**Student Administration Newsletter**  
Week beginning Monday 30 April 2007

**Enrolments Section**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>A/Manager</td>
<td>David Baker</td>
<td>3050</td>
</tr>
<tr>
<td>A/Team Leader</td>
<td>Michael Dorman</td>
<td>3058</td>
</tr>
<tr>
<td>A/Enrolments Officer</td>
<td>Michelle Webley</td>
<td>3052</td>
</tr>
<tr>
<td>AO</td>
<td>Gladys Britto</td>
<td>3408</td>
</tr>
<tr>
<td>AO</td>
<td>Micki Grogan</td>
<td>3407</td>
</tr>
<tr>
<td>AO</td>
<td>Caroline Liddicoat</td>
<td>3550</td>
</tr>
<tr>
<td>AO</td>
<td>Fran Noonan</td>
<td>3407</td>
</tr>
</tbody>
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enrolments@acu.edu.au  
coursecompletion@acu.edu.au

Manager – Doreen Bonnici (on secondment)  
AO – Nicole Reeves (on secondment)

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**COURSE COMPLETION 2006**

The final date to confirm course completion for Autumn 2007 was **Thursday 3 May 2007**.

Unless a student will be attending the Melbourne graduation ceremony, no course completions for Autumn 2007 can be processed after 3 May 2007. Any student identified as course complete after 3 May 2007 will not be able to graduate until Spring 2007 (4 October in Sydney).

Course Co-ordinators who need further advice or information regarding the course completion process should contact Enrolments staff on the telephone numbers listed above, or by sending an email to coursecompletion@acu.edu.au

**APPLICATION FOR COURSE COMPLETION 2007**

The application for course completion (ACC Form) has been modified for 2007, and is now available from the ACU website.

Enrolments have sent a broadcast email to all students advising them that this form is now available, and should be completed and submitted by the due dates listed on the form if students believe that they will be eligible to course complete in 2007.

**COURSE COMPLETION REVIEW**

The Enrolments Section only assumed responsibility for managing the course completion process late in 2006. This left no time to undertake a review of this process before course completion for Autumn 2007 was due to commence.

Now that the course completion cycle is coming to an end for Autumn 2007, the Enrolments team will be conducting a thorough review on Friday 4 May 2007, in order to streamline the course completion process.

*Accordingly, Enrolments staff will not be available on Friday 4 May 2007.*
MID YEAR RE-ENROLMENT

Students who did not re-enrol for any semester in 2007 by the advertised due dates were deemed to have interrupted their studies. These students had their access to Student Connect - Managing Your Studies suspended when their re-enrolment time ticket expired in November 2006.

Students who were eligible to re-enrol in 2007 but who chose to interrupt their studies, have been allocated a new time-ticket which will enable them to re-enrol via Student Connect - Managing Your Studies for the second half of 2007.

This time-ticket provides access for students to re-enrol via Student Connect - Managing Your Studies in the following study periods:

(a) Winter Semester  
(b) Semester Two  
(c) Spring Semester A  
(d) Spring Semester B

Please note that this time-ticket will provide students with access to enrol via Student Connect - Managing Your Studies until 24 June 2007, after which time late fee penalties will apply.

A broadcast email will be sent to all students to remind them to check their enrolment for the second half of the 2007 academic year. This email will also confirm that access to Student Connect - Managing Your Studies has now been provided for students who had previously chosen to interrupt their studies and now wish to re-enrol mid-year.

COURSE ENROLMENT GUIDES

Course Enrolment Guides for the 2008 academic year will be co-ordinated by the new Information Resource Management (IRM) Section.

Further information regarding Course Enrolment Guides and timelines will be provided by IRM shortly.

STAFF

David Baker and Michelle Webley will be in Brisbane on 8 and 9 May 2007.

Information Resource Management (IRM) Section

<table>
<thead>
<tr>
<th>Role</th>
<th>Contact</th>
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<tbody>
<tr>
<td>Manager – Tim Spackman</td>
<td>7457</td>
</tr>
<tr>
<td>Team Leader – Phil Davis</td>
<td>7312</td>
</tr>
<tr>
<td>AO – Tony Day</td>
<td>7467</td>
</tr>
<tr>
<td>AO – Rachael Parun</td>
<td>7142</td>
</tr>
<tr>
<td>AO - Heather Styman</td>
<td>7324</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:irmssection@acu.edu.au">irmssection@acu.edu.au</a></td>
</tr>
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Welcome to the first of our contributions to the Student Administration newsletter.

The IRM Section officially commenced on Tuesday 10 April with a series of team meetings and in-house training sessions in preparation for our tasks that lie ahead.

Some of the areas of responsibility that come under our banner will be:
- Knowledge Manager
- Course Enrolment Guides (CEGs)
- Academic Database
- Implementation of an Enquiry Management System
- Zylab
- eventually the Handbook
- eventually the Course Cost Database
- WebTailor (the information text inside Student Connect)

TEAM INTRODUCTION

Tim Spackman has been with ACU National for 3 years and comes from the Student Systems section where he worked as Business Analyst for the HEIMS/HESA, Student Connect-Managing Your Studies project and most recently on the Student Connect - Apply for Admissions project.

Phil Davis has been with ACU for almost 9 years. Phil’s last position was as a Project Officer whose main responsibilities included the development and publication of Student Administration web pages including Knowledge Manager, assisting with the development of the course browser and course cost databases, the enrolment website and publication of the web version of the ACU Handbook.

Tony Day has been with ACU National since August last year and comes from the Timetabling, Examinations and Results Section.

Rachael Parun is new to ACU National after previously working at Queensland Ambulance Service (welcome Rachael).

Heather Styman has been with ACU National for almost 3 years and comes from the Admissions Section.

STUDY PERIODS FOR 2008 ARE NOW AVAILABLE

Study Periods are now available to view on Knowledge Manager. To view the web page, please click here (place cursor on link, then CTRL + click with mouse >Information for STAFF).

KNOWLEDGE MANAGER

As you may already have noticed, the home page of Knowledge Manager (KM) has been given a new lease of life with Hooter the owl keeping a close eye on things. The pages within KM are being updated with current information as it comes to hand from the content owners.

STUDENT CONNECT NOTICE BOARD

The noticeboard has been refreshed with current information. In addition, an email will be sent to the relevant sections asking for updates on a regular basis.

COURSE ENROLMENT GUIDES (CEGs)

We are also preparing ourselves for the handover of the CEGs. David Baker and Michelle Webley will be in Brisbane next week to facilitate this handover.

STUDENT ADMINISTRATION WEB CONTENT

We are currently checking all pages for currency of information, consistency in formatting and ensuring that all links are working and pointing to the most up-to-date pages.
UPDATING WEB INFORMATION

We will be receiving training next week in the use of My Source Matrix which will be the editing software for the new combined website which we understand will be implemented within the next few weeks.

Student Systems Section

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<tr>
<th>Role</th>
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<tbody>
<tr>
<td>Manager – Grant Glanfield</td>
<td></td>
<td>4225</td>
</tr>
<tr>
<td>Team Leader – Robert Hartup</td>
<td></td>
<td>4227</td>
</tr>
<tr>
<td>SSSO (Research) – John Montalto</td>
<td></td>
<td>3152 (Wed-pm, Thu and Fri)</td>
</tr>
<tr>
<td>SSSO – Ian Bray</td>
<td></td>
<td>5399 (working on Academic Database)</td>
</tr>
<tr>
<td>SSSO – Gabriel Spata</td>
<td></td>
<td>4297</td>
</tr>
<tr>
<td>System Administrator – Mardi Ettelson</td>
<td></td>
<td>3068</td>
</tr>
<tr>
<td>System Administrator – Kate Gentle</td>
<td></td>
<td>4163 (acting) (Mon, Tue and Thu)</td>
</tr>
<tr>
<td>Business Analyst – Kristopher O’Brien</td>
<td></td>
<td>4236</td>
</tr>
<tr>
<td>Business Analyst – Adam Jay</td>
<td></td>
<td>3066</td>
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<tr>
<td>Project Manager – Pat Flynn</td>
<td></td>
<td>4114</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:systems@acu.edu.au">systems@acu.edu.au</a></td>
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2008 UNIT OFFERINGS

The request to Faculties regarding the confirmation of all units to be offered in the first and second half of 2008 for reporting to the Department of Education, Science & Training (DEST) has been made.

All units currently active in Banner for the first and second half of 2007, together with any additional units already created for 2008, have been forwarded to each Faculty for checking. Faculties are requested to carefully check units and their load value listed in these reports to ensure that all units have been included for all of their expected courses. **No units can be added (or EFTSL value changed) after this is submitted to DEST for the first half of 2008.**

It is also essential that data in the Course Enrolment Guides is consistent with the data now being provided. Students cannot enrol in units if they have not been set up for the relevant study period, location and mode of offering.

STAFF

Gabriel will be on leave 14 May – 2 July 2007.

WORK REQUESTS

A reminder that only urgent and necessary work requests will be forwarded to MIS for action. This is due to the commitment of MIS resources to the Banner 7 Upgrade Project allowing only very limited resources for maintenance.

Systems requests

There are two methods of contacting the Student Systems team:

1. **HEAT helpdesk** for **ALL** requests regarding **access to Banner, Student Connect and Tutorial Direct**. This includes access requests for new users, change of Banner security profiles (eg user requires access to a new Banner form), and any difficulties in initial access to these Systems (eg Faculty user has...
misplaced **Student Connect** User ID and/or PIN). The users will click on the HELP button in Lotus Notes (don’t just send to helpdesk as this does not load the call to HEAT) and send their request details to the Helpdesk – this will then be logged to Systems. This will allow monitoring of calls and enable Systems to provide analysis of these requests;

2. **systems@acu.edu.au** email address for all other requests, such as unit/crn creation, quota issues, advice on system functionality, investigation of specific problems etc.

In general, the more complex or detailed issues should continue to be forwarded to the **systems@acu.edu.au** email address, while the access issues are to be forwarded to the **HEAT helpdesk**.

**Timetabling, Examinations and Results Section**

<table>
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<tr>
<th>Role</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Manager – Lisa Richards</td>
<td>7459</td>
</tr>
<tr>
<td>Team Leader – Carol Bradley</td>
<td>7289 (Canberra, North Sydney, Strathfield)</td>
</tr>
<tr>
<td>AO – Aileen Conradi</td>
<td>7290</td>
</tr>
<tr>
<td>AO – Ty Noble</td>
<td>7460</td>
</tr>
<tr>
<td>A/Team Leader – Lauren Byfield</td>
<td>7131 (Ballarat, Brisbane, Melbourne)</td>
</tr>
<tr>
<td>AO – Debbie Ferguson</td>
<td>7286</td>
</tr>
<tr>
<td>AO – Daniella Gangemi</td>
<td>7358</td>
</tr>
<tr>
<td>AO – Tim Berry</td>
<td>7483 (seconded: S+ Implementation Project)</td>
</tr>
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**SYLLABUS PLUS IMPLEMENTATION**

**Exam Scheduler**
The semester 1 examination timetable was constructed using the Syllabus Plus Exam Scheduler (ES). This system allowed TE&R to published the draft examination timetables two days ahead of schedule. We have identified some minor issues in relation to the way the system assigns exams to available timeslots and are resolving these as they arise. This learning process will help us to improve the configuration of the system for the semester 2 2007 exam cycle.

**Timetabler**
The server for the Syllabus Plus timetabling database (S+) has been purchased and configuration of the operating system and Oracle platform is underway. The S+ database has been installed on the server, and the project team is working with Cyon to establish the test data for configuration and training.

**EXAMINATIONS**

**Examination Requests**
A large number of examination timetable change requests were received prior to the close off for comments; changes requested have been made.
**Schools please note:** It is no longer possible to make changes to the semester 1 examination timetable.

**Lecturers in Charge are reminded** that your examination papers are due to Student Centres in May. Please refer to the Exam Procedures for Academic Staff on Knowledge Manager for further information ([http://my.acu.edu.au/1425](http://my.acu.edu.au/1425))

**Please note:**
All final examination timetables will be published to the myACU page on Friday 4 May.

**RESULTS**
**DATA ENTRY ONLINE RESULTS**
Semester One result lists for Schools not participating in online results entry will be distributed by the Student Centre on Friday 11 May.

School staff are reminded that results procedures for both paper-based and online results submission are available on Knowledge Manager ([http://my.acu.edu.au/1464](http://my.acu.edu.au/1464))

Student results for Semester 1 will be released on Saturday 14 July.

**TIMETABBING**
**WINTER, SEMESTER 2, SPRING A & B 2007**
Timetabling of Semester 2, Spring A and B timetables is nearing completion with draft Semester 2 timetables available to Schools on Tuesday 8 May.

**A REMINDER TO STAFF**
All general/ad hoc room bookings are to be emailed to Helpdesk/ Campus Operations.

**IMPORTANT DATES**
Draft Semester 2 Timetable provided to Schools................................. Tues 8 May
Semester One result lists distributed to Schools ............................... Fri 11 May
Brisbane exam papers due .......................................................Wed 9 May
Strathfield exam papers due .....................................................Wed 9 May
Brisbane Supervisor Information Session .................................... Mon 14 May
North Sydney Supervisor Information Session ............................. Tues 15 May
Strathfield Supervisor Information Session ................................. Wed 16 May
North Sydney exam papers due .................................................Wed 16 May
Melbourne Supervisor Information Session ............................... Thurs 17 May
Ballarat exam papers due ......................................................Thu 17 May
Canberra exam papers due ..................................................... Thu 17 May
Melbourne exam papers due .................................................... Fri 18 May
Ballarat Supervisor Information Session .................................... Fri 18 May
Change requests from 1st timetable draft due ............................. Mon 21 May
Canberra Supervisor Information Session ................................. Wed 23 May
Area Supervisors commence .................................................. Mon 28 May

**STAFFING ARRANGEMENTS**
Monday 7 May is a public holiday in Queensland.
Lisa Richards will be on leave on Friday 4 May and Tuesday 8 May.
Ty Noble will commence with TE&R on Tuesday 8 May. He can be contacted on x7460. Welcome Ty!