From the Director

Welcome to the May newsletter.

As flagged in previous editions, UNSW Student Services has been working closely with Financial Services to collect outstanding fees. If approached by a student who is unsure about payment arrangements please refer him or her to Student Central.

Student Services intends to survey readers of our newsletter in the mid year, but if you have suggestions for its improvement, or feel that the information could be presented in a more interesting way please email me – we would welcome your feedback.

Kind regards
Jane Gatwood

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STUDENT SUPPORT CENTRAL

SCHOLARSHIPS AND FINANCIAL SUPPORT

May brings a chance for the Scholarships Office to take a deep breath after processing and awarding scholarships for 2006. We now look forward to reviewing our current practices and developing stronger relationships within the University community to help us plan for 2007. With that in mind we will be sending out an invitation to form a ‘Scholarships Interest Group’ to staff that have a direct involvement and interest in the promotion and processing of scholarships. We plan to hold monthly meetings with these staff. We would also welcome staff members interested in taking part in the development of new strategies to enhance current processing systems and raise the profile of scholarships at UNSW. If you would like to attend the meeting, please give Janette Murdoch a call on extn 53101, or email j.murdoch@unsw.edu.au. These meetings will be integral to our operational plan and we look forward to delivering a service that will enhance students’ opportunities at UNSW and assist in attracting students to Faculties and Schools through a more streamlined process.
STUDENT SUPPORT CENTRAL continued

STUDENT CENTRAL

During the first three weeks of April, Student Central handled just under 2,600 enquiries at the counter; the main areas of enquiry were in relation to Transcripts, Graduations and Student Financials.

Student Central has produced a matrix of standard letters for responses to general, and some specific, student enquiries. If any colleagues are interested in a copy of the matrix, please contact Michelle Chhuy on extn 53131 or email m.chhuy@unsw.edu.au.

DIRECT ADMISSIONS

Accept Online

Significant improvements have taken place in the availability of Accept Online. For Semester 2, Accept Online was available from early April – almost 2 months earlier than previous admission periods. Students (particularly domestic) started accepting their offers immediately. Semester 2 comparative statistics will begin to be available shortly. Early indications show collectively an increase in applications and offers as compared to this time last year – already there have been more than 2,000 offers made to international students alone. For those not on distribution lists, Semester 1, 2006 census date comparative statistics are also available from Kathryn Whittingham or Ken Bright.

Local recruitment activities

The Admissions Office has also been giving its support to recent local recruitment activities including the UNSW Careers Exhibition at Randwick Racecourse and the recent Postgraduate Expo at Town Hall. Admissions staff were on hand to assist Faculties and to advise prospective students on a range of admissions and administrative related matters. Throughout the year staff participate in a number of similar activities including those overseas, proving to be a valuable student recruitment resource: areas organising similar activities may wish to inform the Admissions Office to see if

Below: Direct Admissions staff at the Postgraduate Expo at Sydney Town Hall.

Right: And at the Careers and Employment Expo, Randwick Racecourse.
STUDENT ADMINISTRATION AND RECORDS (STAR)

ASSESSMENT & ACADEMIC PROGRESSION – KEY DATES

The Session 1, 2006 Assessment Schedule has been finalised as follows:

May
Mon 1  Deadline to submit exam papers to be printed by the Examinations Section – hard and soft copy
Tue 9  Provisional Session 1, 2006 exam timetable released
Fri 12  Deadline to submit exam papers printed by academic units – hard and soft copy
Wed 17  Deadline for advising corrections/amendments to Session 1 exam timetable
Tue 30  Final Session 1, 2006 exam timetable released

June
Tue 6  Grade Rosters generated
Fri 16  Examinations commence

July
Tue 4  Examinations end
Thu 6  6pm: Deadline for electronic submission of results by Eccles
Fri 7  9am: Deadline for online entry of results on to Grade Rosters
Tue 11 – Thu 13  Faculty Assessment Review Group meetings
Fri 14  9am: OFFICIAL RELEASE OF RESULTS. All students will receive a result email in their student email account
Sat 15  12pm: Results and Academic Standing available on myUNSW
Wed 19  5pm: Deadline for submission of University Medal Recommendations forms

UAC ADMISSIONS

The UAC Admissions Team has recently processed around 800 deferments from Semester 1, 2006 and is currently working on:

- The implementation of policy changes made as a result of 2005 COE Admissions Review
- Non-Award/Cross Institutional, University Preparation Program (UPPP) and Honours processing for Semester 2
- UAC and other publications
- UAC mid-year processing

ENROLMENT

In order to publish details of academic advising activities for students commencing programs in Semester 2, 2006 on myUNSW, Faculties/Schools are requested to forward details of their advising activities to Grant Walter extn 53086 or g.walter@unsw.edu.au as soon as possible
STUDENT ADMINISTRATION AND RECORDS continued

EXAMINATIONS

Preparations for end of semester examinations for Semester 1, 2006 have commenced. Schools are requested to lodge examination papers (a hard and soft copy required) and examination certificates for all courses to be examined for Semester 1, 2006 by Monday 1 May 2006.

Please note that we are unable to appropriately coordinate exam papers submitted after this date. If Faculties/Schools are unable to meet the 1 May deadline they should make arrangements to check, print, package and deliver sufficient copies of such exams to the Exams Section no later than Friday 12 May.

For further information please contact Grant Walter on extn 53086 or email g.walter@unsw.edu.au

COMMONWEALTH SUPPORT AND FEES

Voluntary Student Unionism (VSU)

Student Services has received a number of enquiries from staff and students in regards to activity fees for both Semester 1 and Semester 2, 2006. We wish to clarify the issue by advising that;

• Semester 1, 2006 Student Activity Fees are compulsory for all on-campus students and no exemption from these fees can be sought on VSU grounds.
• As a result of VSU legislation, effective 1 July 2006, Semester 2, 2006 Student Activity Fees will not be charged. Students should contact the various guilds and associations directly if they wish to subscribe for Semester 2, 2006. Student Services will not be involved in charging students for these subscriptions.

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

GRADUATIONS

The Term 5064 potential graduand identifiers have been run. Students can now be processed for graduation from Session 1 and Winter Session. Students will not yet be able to see graduation information on myUNSW. This will only occur in early June. The schedule of September graduation ceremonies, indicating ceremony dates and Faculty splits, will be confirmed by the end of May. For further information please contact Veronika Roth on extn 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. 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 extn 51152 or m.jackson@unsw.edu.au
STUDENT SYSTEMS & BUSINESS SOLUTIONS (SSABS)

A SSABS miscellany

The SSABS team currently has its fingers in several pies, much nipped at by budget-cloud-borne blackbirds. We are:

- preparing the roll-out of the new myUNSW course catalogue service, including training in June for course cataloguers
- shepherding timetabling policy through the green fields of the Academic Board and its committees
- taking a deep breath (as should you, gentle reader) before implementation work for centralised timetabling begins in earnest
- supporting staff to use the new Scholarships facilities and stage-managing the dramatic sequel, Scholarships Phase 2, which will deliver the ability for students to apply for Scholarships online
- reviewing the printed Student Publications portfolio in the context of current and planned opportunities provided by the Online Handbook content management solution
- shaping and massaging a Medusa-like raft of enhancements planned for myUNSW – for staff and students, in Australia and Singapore, and to be delivered over the next 12-18 months
- admiring the recently completed makeover of the UNSW Asia Handbook site, whose interior decoration now harmonises with the Asia-Moderne look of the new UNSW Asia website (take a peek yourself at https://my.unsw.edu.au/asia/oh/index.html)
- working intensely with the UNSW Asia management team to design services and a services structure for the new campus

ACCOMMODATION SERVICES

- Funding has been made available for a repainting program at the Mulwarre Apartments. The work will include painting of all eternal areas, block stairwells and all communal area inside the 37 units. The contract will go out to tender during the next few months.
- Accommodation Services latest recruit is Kok Wye Yu. Kok has recently graduated from UNSW and has been appointed to the position of Housing Information Officer. Welcome Kok!
- In compliance with Occupational Health and Safety legislation, we are required to carry out an annual OH&S induction with all twenty four contractors who regularly carry out work for us; the first induction took place this week. As part of this process, contractors are required to complete a Safe Work Method Statement which outlines the main tasks they normally perform and the possible risks associated with each task. They also have to give a risk rating to each task and describe the measures taken to eliminate those risks. They are also required to provide details of Workers Compensation and Public Liability Insurance, as well as OH&S and First Aid training that their staff have received. We provide them with UNSW’s checklist of OH&S rules such as emergency evacuation procedures and security.
- Since the beginning of the year Accommodation Services has received 285 housing applications from around the globe for the UNSW Apartments, numbers are: Africa 1, South America 2, Central Asia/Middle East 20, Australia/NZ/South Pacific 89, North America 14, South East Asia 130 and Europe/UK 29.
myUNSW news and announcements

Do you need to advertise an event or communicate an important message to the student and/or staff community?

This is to remind you that the SSABS team can post messages, reminders or latest news and events to staff or students via myUNSW news and announcements.

myUNSW news and announcements allow you to target your audience by various cohorts such as career, residency, Faculty, campus and program code. Items can also be targeted to both prospective and current students as well as staff. Published items are displayed in the “Home” tab under My News and Events for latest news and events at UNSW or My Announcements for important messages and reminders from UNSW.

If you would like to publish news or announcements on myUNSW please contact Emily Middleton email e.middleton@unsw.edu.au or Tats Konnyvong email t.konnyvong@unsw.edu.au

CAREERS AND EMPLOYMENT

Faculty Liaison

Careers and Employment were invited to present two tutorials on ‘Writing a Successful Resume’ for the new Faculty of Commerce and Economics course, MGMT 2725 Career Planning & Management. There are currently around 45 students enrolled in the course which covers career development theory as well as building practical career management skills.

We were also invited to chair a panel of alumni at the Vision Cooperative Research Centre’s annual Postgraduate Conference and Review Week 2006. Approximately 30 students listened to 5 panel members speak about their careers to date and the importance of establishing networks, being published and gaining international experience. The panel was followed by a workshop on Career Planning and Preparing Applications.

Professional Development

Taye, Kate, Rhyll and Lene attended the Australian Association of Career Counsellors Conference at Star City last week.

Placements

Freda Ngai, a UNSW Master of Organisational Psychology is completing a 210 hour placement with Careers and Employment. Freda is particularly interested in developing presentation and interviewing skills and will be assisting in mock interviews, individual assistance, workshops and a variety of other projects.
CAREERS AND EMPLOYMENT continued

2006 UNSW Careers Expo – Student Feedback

Carers and Employment have surveyed students who attended the Careers Expo on 23 March for ideas on improving the event for 2007. The Expo attracted 1,800 students and a record 122 participating organisations.

19% of students attending the Expo responded to the survey (336/1800). Students rated the new venue of the Randwick Racecourse to be 3.6 out of 5, the shuttle bus service (from UNSW to the Racecourse) to be 3.3 out of 5, the effectiveness of promotional materials to be 3.5 and the opening hours to be 3.8 out of 5.

Common threads indicate that students believe an even larger venue would be more effective, and that the shuttle bus service be extended until well after the closing time. Comments included:

“I found the preparation workshop and the Careers Expo extremely useful. I have been educated as to a number of skills and career options that I previously was unaware of. Thank you.”

“Have a wider diversity of employers as opposed to predominantly Engineering/IT/Finance.”

“UNSW Careers and Employment did an excellent job organising and managing it, shuttle buses, priority hour … top stuff!”

“Employers should be more approachable and provide more information rather than simply suggesting students ‘look at’ their website and apply online. There would be no point holding a career expo if all we need is to read through information.”

“Maybe recommend the company representatives have a rotation shift time during the 6 hours Career Expo because some the companies only have 1-4 representative and are pretty tired answering the questions from the 4-6pm students.”

“Excellent Expo … but still too crowded (specially IT section) with limited time.”

“Need more HR reps present for companies. Last year’s graduates know only so much and can’t do anything for you in terms of gaining an ‘edge’ in trying to obtain employment with that company.”

“Really appreciated the Priority Hour, allowed me to do everything very quickly.”

“I was only able to attend this year’s Expo at 5.00 as I had classes. However as I got there at around 5.10, roughly ¼ of the recruiters were packing already, if not already too tired to answer my questions with effort.”
COUNSELLING SERVICE

Tracking the Black Dog of Depression\(^1\) amongst students

According to Professor Gordon Parker of the Black Dog Institute, “depression” is a “wimp of a word” which does not do justice to the impact this mood disorder has on the sufferer and their own quality of life, nor does the term reflect the ramifications that having a depressed friend or family member can have on the wellbeing of the shared relationship.

Professor Parker believes that depression is now more effectively recognised by the term *Black Dog* and that his ‘D’ model provides a truer account of all that depression can be;

**Diffuse** meaning that hardly a household is not touched by it at some stage;

**Deadly** highlighting that depression is the highest cause of death of those under 25 years;

**Disabling** because the sufferer will have to deal with a number of very difficult consequences that impact on all areas of life, including work performance and learning ability. It is common for depression to affect the person’s powers of concentration. This is of course of very real significance in a university community. Concentrating on a learning or knowledge related task, such as reading will be difficult at best and impossible at worst. People experiencing depression may find it difficult to get out of bed or out of the house, and retreat from social contact (e.g. not attending lectures), and lose interest in activities that they previously enjoyed and participated in regularly;

**Discriminatory** although discrimination previously experienced by suffers of depression is softening as our society becomes more knowledgeable and understanding of depression, it is still highly likely that people experiencing depression will feel embarrassed, or bad, or judged negatively.

**Men and depression**

This changing of social attitudes to depression and other mental health issues may be a significant contributor to the decline of suicide in Australia. Despite this decline however, it is still true that men aged between 20-49 years remain the most likely to take their own life. The latest ABS statistics also show that for the year 2003, 19.9% of registered deaths for males aged 15-19 years were due to suicide\(^2\). It is important that efforts are made to encourage men of all ages to seek support if they are experiencing low mood. The evidence suggests that men are less likely to confide in others and may find it difficult to seek support from friends and family when they are feeling depressed. UNSW, as a community of colleagues and concerned teachers, provides a ready environment where the detachment created by depression might be amended by a thoughtful and timely enquiry of a colleague or student. The Counselling Service provides a workshop for staff and student leaders and is designed to provide basic knowledge and skills in taking the first steps to assist someone who appears depressed or at risk of self harm and encourages referral to appropriate professionals. This workshop ‘Students at Risk’ is run on request and can be provided to any group of 6 or more staff members. We are planning the next offering of ‘Students at Risk’ workshops for Session 2, so please call Martin Healy on extn 55418 to register an interest in having this workshop run for your Faculty, School or Department. See our *Campus Care* brochure which can be downloaded from: [http://www.counselling.unsw.edu.au/crises/index/htm](http://www.counselling.unsw.edu.au/crises/index/htm)

1. Brain Food 2006 Series public address at the Scientia on 12 April 2006, given by Professor Gordon Parker, Founding Director of the Black Dog Institute and Matthew Johnstone, author *I had a Black Dog*.

*Item continued over page …*
COUNSELLING SERVICE continued

Students and Depression

The Counselling service is well aware of the impact of depression on students at UNSW and the consequences that experiencing depression can have on academic progress. Our statistics from 2005 show depression and anxiety as the most frequently cited reasons for seeking counselling. This is the first time in the history of our data gathering that these experiences have topped our ‘presenting issues’ statistics. It is good that students are seeking professional assistance for mental health issues and to assist our Service manage the demand for support, the Service has been running workshops that focus on managing low mood and anxiety. These workshops have been well attended and very positively evaluated by participants.

These workshops will run again in Session 2. Workshops for students remaining this Session are;

**Managing your exam anxiety:** Wednesday 17 May 2-4pm
**Stress & time management tips (1st years only):** Friday 19 May 2-4pm
**Relaxation & mediation (best to come to all, but not required):** Thursday 4, 11, 18, 25 May & 1, 8 June 4-5pm

Web link for the Counselling Service: [http://www.counselling.unsw.edu.au/](http://www.counselling.unsw.edu.au/)
Web link for I had a Black Dog by Matthew Johnstone: [http://www.ihadablackdog.com/](http://www.ihadablackdog.com/)

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Great Danes, Singing – Red Bag, Sighting

This month’s photo shows the UNSW Red Bag casting its quizzical gaze upon the new Copenhagen Opera House. Like the Opera House in a certain other World City, this was designed by a Dane (Henning Larsen), was hideously expensive, and is the subject of controversy. The difference, however is Sydney’s was largely funded by a lottery; Copenhagen’s by the benefaction of one man, Danish Shipping magnate Mærsk Møller (no relation to the radio station, apparently).