

New Enrolments – Melville Hall – Semester 2, 2007

Stakeholders Wash-up, held Thursday 2 August 3:00pm
Humanities Conference Room, AD Hope Building (14)

Minutes

1. Thanks:

Paul thanked all those involved in making the Melville Hall process a success, in particular Rebecca Goulding and Diana Ilchef for coordinating the event.

2. Additions/Deletions to the Melville Hall Enrolments mailing list

Paul asked that the contact email list for Melville Hall be updated. Those who needed to be added to the list were identified.

3. Trialled improvements to process:

Rebecca and Di raised the following improvements trialled in Semester 2 2007 for feedback and comments:

a. Redesign of Enrolments Checklist

Feedback was positive, Frank Filardo (CAP) commented that the new format was better laid out and clearer for enrolling students.

b. Enrolment Registration Forms

While there were still many instances of students arriving without their Enrolment Registration Form it was generally agreed that we should continue to send the form to all applicants receiving offers.

c. Use of foyer

Paul mentioned that he thought that the Foyer was being under-utilised and that Colleges could make better use of the opportunity to give students enrolment related hand-outs such as a first-year course guide or advertisements for new courses. Additionally it was suggested that campus maps could be given out in the foyer.

The issue was raised that the foyer becomes very congested and suggested that the desks in the foyer be moved to the other side of the room to create a better traffic flow through. This will be trialled in Semester 1 2008.

d. Phones

More phones were installed thus reducing the reliance on the phone at Data Entry. This will become the standard for future sessions.

e. InfoPlace Upper staff

In response to feedback provided by Chifley Library at the beginning of the year, strategies were put in place to minimise disruption to library staff. This included highly visible T-Shirts for Enrolments staff and a foyer greeter to direct new students to InfoPlace Upper. Jacqui Kempton reported that she had not received any complaints from her staff and that the strategies could be deemed to have worked. She also suggested that signage could be re-worded to include "New Students" so as to clearly state who the sign is directed at. This will be incorporated into 2008 signage.

f. Academic Advice Sessions day change

The Academic Advice days have traditionally been held on the Tuesday and Thursday of week 1. For semester 2 2007, we trialled running them on the Monday and Wednesday of week 1. While there was some feedback that the first day of semester is a busy day for admin offices and that having staff at Melville Hall left admin offices understaffed, it was generally considered to have worked and to be more beneficial to continuing students. The Academic Advice days will be held on the Monday and Wednesday of week 1 in Semester 1 2008 and will be reviewed again thereafter.

4. *Process for late offers:*

Paul requested feedback on the procedure for processing late offers for students enrolling after the last Melville Hall session. Ewan Evans (CBE) said that apart from a couple of instances where he couldn't contact Rebecca or Paul, the system worked well. Other stakeholders were satisfied with how the system worked. This procedure will become standard in 2008.

5. *Application Folders:*

Sue Clarke addressed the group stating that the return of application folders had improved on previous sessions, but also reminded the group that all folders should be left in Melville Hall for collection and that any that are taken back to areas should be clearly marked on the system as such.

6. *Latecomers at Melville Hall:*

Rebecca asked whether locking the internal doors had been successful in keeping new enrollers from entering Melville Hall after it had closed. It was agreed that this had improved the situation but that some students entered using the back door. These people were politely asked to come back at the next session.

7. *Upgrade printer for foyer:*

Di requested that the printer that is used in the foyer be upgraded as it runs too slowly. Cait Rawson (SBS) agreed and the printer will be upgraded for future sessions.

Additionally, Di mentioned that when the Enrolment Registration Form is printed it prints a second, blank page wasting time and paper. SBS will look into the problem and fix it.

8. Possibility of organising enrolling students by College – Advantages/Disadvantages:

Rebecca and Paul raised the idea of inviting new students to enrol by College, rather than by surname in an effort to reduce the number of days that Colleges need to attend. The obvious advantages would be reduced workload on Colleges and more tailored enrolment sessions for students. The obvious disadvantages would be reduced flexibility to students who wish to change their degree, or who can't attend on their designated day and having to send students away who turn up on the wrong day.

Vanessa Gotting (CASS) noted that this change would probably not make a difference to the bigger Colleges. Other feedback ranged from 'it would be worth trying' to 'disastrous'. Paul said that the idea would be raised again later in the year via an email forum and that the suggestion was made in an attempt to reduce College workload and that if Colleges do not wish to pursue the idea then it would be dropped.

9. Any suggested improvements to the way the sessions work for the future: (Open)

Anne Zelnik (IEO) asked that there be more computers for visa checking to help reduce queues. It was also suggested that the visa checking stage be moved to a larger area to avoid the bottleneck at the entrance to the hall. Both of these suggestions will be implemented.

A number of people asked that the number of enrolment days be reduced in Semester 1 2008 compared to Semester 1 2007. Paul and Rebecca said that they would look at ways to reduce the number of days.

Vanessa Gotting (CASS) questioned the usefulness of the late night session for postgraduates given that very few students attended. She suggested that it would be more useful to have a session open over the lunch hours for working people to attend. Paul agreed saying that the late night session was implemented in the interest of working students, but that if they weren't using the session, then it could be changed. This would also remove the problems faced due to Chifley Library not being opened late and the flow on effect from that.

10. Any other business: (Open)

Malcolm Bullock (SBS) mentioned that automatic password generation may be introduced for semester 1, 2008. This would mean that when applicants accept their offer online, they would be issued with a password. There was some concern that these students could enrol, bypassing the Melville Hall process and potentially enrol incorrectly. Paul will discuss with Malcolm the pros and cons of automatic password generation and report back to the stakeholders.

The meeting concluded at 3:45pm.