From the Director

The June newsletter is a bumper edition, so I hope you find it informative and interesting. This is a busy time of year so I am particularly grateful to colleagues in the Faculties who have assisted us in identifying those few fee-paying students who have not paid tuition fees and who had ceased attending class. Their enrolments have been cancelled and the relevant government departments notified of this. I am also grateful to those of you who assisted at graduations. This too was much appreciated.

You will be interested to know that Student Services has developed a new ‘block’ to use for student debtors. This will block access to assessment results, library borrowing and access to buildings and laboratories. We are currently preparing flyers and posters to bring this to the attention of students. Multiple copies will be distributed to Faculty Student Centres. There will be more about this in the next issue.

Best wishes

Jane Gatwood

---

SEMESTER 1, 2006 TUITION FEE DEBT

Student Administration and Records staff have been proactive in following up students with regard to outstanding tuition fees. International undergraduate and postgraduate students were targeted as these cohorts had the greatest amount of outstanding debt.

As advised in a recent email, a number of students had their course enrolments withdrawn. This action prevented the students from accessing myUNSW and other university services. As a result of the approach taken we have been extremely successful in reducing the debt levels. A large number of students have also been reinstated after finalising their payments. Further work is being undertaken to confirm the status of some International students prior to the University determining what further action it will take.

System development work is being completed to allow the University to deny a range of services to students who are indebted to the University. These services will include library and building access. It is envisaged that this process will commence at the end of S1, 2006. If you have any questions please contact Kathy Keane on x53154 or Dianne Charnley on x53087.
CAREERS AND EMPLOYMENT

Website Usability Study
Careers and Employment is committed to improving our website and making it as user friendly as possible. Freda Ngai, our placement student from the Master of Organisational Psychology program, has run 2 focus groups in May with students from different Faculties and backgrounds. The discussions were very useful in identifying students’ needs, assessing their expectations, as well as gathering their feedback and suggestions. The information will be used as the basis of a usability study designed to make our website more accessible.

Student Statistics
Careers and Employment receive many requests for student demographics from employers seeking to recruit students and graduates. There is a growing trend for overseas corporations to access our services. Dawn White regularly downloads statistics from NSS to update the information we make available on our website http://www.careers.unsw.edu.au/employer/targetedmail/studentDetails.aspx.

You may be interested in the following emerging trends regarding international students (2005 to 2006):

- Canada: 53% increase (127 students in total)
- Germany: 47% increase (125 students in total)
- France: 113% increase (77 students in total)
- Sweden: 86% increase (39 students in total)
- Lebanon: 76% increase (37 students in total)
- Saudi Arabia: 88% increase (32 students in total)
- Italy: 200% increase (30 students in total)
- Netherlands: 177% increase (25 students in total)
- Denmark: 200% increase (6 students in total)

ACCOMMODATION SERVICES

- UNSW Publishing and Printing Services are currently in the process of producing an updated glossy housing information booklet for Accommodation Services. The booklet, which will incorporate the University’s new branding image and Student Services corporate colour, will provide comprehensive information about the UNSW Student Apartments including recent photographs of the accommodation. It will also include information about our Listings Service relating to tenancies in the private sector and the colleges on campus.

- The first meeting between Accommodation Services and UNSW Facilities staff concerning the various capital schemes at the UNSW Apartments took place last week. Projects include; refurbishment of 12 Arthur Street and 46 High Street; roof and window fascia replacement at the Barker Apartments; and re-painting the Mulwarree Apartments. The projects will shortly go out to competitive tender with work expected to commence at the beginning of July.

- Accommodation Services staff recently visited the new Residential College on Anzac Parade, Kensington. It was designed for UNSW Foundation Year students and houses over 230 students in very impressive fully furnished studio and multi-bedroom serviced apartments. The College is approximately five minutes walk from the main campus and is managed by UniLodge on behalf of Foundation Year. The Manager informed us that they are intending to broaden the tenant base by offering tenancies to enrolled undergraduate and post graduate students of UNSW, as well as short term leases to visiting guests of the University. Information leaflets are available at our reception in Basser College.
Counselling Service Workshops
‘Taking Charge of Anxiety and Fear’ workshops have been popular with students

As the ‘Taking Charge of Fear and Anxiety - how to live in your life, and not in your head’ program, offered to students by the Counselling Service this session was a great success, the program will be offered again in Session 2, 2006 and is in the planning for Session 1, 2007.

This program is designed to help students develop and practise skills and strategies to better cope with anxiety and learn ways of living with anxiety whilst getting on with what they most want to do.

The program is designed and facilitated by Natalie Glaser, a clinical psychologist at the Counselling Service.

The program will form the basis of Natalie's PhD research which is comparing the effectiveness of Cognitive Behaviour Therapy (CBT) and Acceptance and Commitment Therapy (ACT) for the treatment of anxiety. For further information and to register interest for the Session 2 program students should go to the Counselling Service website:

http://www.counselling.unsw.edu.au

Electronic and paper based flyers are available from Georgina. Email counselling@unsw.edu.au for copies if you are able to assist the Service by way of promotion of the workshops via your office.

Getting life in balance

The benefits of embracing personal strategies and activities that contribute to a life in balance seem to be constantly reinforced, almost on a daily basis, by health news reports. Even if you only give passing reference to such news items you will probably be very aware that too little attention paid to a healthy diet and adequate exercise may affect longevity and create a higher risk of chronic illnesses like diabetes, heart disease.

Too much stress, particularly chronic stress, will not only affect a person’s sense of well being, but will interfere with their social life, family relationships, and participation in recreational activities. So a life out of balance will leave us unfit with less effective immune systems and prone to the myriad of winter viruses and may also increase experiences of low mood and anxiety. Creating a balance in our busy day to day lives is a challenge for most of us and at times the signs of the good life will elude us completely as we succumb to the feeling of overwhelm created by too much to do, and too little time to do it in.

By week 12 of Session, some students begin to feel with some intensity, the experience of being out of balance as the assessment period of session ramps up and due dates arrive in a flurry of Mondays and Fridays.
The Counselling Service has been running a series of stress busting workshops for some weeks now to offer students the opportunity to create a sense of balance that supports them into the busier end of Session and beyond.

Annie Andrews, together with the Buddhist chaplain, an UNSW alumni and Buddhist nun, Venerable Neng-Rong, have provided an hour of relaxation and meditation tuition on Thursday afternoons. The enrolled students have attended with enthusiastic regularity and are now reporting that they are experiencing some considerable benefit to their sense of wellbeing and capacity to withstand the increased pressure created by approaching deadlines and exams.

---

Job satisfaction and health was the subject of the ABC National Radio Health Report on 22 May 2006.

The web link below has a full transcript of an interview with Pro-Vice Chancellor Professor Cary Cooper of Organisational Psychology and Health Lancaster University, Lancaster LA, who has done major research in this area, [http://www.abc.net.au/rn/healthreport/stories/2006/1641893.htm#](http://www.abc.net.au/rn/healthreport/stories/2006/1641893.htm#)

The introduction to the story retrieved from the above web address on May 23rd 2006 reads, “Many studies have shown a link between job satisfaction and health. Having a lot of stress at work can make us sick. Many people have unrealistic workloads which negatively influences their health and their relationship with family and friends.”

Sound familiar? Definitely worth a read, if you want to feel motivated to do some adjusting to your own work-life balance.

---

Healthy hint for the month of June Do yourself a favour….Take a long, slow deep breath in through the nose (to the count to six) and try to get the breath to reach down to your diaphragm. Take care not to raise your shoulders.

Then, taking your time, exhale very slowly and completely, with a long controlled soft sigh, (again try counting to six as you slowly release the breath from the top of your lungs first and ending at your diaphragm).

Relax at the bottom of the out breath and then repeat the long slow breath in, and out, again, and then again. Look for the feeling of relaxation at the bottom of the breath.

Repeat this breathing exercise on a regular basis and you will be on your way toward a more balanced life. Practice the slow controlled in/out breath for only a couple of minutes at a time, then relax into the breathing pattern that feels right for you and you will soon feel the relaxation response.

The following web address provides 10 tips to reduce the experience of stress. The site, The Stress Education Centre is authored by L. John Mason author of the “Guide to Stress Management” [http://www.dstress.com/10-tips.htm](http://www.dstress.com/10-tips.htm)
COUNSELLING SERVICE continued

What do our Counselling Service statistics tell us? A snapshot for Jan-April 2006

Between January and the end of April 553 individual students sought counselling support. 102 of those students were assessed as likely to be at either moderate or high levels of risk academically, and 21 presented with concerning levels of self harm behaviour, or had suicidal thoughts.

Across the 553 students there have been 1241 separate occasions of service.

291 students (52.6%) utilized only a single appointment and all but 21 students had 6 occasions of service or fewer. The average number of occasions of service across all students was 2.2. Another 94 students have attended one of our therapeutic or psycho-educational workshops within the first 4 months of this year.

64.5% of our clients were female and 35.4% were male. 69.9% were enrolled in undergraduate programs and 22.96% were participating in postgraduate studies.

For those students who identified their Faculty, the distribution was:

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Number of students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Social Sciences</td>
<td>140</td>
</tr>
<tr>
<td>Built Environment</td>
<td>32</td>
</tr>
<tr>
<td>Commerce and Economics</td>
<td>43</td>
</tr>
<tr>
<td>Engineering</td>
<td>86</td>
</tr>
<tr>
<td>Law</td>
<td>44</td>
</tr>
<tr>
<td>Medicine</td>
<td>29</td>
</tr>
<tr>
<td>Science</td>
<td>105</td>
</tr>
<tr>
<td>COFA</td>
<td>41</td>
</tr>
<tr>
<td>NIDA</td>
<td>9</td>
</tr>
<tr>
<td>Foundation Studies</td>
<td>1</td>
</tr>
</tbody>
</table>

STUDENT ADMINISTRATION AND RECORDS (STAR)

KEY DATES

**June**
- Tue 6  Grade Rosters generated
- Fri 9  Last date for Examiners to review Session 1 exam papers
- Fri 16 Examinations commence

**July**
- Tue 4  Examinations end
- Wed 5  Graduation in Singapore
- Thu 6  6pm: Deadline for electronic submission of Session 1, 2006 results by Eccles for Kensington and COFA
- Fri 7  9am: Deadline for online entry of results on to Grade Rosters for Kensington and COFA
- Sat 8  Graduation in Hong Kong
- 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 Recommendation forms
- Mon 31 Last day for students to lodge written appeals against suspension and exclusion
EXAMINATIONS

Preparation for the end of semester examinations for Semester 1, 2006 are continuing. Copies of all papers will be returned to Schools for a final review. Examiners are requested to review their examination papers. We ask that particular attention be paid to:

- equations and formulae
- illustrations and diagrams
- inclusions, such as case notes

Any errors or omissions detected should be advised to the Examinations Unit by Friday 9 June.

Please note that we are now unable to make any changes to the examination timetable, including amendments to the duration of exams and/or permitted materials. For further information please contact Grant Walter on ext 53086 or g.walter@unsw.edu.au.

Personalised exam timetable
We have released a small but significant improvement to student and staff access to the examination timetable on myUNSW. Students can now access a personalised examination timetable based on their enrolment record. Staff can also access timetable information online. Examiners and referees can view timetable details for all their exams, and staff with advisory roles can access exam timetables for individual students. Online examination timetables are available at https://my.unsw.edu.au.

We are also about to introduce a simplified web address, www.exams.unsw.edu.au for all examination information including policy, procedures and detailed information about examination paper preparation standards.

ACADEMIC ADVISING SESSION 2, 2006

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

GRADUATIONS

The Term 5064 potential graduand identifiers have been run. Students who will complete their program requirements in either Session 1 or Winter Session can now be processed for graduation. The next round of ceremonies will be in September.

Students will be able to see graduation information on myUNSW once the schedule of September graduation ceremonies, indicating ceremony dates and Faculty splits, is confirmed in early June. For further information please contact Veronika Roth on ext 52435 or v.roth@unsw.edu.au.

Volunteering at graduation ceremonies
Thank you to everyone who provided assistance in the March/April/May graduation period. With your support we successfully ran 29 ceremonies, graduating students from all Faculties and Schools. If you are able to provide assistance by volunteering at a ceremony in September please contact Mai-Lynda Jackson on ext 51152 or m.jackson@unsw.edu.au.
SPECIAL CONSIDERATION – ILLNESS & MISADVENTURE

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 2, 2005 Student Administration & Records (STAR) processed a total of 3,200 applications for Special Consideration. With the approaching mid-year examinations, it is an ideal time to briefly remind staff of UNSW Student Services’ current process in respect to the lodgement and processing of special consideration applications.

Special Consideration should be sought only in cases where illness or misadventure prevents the student from completing a course requirement, or attending or submitting assessable work for a course. Overseas travel and work commitments 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 for which Consideration is sought. *In exceptional circumstances an application may be accepted outside the three-day limit.
  - 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 the Course Authority 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.
- Discontinuation from the course. This is unlikely to occur after an examination or final assessment has taken place and in all cases requires full independent substantiating documentation.

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.
DIRECT ADMISSIONS

Electronic pdf offer trial
For some time the Admissions Office has had the challenge of developing a systems-derived bulk electronic offer function to speed up the receipt of offers to applicants, rather than rely on fax/hard copy. After applying some lateral thinking to this long term problem an interim solution is currently being trialled and all UNSW overseas agents are now receiving pdf correspondence. Gordon Chow and Karen Widjaja have been overseeing this positive initiative and assuming the results continue as they are, we would expect to be able to formalise this process shortly.

Photo below:
Admissions Managers from Monash University, Melbourne, ANU, Sydney and Adelaide receive a hands-on demonstration of Apply Online. Currently over 60% of postgraduate domestic students apply online rather than using a traditional paper based application - this in turn contributes to significant resource savings in the form of data entry for the Admissions Office.

GO8 meeting
UNSW hosted the GO8 Admissions Managers forum. The group meet twice a year to discuss a range of issues including benchmarking practices and industry tends, and provides a good opportunity to share ideas and network. This year the group expressed particular interest in UNSW Apply Online and were given an overview of its development and operation by admissions staff.

Provisional Offers at Exhibitions
In conjunction with our International Office colleagues, ‘on-the-spot’ exhibition offers were recently trialled in Malaysia with some success. A review of the process will take place after upcoming exhibitions in Singapore and further ‘fine-tuning’ will undoubtedly occur. It is anticipated the process will contribute to a higher rate of acceptances and the conversion rates from these particular exhibitions will be monitored to measure any improvement.

Photo left: Hector Romero, David Morgan and Monica McNamara sign off on the first Malaysian Exhibition Provisional Offers
SCHOLARSHIPS AND FINANCIAL SUPPORT

The following dates have been set for the Scholarships Interest Group meetings which will be held on the last Thursday of the month at 2.00pm in Committee Room 3, Chancellery

29 June, 27 July, 31 Aug, 28 Sept, 26 Oct, Nov 30

If you are interested in attending please call Janette Murdoch 938 53101 or email j.murdoch@unsw.edu.au

Given that scholarships are now recorded on NSS we need to streamline some of our office practices and look at the ways scholarships are set up. One area in particular is the Scholarship Proposal Kit which is being completely overhauled. Please DO NOT use the currently circulating version of the Scholarship Proposal Kit, it is no longer applicable. If you are considering setting up a new, one-off scholarship please contact Janette Murdoch on ext. 53101.

Another area that has been reviewed is Faculty based Honours and Vacation Scholarships. Any staff involved with these scholarships need to contact Janette Murdoch before they put forward nominations from their School/Faculty so the new process can be explained. We are keen to make processes more streamlined and workable for all involved, so we welcome your questions and suggestions for improvements. Please email Janette as above.

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)

The International Compliance Unit has had a recent friendly monitoring visit from DEST. The visit was aimed at reviewing some of UNSW’s compliance policies and procedures under the ESOS Act. As a result of the visit the University was reminded of several areas in which we need to tighten up in relation to compliance.

With this in mind the International Compliance Unit will hold several ESOS Awareness Information Sessions through July. The two dates set aside will be;

Wednesday 19 July and 26 July

both sessions will run for approximately one hour and will consist of a series of scenarios with Q & A’s to conclude.

These information sessions are designed to inform new staff and remind existing staff of their obligations when dealing with International Student under the ESOS Act. If you are interested in attending one of the above ESOS Awareness Sessions please email Gerry Braddon, International Compliance Officer g.braddon@unsw.edu.au

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

STUDENT SYSTEMS AND BUSINESS SOLUTIONS (SSABS)

THIS STUFF CHANGES LIVES!!
UNSWide Timetabling News

We are now in full swing on the implementation phase of the University-wide timetabling project. Our mission: computer-assisted centralised timetabling for the 2007 academic year. Critical activities and deadlines loom for the timetabling team and staff in academic units. (See the Timetable Pipeline below.)

Who could have thought timetabling could be so exciting?! In addition to discussing spatchcocks (work that one out!) the timetabling project team have been busy. Current and recent happenings in the timetabling arena include:

Meetings and briefings …

- The **University-wide Timetabling Reference Group** met for the first time on 16 May. These brave souls, representing a cross-section of academic and administrative units and roles across the University, will assist us to navigate the issues, the decisions, the good times and the tough times (never!) ahead.
- **Timetabling presentations** have been given to different audiences including VCAC (in early May) and Faculty/School administrative staff.
- **Meetings** have taken place with various individual units to discuss timetabling issues and needs. Please contact us (see Further Information) if you believe there are special issues that need to be worked through with your unit.

Systems …

- The new **Course Catalogue** facility was recently released in myUNSW. This includes the addition of a new **Course Relationships** service to support several needs, including management of exclusions and repeat checking as well as timetabling relationships between courses. Faculties/Schools have until the end of June to enter equivalent and excluded course relationships in myUNSW so that we can undertake a clean-up of superseded exclusions definitions and descriptions.
- **New ‘term planning’ process** is being designed and developed to collect all the necessary ‘input’ data required to produce a workable and optimised teaching timetable. This will be added to the myUNSW Course Catalogue service group.
- A **sandbox (test) environment** is being developed in the Syllabus Plus Scheduling software to enable production of simulation timetables (which will be distributed to Faculties and Schools in the coming months for review), and to develop timetabling staff competencies in using the software.
SSABS continued

Policy and Operations …

- **Timetabling Policy** and **Operational Guidelines** will go to Academic Board in June. The documents are available on the UNSWide Timetabling website (see below). We’re happy to receive feedback on these.
- We are looking at moving to a **semester** rather than **annual** timetabling and enrolment cycle for 2007. There are a number of reasons for this, one key driver being the ability to provide Schools with more time to collect data in relation to their Semester 2 class offerings and timetabling requirements. Further information will be sent to Faculties/Schools in the near future.
- An **audit of CATS 3** rooms has been completed and discussions have taken place with Faculties regarding future arrangements for these rooms. Discussions at the Reference Group have highlighted the need to develop additional flexible learning spaces, especially those required for conference-style presentation and plenary activities in courses where students formally display or present their work.

To keep you informed …

- A new University-wide timetabling web page is available on myUNSW at [https://my.unsw.edu.au/student/Staff/UNSWideTimetabling.html](https://my.unsw.edu.au/student/Staff/UNSWideTimetabling.html). This will continue to be updated to provide the University community with the latest news and information on Uni-wide timetabling. It currently provides access to draft policy documents, presentations and relevant training materials.
- A UNSWide Timetabling explode email has been established. To subscribe send a message to majordomo@explode.unsw.edu.au with the following command in the body of your email message: subscribe unswide-timetabling

What’s next? … (Yes, it involves you dear Faculty colleagues!)

- We will be visiting Faculties/Schools to collect data regarding specialist teaching space throughout June. This is necessary so that the timetabling system has an accurate record of the characteristics, capacities, availabilities, ownership and sharing arrangements of all teaching space in order to appropriately schedule teaching activities.
- We will soon be providing program authorities with data regarding “**Clash Free Course Combinations**” (CFCCs) for review. These are required by the scheduling software to ensure a timetable that supports the availability of core courses and popular elective combinations. Further information regarding The Art of CFCCing will be provided in due course (yes, CFCCing is an art, not a science).

- We will be conducting **User Education** sessions in late July or early August on the new “Term Planning” facility. It is important that timetabling staff from all academic units attend one of these sessions to ensure they are properly prepared for the September Semester One timetabling requirements deadline.

Further information
Contact the Scheduling and Academic Requirements Unit:
Sarah Thomson s.thomson@unsw.edu.au ext 58757
Nicola Plume n.plume@unsw.edu.au ext 58056
Lester Mata lesterm@unsw.edu.au ext 58040

And remember …
be prepared for change …
new systems …
new processes …
new rooms …
new timeslots …
a new timetable …
a University-wide Timetable!