Minutes of the Student Advisory Council held at 9:30Am on Tuesday, 17 September 2019 in building 36, room 301.

PRESENT:	Ranjith Raj	Chair, Mature Age Representative
	Mahasheta Vishwanath Malagi	Secretary, Law, Humanities and the Arts - International
	Jacob Morath	Academic Senate - Undergraduate
	Grace Welsby	Academic Senate - Undergraduate
	Shah Junaid Islam	Business, International
	Emma Bellino	Law, Humanities & the Arts - Postgraduate
	Tom Carroll	Persons with Disability
	Bryce Humphries	Science, Medicine and Health – Undergraduate
	Rochelle Nash	Social Sciences - Undergraduate
	Mia Watson	University Council – Undergraduate
	Boston Edwards	Woolyungah Indigenous Centre
IN ATTENDANCE:	Mr Grant Hughes	Associate Director, Academic Administration, Student Services Division
	Ms Tracey Morton	Strategic Intelligence Coordinator, Strategic Planning
	Mr Simon Potts	Senior Project Manager, Strategic Planning
	Ms Debby Porter	Manager SSAF and Student Projects, Student Services Division
	Ms Christine Mason	Student Representative Coordinator
OBSERVER:	None	
APOLOGIES:	Aibek Niyetkaliyev	Academic Senate - Postgraduate
	Samantha Minney	Batemans Bay Campus
	Rebecca Taylor	Shoalhaven Campus
	Yuxi Ruan	University Council - Postgraduate
	Val Sun	Women's Representative
	Madison Lord	Acting President WUSA
	Mahashika Nanayakkara	Clubs and Societies
	Dinh Bao Che	South Western Sydney - Liverpool Campus
	Cheng Deng	Engineering & Information Sciences - International

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 is not in Inquorate and the General Secretary will monitor the numbers and inform once there is quorum.

The Chair advised the meeting will be recorded and upon request, the recording could be stopped. The recording is a backup for clarification when drafting minutes, once the SAC have ratified the minutes the recording will be deleted.

The Chair welcomed Christine Mason, Student Representation Coordinator. Christine has over 25 years' experience at UOW and has held many positions across the University. Most recently, Christine was Manager, Student Fees & Compliance.

The Chair also noted that the SAC SSAF working party's recommendations for SAF funding allocations 2020 to University Executive remains confidential and should not be disclosed or discussed outside of the meeting.

*A2   Arrangement of Agenda

A2.1   Conflicts of Interest

No conflicts of interest were declared.

A2.2   Confidential Items

No confidential items on the agenda.

A2.3   Starring of Items

All items.

A2.4   Meeting protocol

The SAC were asked that all items be raised through the Chair and reminded the committee to treat each other with respect and dignity.

*A3   Confirmation of Minutes

the minutes of the previous meeting held on the 13 August 2019 are unable to be confirmed due to the meeting being inquorate.

*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
Informal Meeting1/2019 discussion item	CO	The Chair of the SAC to prepare a paper on the value of the live recording of Student Advisory Council Meetings.	17/10/2019	Chair SAC
Operational	CO	Development of a SAC Strategy Map including a handover period for current and incoming reps	17/10/2019	Chair SAC

		(incl. in action items.) and present to SAC for feedback and comment for the September SAC meeting.		Student Representation Coordinator
2019/13	CO	Creation of an International Representative Working Group	17/10/2019	Student Representation Coordinator
	NE	Senior Project Manager, Strategic Planning to present UOW's 2020 - 2025 Strategic Plan	17/09/2019	
	NE	Senior Manager, Academic Administration (SSD) to present Student Services @UOW Service Strategy Plan	17/09/2019	

*A5   Chair's Report

The Chair advised that at this time there was nothing additional to report.

PART B: GENERAL BUSINESS

*2.1   Strategic Plan 2020-2025

The Senior Project Manager, Strategic Planning (SPM) thanked the Student Advisory Council (SAC) for the invitation to present the draft UOW Strategic Plan 2020-2025.

Work on the Draft 2020 - 2025 Strategic Plan commenced 18 months ago. During the initial stages, UOW developed artefacts such as a Green discussion paper and a White paper, (2030 & Beyond) regarding strategic intent for the next 10 years. The focus of UOW's Strategic Plan is to build on UOW's 2030 Vision, Values and Pillars by proposing three strategic goals; 'Empowering Students for their Future', 'Creating Knowledge for a Better World' and 'Making a Difference for our Communities'. Underpinning the three goals will be four strategic enablers: People, Culture, Infrastructure and Finance to achieve UOW's 2030 and Beyond Strategic Direction. These enablers will be critical to UOW achieving their ambitions.
The strategic plan aims to empower students for their future using a T Shaped model as well as moving students beyond consultants to partners in learning. UOW will be committed to a global curriculum experience and will work with the community to support and develop emerging industries as well as environmental sustainability.

The University aims to differentiate UOW's offerings by designing and implementing a curriculum portfolio for future students. To achieve this the university set three Transformative priorities, 'Digitisation, Growth and Collaboration'. With these priorities the University aims to develop an AlumnX to provide lifelong access to professional development courses for UOW Alumni along with, implement the Health & Wellbeing Precinct and the develop Strategic Partnership (new alliances, UGPN,) and making an impact regionally and globally.

The SPM invited questions, comments and/or feedback.

Q 1. The Undergraduate Student Representative, Science Medicine & Health (UGSMAH) asked how will the University determine the success of the development of the strategic plan?

R1 - The SPMSP stated that this is something that the University is seeking feedback from students and rephrased the question to the Committee on how they see UOW as successfully empowering a student's future. Further explaining that UOW has avoided starting with an outcomes draft and has focussed more on the strategic agenda with a view to what success should look like.

Both the Council Representative – Undergraduate (CRU) and Undergraduate Representative - Science, Medicine & Health (SMAH) (UGSMAH) commented that measures of success would be employability of students after graduation and that this is probably the main concern for most students.

The Postgraduate Representative - Faculty of Business (PGBUS) went on to refer to UOWx also being integral in relation to the success of student outcomes.

The SPM advised that the University wishes to pursue in this draft of the strategic plan the current UOWx program to offer engagement and opportunity and to expand to Alumni so that no matter where a graduate is they have access to professional development opportunities for life.

Q2. Is it part of UOW's strategic plan to introduce UOW Online for Undergraduate Students?

R1 - This is considered as one of the initiatives but the ongoing development of Online offerings would be better answered by the Manager for UOW Online and the Deputy Vice-Chancellor (Academic).

The Associate Director, Academic Administration, (ADAA) asked the committee whether the offering of Online courses was valuable to students.

The Academic Senate - Undergraduate (ASUG) representative stated that they are aware of a number of students who travel long distances from the Southern Highlands, Sydney and Terrigal on the Central Coast to come to class. They believe that the offering of Courses online would ease the burden of travel for students to the campus.

The ADAA stated that the University would then need to capture the 'when' and 'where' of access to determine online requirements.

Q3. The Postgraduate Representative - Law, Humanities and the Arts (PGLHA) asked for clarification on the University's plan to promote safe, respectful and social inclusive communities; and how is UOW going to promote this?

R 3. The SPM responded by stating that there is a lot of work being done by UOW's Human Resources Division in terms of equity, diversity and inclusion which will be tied back to UOW's Five key values that reflects UOW as a values driven organisation for the future.

The Manager, Student Services Amenities Fee (MSSAF) asked the Committee if there are any particular areas they think will determine the success of a student and what would be the characteristics, traits or other aspects to a student's learning that UOW can better addressed?

The SPM added that the University has asked questions of staff at the University regarding what other means would the University use to measure what a successful student looks like. Some of the measures would be the Student Experience survey, the attrition and retention rates of students at UOW.

The CRU stated that it was important to look at student engagement outside of the typical course outcomes such as undertaking extra activities outside of UOWx seminars. It is important for students to show that they are dedicated to their own education.   Further adding that UOW do a good job at promoting activities outside of a student's course learning. Further, it largely comes down to the student engaging in learning activities outside of their mandatory degree course.

The PGBUS representative stated that they have received feedback from other students regarding UOWx. They explained that when students are seeking employment that 'no one cares' about UOWx and don't actually know what it is. They reiterated that the seminars provided by UOWx are valuable but students don't understand the extra work to get the certificate and wanted to know what additional value is UOWx adding to.

The PGBUS representative believes that it is more around the process of getting the UOWx award that may influence students in participating. The process is lengthy; students get confused and don't understand what they need to do. The student does at least four seminars/courses, meets with an Ambassador and then sits for more workshops. How many hours does a student need to do before getting the award?

Q4. The UGSMAH representative asked if UOW is modelling themselves off what the Group of Eight are doing and is UOW focussing on the same goals as the Go8 Universities?

Q4 . The SPM responded by explaining that when the proposed draft strategic plan ends in 2025 the university will be 50 years old and no longer considered a young University; hence, the feedback from staff and students for the proposed strategic plan is important to provide the University's own distinction.

The Chair asked whether UOW plans to model some of the learning activities available to Postgraduate students at the Innovation Campus (IC) and extend the opportunities to undergraduate students.

The SPM added that as a part of Goal 1 the University is looking more closely at entrepreneurship by looking at the work of iAccelerate. In addition, the University is also looking at what iC are doing with the curriculum to enable students to build stronger ties through skills, innovation and entrepreneurship with future employers.

The UGSMAH commented that UOW needs to develop a student's experiences by developing internship opportunities throughout the student's degree for better employment opportunities.

Concluding the presentation, the SPM reiterated the importance of seeking feedback by the beginning of October 2019. Feedback submitted will be forwarded to the Senior Executive for finalisation of the Strategic Plan in Q4, 2019.

DRAFT RESOLUTION 2019/XX

that the Student Advisory Council note the presentation provided by the Senior Project Manager, Strategic Planning.

*2.2   Student Service @UOW

The Associate Director, Academic Administration (ADAA) thanked the SAC for the opportunity to present on Student Service @ UOW.

UOW is currently reviewing how student service at UOW occurs through the student lifecycle and the way in which UOW manage students at certain points in the student lifecycle.   Student Service @ UOW is about providing the correct information to students at the time that they need it. UOW is currently looking at the current service environment to consider what a Student Service model may look like; the current touch points for student service and for whose convenience are those touch points developed? What does it mean for students going to multiple touch points?

The Student Services Division (SSD) are working with partners from the Faculties, Support Services, Careers and Student Representation to understand how best to support a student's pathway through enrolment to conferral and graduation.

As a part of the strategy, Student Central will be refurbished at a point in time to create a space that encourages greater engagement and adds value to student service. The work also encompasses the development of a knowledge base, where students have to ability to self-serve and access information they need at that point in time that they need it.

The ADAA also referred back to the presentation on the draft 2020 - 2025 Strategic Plan referring to Students as Partners and by asking how the University can 'build a better feedback loop'; what a student's expectation of service looks like and how the University can do better?

The ADAA thanked the committee for listening to the presentation asked if there were any questions from the Committee.

Q1. Will the current ticket service be replaced at Student Central? Will there still be an 'old school' service model?

R1. The University are considering how it approaches student service @ UOW and how it may be able to enhance what is available currently. Key elements include considering the service environment, and using technology to enhance access to information by students. The University will also need to consider peak times (e.g. enrolment week).

Q2. Is it possible to have TV screens providing information on where to go from the point students are currently at, much like Wayfinding?

R2. Students being able to get around campus is important and using something like Wayfinding for the more complex buildings may be a possibility.

The UGC representative raised issues regarding UOW's current website and stated that it is confusing and requires some streamlining. There is no one central place for information to access and it takes too long to find the information a student requires. Students are not always aware of how to find contact information for academics and professional staff or that certain services exist such as Advocacy. If there was a central space for information, new students should be introduced to the page in Orientation week.

The ADAA responded stating that UOW has had an organic growth on the web, with individual units providing information. It is acknowledged that UOW may need to enhance the information available to students to make it more user friendly.

The UGSMAH representative commented that their experiences at Student Central have been positive. Other Committee members also agreed with this comment.

The ADAA added that receiving this feedback is valuable to the University but asked how the University can continue to engage with students to understand their expectations for student service. The University needs to continue to understand what is happening at the student's point of contact.

Question 3. When it comes to external services such as Service NSW do you see a potential in the future a need to have these services offered at UOW.

R3. The ADAA responded stating that benchmarking was currently taking place including organisations external to UOW (e.g. the 'One Stop' shop in Coniston (Emergency Housing or other community groups). External providers on campus, may be a concept that the University may seek to explore in the future but current focus is on implementing and enhanced Student Service @ UOW.

The Chair asked if there were any further questions.

The UGSMAH representative commented that when looking up lecturers on the UOW website some of the faculty pages are generic and refer the student back to the Student Hub. By updating the website and providing more information for students, the student would not be required to go to Student Central.

The ADAA responded and advised that the aim is to have students as self-sufficient as possible by providing correct and accessible information online. The University is collating information on who students are contacting and when to get a more holistic view of the student lifecycle and better manage enquiries to enhance the student experience.

Question 4. Where can students report page/s and/or links that are broken on the new website format?

R4. The ADAA stated that the website is a part of the University's service communications and that they would report back to the Committee at the next meeting on how to report broken links and provide feedback to the University.

The UGC commented that it would be worthwhile for Student Central to have more access to information from Faculties and explore staff members from Faculty being present in Student Central. This would be valuable and it would mean more information is available at Student Central.

The Undergraduate Senate Representative (UGS) commented that students who are doing a Law degree have their lectures mainly in Building 67 and that students only go to LHA Central to submit assignments so for these students it would not matter where they receive their service.

The ADAA referred back to the 2020 - 2025 Strategic Plan, making reference to capturing the Student Voice and that the University needs to develop a service strategy that involves Students as Partners to gain an understanding of the service expectations of students.

The Chair asked if there were any further questions or comments and thanked the ADAA for the presentation.

DRAFT RESOLUTION 2019/XX

that the Student Advisory Council note the presentation provided by the Associate Director, Academic Administration, Student Services Division.

*2.3 Student Voice Summit

The Chair noted that this item would be taken as read and invited questions from the floor. No questions were raised.

DRAFT RESOLUTION 2019/XX

that the Student Advisory Council note the report provided by the Student Representatives, SAC attending the summit as set out in the agenda paper.

*2.4 Faculty of Business report

The PGBUS representative reported that students at SBS raised issues regarding the lack of consistency in service from the Business Centre in Sydney and the Wollongong Campus. A student received incorrect fees advice and had to travel to Wollongong to resolve the matter. Students would like to more consistent information and advice.

Students at Sydney Business School (SBS) also reported that they feel isolated from the Wollongong Campus and that there are more opportunities for Postgraduate students at the Innovation Campus (iC) than at SBS. Student's at iC were engaging in activities of innovation, entrepreneurship and marketing and would like more of these opportunities at SBS.

The MSSAF reported that feedback from the International Student Representative for the Faculty of Business also reported that International students were raising the same kinds of issues. The students would like the opportunity for internships during the student's candidature. Students were initially referred to Careers Central however, the representative wanted to raise this with the Faculty of Business.

The PGBUS representative reported that all classrooms at SBS are equipped with ECHO360 and associated software; however, he reported that lecturers are not using ECHO360. He commented that lecturers might need to be trained on using the equipment or be better trained on using equipment.

The Chair, SAC reported that the issue of lecturers not using ECHO360 was raised previously and is still a part of the ongoing discussion at Council meetings.

The PGBUS representative also raised concerns about the allocation of SSAF funding at SBS. Students have provided feedback stating they have less events than the main campus. He commented that having student events under the banner of student societies and clubs rather than UniLife may attract more students and be more successful.

The MSSAF acknowledged their concerns and confirmed that there is an 'open and fair distribution of funds' for each campus. Further, clubs and societies need to be more proactive and that campus managers should prepare clubs and societies to come to SAF funding meetings with planned activities. If the Clubs and societies mobilise themselves fast enough then they are behind in securing funding for events. The feedback has been to work more closely with Managers of the Metropolitan and Regional campus to help clubs to be more proactive.

The MSSAF agreed to talk to the Postgraduate Student Representative from SBS to facilitate a meeting with the UOW Pulse Representative.

DRAFT RESOLUTION 2019/XX

that the Student Advisory Council note the verbal report presented by the Postgraduate student representative from the Faculty of Business, as set out in the agenda paper.

*2.5   Faculty of Engineering & Information Sciences (EIS)

The Chair noted that the Postgraduate student representative from EIS was unable to attend the meeting to provide a verbal report.

The Undergraduate student representative prepared a written report for the Committee.

The Chair noted that the Undergraduate EIS student report would be taken as read and invited questions from the floor. No questions were raised.

DRAFT RESOLUTION 2019/XX

that the Student Advisory Council note the report provided by the Engineering & Information Sciences, Undergraduate Student Representative, as set out in the agenda paper.

*2.6   Faculty of Law, Humanities & the Arts

The Chair noted that the International student representative from Law Humanities & the Arts (LHA) was to provide a verbal report to the Committee.

The Postgraduate Representative reported that Higher Degree Research (HDR) students in LHA raised concerns regarding recent changes to the time limits for eligibility of a Tuition Fee Scholarship. An email was sent to HDR students three days before the Census Date (final tuition fee payment date) regarding the changes and students were distressed and confused regarding what these changes meant to their candidature and scholarship entitlements. The change to time limits for the scholarship would mean that students would have a reduced time to complete their research degree 'fee free'.

Following feedback to the Graduate Research School the policy was amended to exclude currently enrolled students from the changes and that the duration times of the tuition fee scholarship would remain unchanged during their enrolment. The PG representative stated further that when policy changes negatively affects students, the timing and how the changes is communicated is important to students.

The Chair noted that he was not aware of the name of the policy that affected the Postgraduate students and would like to know the policy title. The Student Representative Coordinator will investigate and report at the next meeting.

The Undergraduate student representative is currently working with the Faculty of LHA on 2020 subject approvals. They also attended a presentation in LHA to inform on how the new online subject feedback portal was working.

The Chair asked if there were any further questions or comments and thanked the ADAA for the presentation.

DRAFT RESOLUTION 2019/XX

that the Student Advisory Council note the presentation provided by the Faculty of Law, Humanities & the Arts Student representatives as set out in the agenda paper.

PART C: OTHER BUSINESS

*C1   Other Business

The Chair opened any items or questions from the floor.

The Student Representation Coordinator spoke to the Committee regarding an invitation from the Academic Quality Standards (AQS) Unit to participate in a Student Focus Group to provide feedback on the online Course Handbook. The session intends to generate feedback from students about their experience and their perception of the online course handbook. The session would run for 2 hours on Friday, 20th September 2019. Any interested students would need to register with AQS before this date.

*C2   Schedule of meetings

The next meeting will be on Thursday, 17th October Room 36-301 Council Room at 12.30pm.

*C3   Rolling Agenda Schedule

Item	Meeting Date
The Chair of the SAC will provide a report on the value of the live recording of Student Advisory Council meetings	17/10/2019
Presentations from the representatives the LGBTIQ+, Persons with Disabilities, Women's and Mature Age Representatives	17/10/2019
Development of a SAC Strategy Map including a handover period for current and incoming reps (incl. in action items.) to present to SAC for feedback and comment for the September SAC Meeting	17/10/2019
Creation of an International Representative Working Group	17/10/2019
Update on the Activation Group	17/10/2019
The Chair, SAC will present on the prepartory work required by the SAC for the SAC update for the Vice Chancellors Advisory Group.	TBD

Signed as a true record:

Chair, Student Advisory Council
   /   /

Draft Resolution

> a.   *that the minutes of the meeting held on 13 August 2019, be confirmed and signed as a true record.*

Drafted by:	*Reviewed by:*	*Approved by:*
Student Representation Coordinator	*Associate Director, Academic Administration, Student Services Division*	*Chair, Student Advisory Council*
Student Advisory Council Tuesday 17 September 2019		