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STUDENT ADMINISTRATION SERVICES
ENROLMENTS
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Enrolments Meeting with ANU College of Business and Economics

Monday 23 June 2008, 10.15am

Minutes

Attended by: Dimity Phillips, Siobhan Ryman, Paul Bissett, Diana Ilchef, Helen Wong, Krissa Croaker, Molly Li, Erin Pugh, Ewan Evans, Flora Mehr, Joan Rabey, Shufen Lin, Chihyon Meneses, Lucy Agar

1. Introductions

All staff introduced themselves. Paul explained the organisational structure for Enrolments. CBE said they are confident with the new structure and who to contact for what.

Di clarified to Flora that she is the contact for counter issues, including students being sent to the College when they shouldn't etc.

Paul explained to Joan about the Info Centre in Union Court, and what they do. Paul hopes that in the future Info Centre will also provide things like administrative forms, student cards etc there.

2. Online Program Transfer Form

Discuss the implementation of an APOLLO online program transfer application form – particularly in relation to credit applications.

Joan asked about including a credit application within the online transfer application form.

Erin said she is concerned about how many students don't understand what credit is and don't apply for it. Paul will adjust the form to include an obvious application for credit and send it out for feedback this week.

It was also suggested that the acknowledgement letters for transfer applications include a link to the credit application form.

Ewan asked Paul about the electronic program leave applications with the upgrade of S21. Paul explained what his understanding was of the idea that all forms would be approved and processed 'at the College level'.

Paul asked CBE about whether they have noticed a reduction in the amount of lost program leave forms since the form went online. They agreed that it seems to be a bit better but they hadn't really noticed a huge change.

Paul explained the idea of S21 produced letters being stored within the upgraded S21 system.

3. **Enrolments Website**

Is there anything in particular you would like to see on it? We hope to give it a dramatic update in the next few months.

Joan said that she doesn't visit the site much, but when she does visit it she can't find much information. Not many other staff visit the site.

Suggestions for the upgrade include:

- links to SAS Enrolments policies
- flow charts of business processes like on the SAPG site
- explanation of when to visit the College and when to visit Student Administration Services
- current enrolment information for research students is very important, as there has not been much at all in the last 2-3 years (there used to be a green book produced aswell)

Helen explained where to find some research enrolment information on the SAPG website.

Paul explained how Enrolments intends to make the new website much easier for students to find, like having a direct link from the homepage etc.

It was also suggested that staff have access to ISIS so that they can see what students can see when they have enquiries about it.

4. **SEAP Guide – Quick Reference**

Example of Quick Reference SEAP Guide. This is in an attempt to make the printed SEAP guide much easier to read (for students and staff), and have the full version online instead.

Paul explained the idea of a Quick Reference SEAP Guide and a full SEAP Guide website. Drafts will be sent for comment around August for printing in October.

Ewan will send the CBE information guide for students to Paul and Di for review.

5. **New Enrolments Structure**

What do you think of the new Enrolments structure? Any questions?

Is there a similar structure in your College that you would like us to follow?

Already discussed at the beginning of the meeting.

6. Paul's trip to UQ

Any issues not already identified that CBE would like Paul to raise with UQ regarding Online Enrolment?

Joan is interested in how they overcome the problem of students who don't know what to study. Also combined degree students – how do they enrol and seek advice from two areas?

Dimity asked if there is currently a type of 'careers day' at the beginning of semester for new students. Joan explained about Pre Enrolment Advice day.

Joan is also concerned about students who never read the SEAP Guide or seek academic advice from SAS or Colleges. How would we make sure the students are studying the correct courses etc without at least an initial enrolment session when they commence study?

7. Any other business

Any other questions, comments etc.

Joan requested that the Quick Reference SEAP Guide have the transfer deadline dates for the first semester of the following year (eg Semester 1 2010).

Flora asked if there is information about cross-institutional study in the Quick Reference SEAP Guide. There is a brief explanation of what to do in there.

Di explained to Joan how the SAS Enquiries Counter is rostered.

Dimity explained how and when transcripts are processed.

Shufen reminded Helen about the Enrolment Registration forms for CBE.

Meeting ended at 11:30am