 applications for Special Consideration. With the approaching examinations, it is an ideal time to briefly remind staff of our current process with respect to the lodgement and processing of special consideration applications.

Special Consideration should usually be sought only in cases of illness or misadventure. Overseas travel, work commitments and extra-curricular activities are not normally considered grounds for special consideration.

Student Administration and Records staff assess all applications to ensure they are compliant with Special Consideration guidelines. Consideration requests are normally NOT considered:

- unless the application is made on the appropriate form;
- unless all the key information is provided; or
- if original documentation does not meet the following requirements:
 - if more than 3 days have elapsed since the assessment date or period covered by the supporting documentation;
 - if the assessment task is worth less than 20% of the total course assessment, unless the student can provide a Medical Certificate that covers three consecutive days.

All requests considered compliant with the Special Consideration guidelines are processed and forwarded to the relevant Course Authority for consideration. In cases where requests are not compliant, students are normally referred to their Course Authority to discuss alternative arrangements. Students are advised that while their application will be processed and sent to the relevant Course Authority, it is the Course Authority's decision as to what the outcome of the application will be.

Students are advised that Schools may decide upon any of the following outcomes:

- No action.
- Additional assessment or a supplementary examination. Additional assessment may take a different form from the original assessment. If granted additional assessment, the original assessment may be ignored at the discretion of the course authority. Consequently, a revised mark based on additional assessment may be greater or less than the original mark.
- Marks obtained for completed assessment tasks may be aggregated or averaged to achieve a percentage.
- The deadline for assessment may be extended.

Students are advised to contact their Course Authority to determine the outcome of their application. STAR sends Special Consideration reports to Course/Program Authorities weekly within the session and several times a week during examination periods.

For further information please contact Ioanna Douladellis on x51487 or ioanna.d@unsw.edu.au

STAR continued

EXAMINATIONS

The Semester 2, 2007 end of session examinations commence on Friday 9 November.

The final Semester 2, 2007 examination timetable was released on myUNSW on Tuesday 23 October. Examiners, lecturers and referees can view details of examinations for their courses. The navigation path is myUNSW > Academic Admin tab > Services for Lecturers channel > View my... Scheduled Exams.

Proof copies of all examination papers have been returned to Faculties/Schools. Examiners are asked to carefully check these proof copies and advise of any corrections required as soon as possible. During the Semester 1, 2007 examinations, students found errors in almost 25% of examination papers.

Examiners are also asked to ensure that academic staff who have been nominated as referees for their exam will be on-campus and available before and during the examination.

During the end of session examinations, Examinations staff will re-locate to Room G054 Quadrangle Building. Contact details remain the same.

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

ENROLMENT

We currently propose to open re-enrolment for Semester 1, 2008 on Monday 11 December 2007. ***We will confirm the re-enrolment start date as soon as possible.*

UNSW Student Services is reviewing arrangements for the Academic Advising Day for students enrolling in generalist or combined programs for 2008. In the past few years UNSW Student Services has organised advising sessions for both new and continuing undergraduate and postgraduate coursework students. These were intended to supplement rather than replace Faculty/School based Academic Advising activities. Feedback from Schools/Faculties is welcome.

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

GRADUATIONS AND DATA VERIFICATION

Potential graduand records for Session 2, 2007 have been created. Program authorities can now review student eligibility for graduation and process status changes on NSS.

If you have students who completed all graduation requirements in Session 1 or Winter Session this year, please notify the Graduations Section ASAP so that the students can be included in the December ceremonies. Staff enquiries regarding graduation processing should be directed to Ben Carthy on ext 51768 or email b.carthy@unsw.edu.au

The 2008 Graduation Schedule will be released in early December.

COUNSELLING SERVICE

PEER MENTORING

The UNSW Peer Mentoring program is encouraging all areas that now is the time to recruit your mentors. If you need to confirm your training day or require assistance, please email peermentoring@unsw.edu.au or ring 02 9385 5418 to speak to Georgina Barratt-See, Peer Mentoring Coordinator.

The Counselling Service is also running the following workshops for students;

Dealing with Panic

For students who are struggling with the stress of exams, assignments and research.

Monday 5 November 11.00am – 12.00pm

Wednesday 7 November 3.00pm – 4.00pm

Register via our website: <http://www.counselling.unsw.edu.au>

We are also running the following workshops for postgraduate students over the next few weeks:

Getting your message across clearly:

A series of workshops to help you improve the way you communicate.

Do you feel anxious or worried about speaking to your lecturer or supervisor about your work? Do you find it hard to express yourself when you most need to? Is it hard to be assertive with people in your personal and/or professional life? Do you find it very difficult to manage disagreements or conflicts?

If you answered 'yes' to any or all of these questions then this series of workshops may well be of interest. This workshop series is specifically designed to suit postgraduate research students and may be of interest to postgraduate course work students.

It is designed as a series of four, so please come along to all sessions.

11.00am – 1.00pm on Mondays 12, 19 and 26 November and 3 December, 2007

The workshops will be held in Room 2008, Quadrangle Building.

Managing Stress using ACT therapy

A series of three workshops, so please come along to all sessions.

Wednesdays 14 and 21 November and 5 December

3.00pm – 5.00pm

Venue to be advised

Further details available on our website <http://www.counselling.unsw.edu.au>

STUDENT SYSTEMS AND BUSINESS SOLUTIONS (SSABS)

USER TRAINING, EDUCATION AND SUPPORT (UTES) UPDATE

The UTES website has been recently revamped and reorganised to reflect the current direction of the UTES program. Information has been organised into easy-to-find sections, with easy access to links for forms and documentation such as user manuals and quick guides.



The new format streamlines UTES activities and content, and information is being added frequently. The site currently covers the following areas: Assessment Results Processing, Examinations Assessment Planning, myUNSW (including Accept Online and Apply Online), Enrolment, Handbook, and UNSWide Timetabling.

Eccles training has been scheduled for 8 and 9 November, and the response has been terrific, with both planned classes filling up quickly. For enquiries about Eccles training or other user education services, please contact David England on 9385.8215 or d.england@unsw.edu.au

You can access the user education resources on myUNSW at:
<https://my.unsw.edu.au/student/Staff/UTES.html>

myUNSW AND ENROLMENTS

IT Services is in the middle of a major infrastructure upgrade to, on the one hand, renew and expand the multi-tiered server technology that supports NSS and myUNSW, and, on the other, upgrade the Sun portal software applications that power myUNSW. The project is planned to complete by early December – prior to the release of Semester 2 results and the start of Semester 1 2008 enrolments. Among the many expected benefits of the upgrade are faster performance, improved security, increased capacity (e.g. number of simultaneous users), and greater stability. The application upgrade will also give UNSW access to a range of portal tools that we hope to deploy next year to enhance the overall student and staff experience of myUNSW.

The upgrade will hopefully address the issues that have bedeviled student access to myUNSW during enrolment-related peak processing days in the last 12 months. In a further effort to provide improved access, Student Services is reviewing the business rules for giving re-enrolling students enrolment appointments. Three goals are; to eliminate “the crush” at the start of each new enrolment appointment day, smooth out overall peaks, and separate – as far as practical – overlaps between undergraduate and postgraduate enrolment activity. The December newsletter will provide an update on 2008 enrolment arrangements,

The myUNSW infrastructure upgrade does require some short term pain: the system has been unavailable for several weekends in October, and will be unavailable on some weekends in November as the various components of the new technology are installed and tested. “Outages” (and, er, “inages”) will be communicated by email and as announcements on myUNSW itself.

Enquiries regarding the impacts of the myUNSW upgrade on student and academic administration can be sent to Robert Morrell r.morrell@unsw.edu.au

SSABS continued

UNSW SUPPLEMENTARY TRANSCRIPT PROJECT

Overview

The University aims to begin issuing graduates from Semester 1 2008 with a 'supplementary transcript'. The transcript will recognise student achievement outside formal study, such as volunteer work, international exchange and scholarships. Combined with an academic transcript, the supplementary transcript will provide a distinctive benefit to UNSW graduates by awarding official recognition to those leadership activities promoted under the UNSW banner that could be seen to enhance the development of graduate attributes.

The UNSW Supplementary Transcript will conform to the national specifications of an Australian Higher Education Graduation Statement, currently under development by a consortium of universities commissioned by the Department of Education, Science and Training. It is anticipated that the information recorded on the UNSW Supplementary Transcript will ultimately be recorded on UNSW's Australian Higher Education Graduation Statement.

Process

A set of eligibility criteria has been established to determine which student activities will be included on the UNSW Supplementary Transcript. University staff and executive office bearers of University student organisations may nominate student activities for inclusion on the Transcript. Nominations will be considered by the Supplementary Transcript Steering Committee. A database of approved student activities will be created on NSS.

At the end of each semester, Faculties, business units and student organisations will report on those students who have participated in approved student activities during the semester.

Key Dates

Wed 7 Nov 2007:	Student Activity Nominations close
Fri 14 Dec 2007:	Deadline for submission of reports of eligible student participants in approved student activities
April 2008:	Graduations commence – first issue of the UNSW Supplementary Transcript

For enquiries regarding the UNSW Supplementary Transcript, please contact Michelle Hannan on 9385 8515 or m.hannan@unsw.edu.au.

SEMESTER 1 2006 AND 2007 ENROLMENT STATISTICS

As we prepare for the 2008 enrolment 'season', the following statistics on earlier enrolment activity may be of interest. Students tended to enrol earlier in Semester 1, 2007 than in previous years – as shown in the accompanying table (over page).

You may recall that students enrolled by semester for the first time in 2007, and that overall final enrolment numbers were up on 2006. Both of these factors probably explain the change in student enrolment behaviour: other contributing factors probably include the availability of near-universal class enrolment through myUNSW at the activity level (e.g. tutes, labs, seminars as well as lectures), and a strong student commitment to the online enrolment 'market'.

Comparative enrolment data is being used to design the enrolment appointment rules for 2008 enrolments.

Note: For this analysis, the student enrolment date is defined by the first successful class enrolment for the semester and career.

Table – Semester 1 2006 and 2007 Enrolment Rates

Calendar Week	5064 (Sem 1 2006) Period	5074 (Sem 1 2007) Period	5064 - Total Commencers	5074 - Total Commencers	5064 - Total Continuers	5074 - Total Continuers	5064 - Total All Careers	5074 - Total All Careers -	5064 - Cumulative - Total All Careers	5074 - Cumulative - Total All Careers
48	< Dec 05		5	0	2	0	7	0	7	0
49	Dec 05 - Dec 11	Dec 04 - Dec 10	206	125	628	102	834	227	841	227
50	Dec 12 - Dec 18	Dec 11 - Dec 17	327	486	4708	6405	5035	6891	5876	7118
51	Dec 19 - Dec 25	Dec 18 - Dec 24	323	355	2784	3368	3107	3723	8983	10841
52	Dec 26 - Jan 01	Dec 25 - Dec 31	6	86	58	1106	64	1192	9047	12033
1	Jan 02 - Jan 08	Jan 01 - Jan 07	327	322	2705	2112	3032	2434	12079	14467
2	Jan 09 - Jan 15	Jan 08 - Jan 14	787	446	2087	2079	2874	2525	14953	16992
3	Jan 16 - Jan 22	Jan 15 - Jan 21	1560	2036	2055	2139	3615	4175	18568	21167
4	Jan 23 - Jan 29	Jan 22 - Jan 28	2301	2331	1612	1612	3913	3943	22481	25110
5	Jan 30 - Feb 05	Jan 29 - Feb 04	1384	2434	2022	1829	3406	4263	25887	29373
6	Feb 06 - Feb 12	Feb 05 - Feb 11	1437	1579	1417	1473	2854	3052	28741	32425
7	Feb 13 - Feb 19	Feb 12 - Feb 18	1109	1158	738	983	1847	2141	30588	34566
8	Feb 20 - Feb 26	Feb 19 - Feb 25	1122	1010	971	911	2093	1921	32681	36487
9	Feb 27 - Mar 05	Feb 26 - Mar 04	350	310	555	571	905	881	33586	37368
10	Mar 06 - Mar 12	Mar 05 - Mar 11	237	199	308	300	545	499	34131	37867
11	Mar 13 - Mar 19	Mar 12 - Mar 18	266	93	154	138	420	231	34551	38098
12	Mar 20 - Mar 26	Mar 19 - Mar 25	66	43	121	81	187	124	34738	38222
13	Mar 27 - Apr 02	Mar 26 - Apr 01	90	54	184	129	274	183	35012	38405
14	> Apr 02	> Apr 01	94	65	40	24	134	89	35146	38494
Total			11997	13132	23149	25362	35146	38494		

Note: Week 50 - First main enrolment week. Data is for all careers and all campuses.



Trivia Night!!!

Hosted by UNSW Student Services

All UNSW Staff Welcome!

Free!

Fri. 23rd Nov, 5.30-6pm start, Cougar Bar in the Roundhouse

RSVP by Mon. 19th Nov www.counselling.unsw.edu.au/trivia.html

... RED BAG SIGHTING
A QIN ENTOMBED WARRIOR, XI'AN, SHAANXI PROVINCE, CHINA

