



**STUDENT ADVISORY COUNCIL (SAC)
MINUTES – TUESDAY 12 MARCH 2019**

Minutes of the Student Advisory Council to be held at 1.30 pm on Tuesday 12 March 2019 in building 36, room 301.

PRESENT:	Mahasheta Malagi	Law, Humanities and the Arts INT (Secretary)
	Shah Junaid Islam	Business PG
	Aibek Niyetkaliyev	Academic Senate PG
	Grace Welsby	Academic Senate UG
	Ranjith Raj	Science, Medicine and Health PG (Chair)
	Samantha Sharpe	Academic Senate UG
	Anju Rijal	Science, Medicine and Health INT
	Yuix Ruan	University Council PG
	Bryce Humphries	Science, Medicine and Health UG
	Tom Carroll	Disabilities Representative
	Bailey Bond	UOW Pulse
	Corinne Green	Social Science PG
	Emma Bellino	Law, Humanities and the Arts PG
	Chloe Raferty	WUSA
	Maheshika Nanayakkara	Clubs and Society Representative
IN ATTENDANCE:	Mrs Theresa Hoynes	Director, Student Services Division
	Mrs Deborah Porter	Manager SSAF and Student Projects, Student Services Division
	Mr Jason Aquilina	Manager Student Projects, Student Services Division
OBSERVER:	Mrs Kylie Austin	Pro Vice-Chancellor (Students), DVC Academic
APOLOGIES:	Sandeep Satapathy	Academic Senate PG
	Jacob Morath	Academic Senate UG
	Samantha Minney	Bateman's Bay Representative
	Thu Uyen Le	Business INT
	Thuc Anh Nguyen	Business UG
	Olivia Poate	Clubs and Society
	Cheng Deng	Engineering and Information Science PG
	Nathaniel Smith	Engineering and Information Science UG
	Ningyan Cheng	Innovation Campus Representative
	Lucas Peers-Catt	LGBTIQ Representative
	Cagdas Caliskan	Sydney – CBD Campus Representative
	Rebecca Taylor	Shoalhaven Campus Representative
	Michael Siega	Social Science INT
	Rochelle Nash	Social Science UG
	Dinh Bao An Che	South Western Sydney Representative
	Mia Watson	University Council UG

PART A: OFFICIAL BUSINESS

***A1 Welcome and Introduction**

The chair acknowledged the traditional custodians of the land and welcomed all the representatives and UOW staff in attendance. The Chair noted that the meeting was inquorate and hence resolutions would be noted only and resolved once quorum was achieved.

***A2 Arrangement of Agenda**

A2.1 Conflicts of Interest

No conflicts of interest were declared.

A2.2 Confidential Items

No confidential items were declared.

A2.3 Starring of Items

All items

A2.4 Meeting protocol

The Chair requested all items be raised through the Chair and remember to treat each other with respect and dignity.

***A3 Confirmation of Minutes**

Attachment p.6

RESOLVED 2018/33

that the minutes of the previous meeting held on 24 October 2018 be confirmed and signed as a true record.

***A4 Action Items and Business Arising**

Status: NE: New CO: Carried Over OH: On Hold CL: Closed

RESOLUTION ITEM	STATUS	ACTION	DUE DATE	RESPONSIBLE PERSON
2018/29	CO	A representative from UOW Accommodation services to speak to the fees payable by students	16/5/2019	SPM (SSD)
Informal meeting 2019/1	NE	Resolve Video Recording Meetings (Item B4)	12/03/2019	Chair SAC

***A5 Chair's Report**

The Chair provided an update on the December 2018 and February 2019 informal meetings. He acknowledged the representatives leaving UOW 2018 and discussed developing a SAC Strategy map to provide greater handover management of the new and outgoing representatives. Greater opportunity for networking opportunities including working with the Academic Senate

Subcommittee Representatives. Representatives at the 2018 meeting discussed receiving a DISC Analysis as part of the 2019 leadership training and meeting the Academic Senate Subcommittee Representatives. The session would be held at the Innovation Campus. If there are issues with getting to the campus, financial/carer responsibilities issues that may impact on attendance or the need for a statement of support to let the Manager Student Projects know.

The 2019 Informal meeting saw new representative enter the SAC. The SAC Rolling Agenda items was discussed with a reminder that all representatives are to prepare an agenda item for their discussion point and present for 5-10mins. Representatives were reminded that they should also supply agenda items for their own matters of interest. There was a discussion on the 25th March training session, and that a photographer would be at the training to take individual and group photo shots.

The video recording of SAC meetings was discussed and would be raised as an agenda item in a future 2019 formal meeting. The Manager Student Service Amenities Fees (SSAF) discussed the distribution and allocation of SSAF and the role of the SAC on the SSAF working group. The Director Student Services Division discussed the record numbers of students enrolling from India, and that the university understands the importance of recognising different cultures and ensuring that support services are embedded across the university to ensure all our students have a student experiences that is enriching. As a SAC, it is vital that we continue to seek opportunities connect with those students whom the SAC represent.

The Chair noted the issues with the Council Room's air-conditioning and would leave the doors open for some relief. He further stated the agenda was full and that it is likely that items would need to be kept to their allotted time.

PART B: GENERAL BUSINESS

***B1 Student Subject Feedback and 'Closing the Loop'**

ATTACHMENT p.11

The Director, Academic Quality and Standards (DAQS) discussed the role of AQS with the national regulator for higher education, the Tertiary Education Quality and Standards Agency (TEQSA), and the role of the Education Evaluation Unit in conducting subject surveys. The DAQS presented on the findings provided in the agenda paper and re-affirmed a commitment to process improvement and acting upon student feedback. The DAQS mentioned the different forums and surveys that students may receive throughout the year and how the provision of information received from evaluations is communicated and used. The DAQS requested additional feedback based on the information provided in the agenda item.

The WUSA President raised questions relating the Bachelor of Arts in Western Civilisation, which the DAQS suggested would be best referred to the Academic Senate or general business.

The WUSA President raised a question relating to sexist biases that is raised in surveys. The DAQS referenced a recent study, which was publicly available, that suggests there is no deep statistical evidence of sexist bias taking place although acknowledges that there may be incidents of this. DAQS clarified this by saying subject evaluation surveys are not a performance base measure for academic staff and that biases are removed when considering student satisfaction. Survey data is used as a quality enhancement tool and obtaining trend data.

RESOLVED 2019/1

that the Student Advisory Council:

- i. *note the report on student feedback at the University of Wollongong as set out in the agenda papers; and*
- ii. *provide feedback on proposed enhancements to subject survey processes as outlined in the agenda papers.*

***B2 Feedback at UOW**

ATTACHMENT p.17

The Senior Manager Student Services Unit (SMSSU) and Manager Service Improvement (MSI) informed representatives of the UOW feedback system and the processes and management of general feedback and complaints. A new and improved online feedback system transformed the way UOW receives online feedback from students. Feedback is channelled into one system is monitored and acted upon. The new feedback@uow system has seen a 61% increase in the feedback submitted and actioned. The SAC received a demonstration on the feedback system. Postcards were handed out with an actual student experience captured on it to help stakeholders understand how the UOW feedback system has positively impacted on students. The SMSSU provided further examples of how previous feedback has turned into significant changes within UOW. Some improvements, from the 529 feedback items received in 2018, have been improved Wi-Fi and the change to the UOW's Library's 24/7 zone. Feedback month was also raised as an initiative to drive and encourage feedback.

Feedback was provided to suggest receiving more than a general acknowledgement of feedback which would be reviewed.

RESOLVED 2019/2

that the Student Advisory Council note the purpose of the University's feedback system.

***B3 Facilities Management on Campus Projects**

ATTACHMENT p.23

The Senior Manager Facilities Management Administration (SMFMA) and Planning Project Officer, Facilities Management Administration (PPO) informed representatives of student infrastructure projects. The PPO spoke to the different projects that are currently being worked on within the university and how student feedback has impacted on the projects. The PPO requested SAC representatives provide feedback on projects and nominate to be involved on different working groups to help shape the direction of future projects.

The WUSA President questioned the source of funding on the projects mentioned. The SMFMA stated that a small portion of the overall capital works is support by SSAF and referred to the MSSAF. The MSSAF outlined how SSAF funds can be used as per identified spending criteria as enduring benefit to students via informal learning spaces now and into the future. The DSSD provided insight into the role of the University Council in the management of capital expenditure and the level of governance involved in the process. The DSSD recommended interested representatives obtain a copy of the UOW Annual Report to obtain detailed information on the use of funds.

The WUSA President requested it be minuted that they disagree with the use of SSAF to fund informal learning spaces and university infrastructure.

The LHA Postgraduate Representative raised the desire to have more covered areas for informal learning. The SMFMA mentioned that the current projects were targeting outdoor usage although all feedback would be welcomed in making future decisions. The DSSD mentioned some of the other future projects that have been driven by student feedback. The PPO provided a contact sheet for SAC representatives to be involved in future projects.

RESOLVED 2019/3

that the Student Advisory Council:

- i. note the feedback on student project engagement; and*
- ii. note ongoing action plan for student engagement on future projects as set out in the agenda paper.*

***B4 Recording of SAC Meetings**

ATTACHMENT p.24

The Chair temporarily relinquished his role to the Deputy Chair and assumed the role of the Mature Aged Student Representative. He asked the committee to consider whether they support the motion to record SAC meetings as a means of providing transparency to the UOW Community. The LHA Postgraduate Representative felt uncomfortable in this process and felt that the minutes should be held as a true record of SAC business. The LHA Postgraduate Representative provided a difference of perspective on providing students Echo 360 lecture capture capability and did not see it as critical to capturing SAC meetings. The WUSA President felt the capturing of SAC meetings was vital in engaging with students. The WIC Representative questioned why the SAC meetings were not open to other students. The DSSD noted that it is challenging to manage an agenda when meetings are open to the wider cohort. The DSSD suggested the Chair of the SAC identify this as a future action item with a broader consultation and preparation of a paper identifying the value of video recording of future Student Advisory Council meetings.

RESOLVED 2019/4

that the Chair of the Student Advisory Council prepare a paper identifying the value of video recording of Student Advisory Council meetings and present at a future SAC meeting.

***B5 Mature Aged Student Representative Update**

ATTACHMENT p.25

The Mature Aged Student Representative spoke to his agenda item. He raised the challenges of identifying students who consider themselves to be mature aged students although has worked with various clubs and societies to ensure that his representative position is known. He will continue to work within different units within UOW to increase Mature Aged Student Representation.

RESOLVED 2019/5

that the Student Advisory Council note the presentation as set out in the agenda paper.

***B6 UOW Residencies Representative Update**

ATTACHMENT p.26

The UOW Residencies Representative spoke to his significant findings outlined and articulated in his agenda item. The issues of communication and ability to represent and freely move between residencies was highlighted. The community spirit within the residences was captured and discussed. The paper presented by the UOW Residencies Representative would be forwarded to the Senior Manager Accommodation to provide insight to the voice of their partners.

RESOLVED 2019/6

that the Student Advisory Council note the presentation as set out in the agenda paper.

***B7 Woolyungah Indigenous Centre (WIC) Representative Update ATTACHMENT p.28**

The WIC Representative presented a PowerPoint Presentation of the function and activities taking place with the Woolyungah Indigenous Centre. He spoke of the recent renovations including the yarning circle for Indigenous Staff and Students to get together and socialise. He spoke of the success of the career trackers program which is a paid internship initiative.

RESOLVED 2019/7

that the Student Advisory Council note the presentation as set out in the agenda paper.

PART C: OTHER BUSINESS

***C1 Other Business**

The Chair asked the SAC if there was appetite to receive a presentation from the LHA Faculty on the Bachelor of Arts (Western Civilisation). Information relating to the course was made available to the SAC for collection. General consensus was obtained to have LHA present at a SAC meeting. The DSSD asked the SAC if they would like a separate meeting to learn about the course or have the presentation as part of the general meeting. The SAC agreed to have the presentation as part of a future meeting. The Academic Senate Representative Undergraduate Representative raised that the Bachelor of Arts (Western Civilisation) would be discussed at the next Academic Senate Meeting on the 20th March and to contact Antoinette Faddoul of Governance to attend. The Chair suggested the Academic Senate Representatives speak to the item at a future meeting. It was agreed that the presentation would form part of the next SAC meeting. The DSSD clarified the role of the SAC in terms of being an advisory body to the Vice Chancellor and not an approval body.

RESOLVED 2019/7

that the Student Advisory Council:

- a. request a presentation from representatives of LHA on the Bachelor of Arts in Western Civilisation; and*
- b. ask questions relating to the Bachelor of Arts in Western Civilisation degree.*

***C2 Schedule of meetings**

The next meeting will be on Wednesday 17 April 2019 Room 36-301 Council Room at 9.30am.

***C3 Rolling Agenda Schedule**

- *The next meeting will include presentations from SMAH Representatives, Campus Representatives and the Woman's Representative. The Manager Safe and Respectful Communities (SARC) will present on SARC messaging to students and the Libraries Digital Literacies will presenting.*
- *In July/August a self evaluation survey and annual survey will be sent to representatives.*

The Chair mentioned that the Manager Student Projects was returning to his substantive role as Operations Manager of South Western Sydney Campus and thanked him for his work over the last 12 months.

Signed as a true record:

Chair, Student Advisory Council
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