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STUDENT ADMINISTRATION SERVICES
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New Enrolments – Melville Hall – Semester 1, 2008

Post-Enrolment washup

Stakeholders Meeting, Monday 17 March 3:30pm

Drawing Room, University House

Minutes

a. **Welcome**

1. **Thank you to ...**

Thanks were conveyed to Colleges, ANU Security, Admissions and SAS staff, Chifley Library, SBS, OPAR, Enrolments Staff, Di Ilchef and Rebecca Goulding. Everyone's efforts were exemplary, given that this year was a busy enrolment period in comparison to previous years.

2. **Session Timetable Changes**

The movement of enrolment sessions to O Week was considered to be an overwhelming success from the point of view of students and the Division of Registrar and Student Services. It resulted in well-attended university events as the number of students on campus was heightened.

Several Colleges found that the move resulted in a range of problems:

- The College of Law found that having the enrolment a week later than in previous years meant that they experienced difficulties in modelling the appropriate classes and tutorial schedules required by the number of students who enrolled. This number was increased on previous years, and the College was left with a limited time period in which to arrange enough tutorial spaces, timeslots or tutors for the number of students who enrolled. They also felt that the resulting chaos did not reflect well upon the College itself.
- Similar situations were experienced across all Colleges.
- The College of Arts & Social Sciences stated that the later Enrolment Day date resulted in grief for everyone. Too many students enrolled for the tutorial and lab spaces provided, problems were experienced in providing enough bricks. There were issues in creating the contracts for tutors hired at late notice, and there were also timetabling issues.
- Staff across many Colleges experienced a raised level of emotional stress.
- The College of Business & Economics and the College of Science did not experience any major issues. (Addendum – After the washup meeting was held, CBE said that they experienced similar problems to the other Colleges).

The Colleges had several suggestions to assist in the process running smoothly:

- Adequate notification of the 2009 Enrolment sessions was requested, so that they may inform students in a timely manner ;
- Staggered entry into Melville Hall was suggested;
- Ensuring the residential Colleges and Halls were processed on a different day;
- The Enrolment Instructions should include information regarding parking permits.

Paul commented that as there was an increase in enrolling students this year, the Enrolment sessions and related administration would have been busier regardless of the later sessions.

Paul also noted that as this year's moved Enrolment Day was only a trial, the official relocation of Enrolment Day to O Week would be recommended by Tim Beckett to the Deans.

It was agreed that the removal of the Halls and Colleges sessions was a good idea, but an arrangement needed to be made to avoid halls and college residents from turning up all at once.

The removal of the after hours PG sessions was considered a success.

The longer break between sessions was considered a success as staff were able to take a break between sessions (excepting the first (extremely busy) day).

3. **Visa Checking and Exchange**

- Thanks were given to the Colleges for their assistance of the enrolment of Exchange students;
- The visa checking sessions were fine until everyone was moved on Wednesday;

Malula Sanchez had the following suggestions for future sessions:

- That signs could be produced for next year to differentiate between Full Degree and Exchange student areas in the Visa Checking room;
- Enrolment Registration Form to be included in the enrolment packs with a note that students need to get their visas checked;
- Passwords are issued before the enrolment period, so students can get access to reading bricks before the beginning of semester.

Signs will be provided by Enrolments.

Enrolment Registration Forms have been sent with enrolment packs before, but without success. However, the wording of the letter can be changed to state that students need to get their enrolment forms checked by the appropriate Colleges.

Paul will ask DOI to generate passwords early. However, students still need to attend an out-of-session enrolment period, so they still have access to academic advice.

OPAR made the following comments:

- OPAR (staff of 4) felt 28 hours for visa checking was too much when it coincides with the busiest period for changes to eCoEs. Although perhaps not practicable it would be nice if international students could be asked to attend designated sessions.
- Several international students did not bring either their passports or didn't have a copy of their electronic visa. Could the enrolment guide clearly state the need to bring these [and NOT copies as one College academic is rumoured to have said

would be ok!] In the guide, in Stage 1 Welcome International Students suggest adding the following (or similar) after the word checking - "You must bring your passport and your visa. If you have an e-visa, please bring a printout showing the visa number, visa type and expiry date."

- Minimum resources: 2 workstations with access to ESP-S21, phone, internet access, email access. Wish-list item - a photocopier, just in case S21 goes down, so we can copy visa and passport info and do data entry later.
- Initial location was great; re-located area was poor - no phone, not as easy for students to find, not well set out . However, we do acknowledge that this was a last minute arrangement!
- We would like to record our thanks to Ann Bell for providing the use of a casual student assistant for the duration of the enrolment period.

4. Infoplace Upper feedback:

Jacqui Kempton provided the following feedback via email:

- Paul could come to Chifley before enrolments start and explain to us how the whole process works.
- We had lots of questions at the AskANU desk regarding 'problems' with enrolments. We were sending students to InfoPlace Upper and some were sent back to the AskANU desk. Students were going back and forward. It would be good if one person from the Enrolments and Student Records could sit with us at the desk and answer these questions OR if we could have a contact person (phone number and email address) to whom direct these queries.
- I noticed that a lady (I guess she was from the Enrolments office) was sitting on a chair at the end of the stairs on Level 2 to direct people upstairs. Perhaps we only need a BIG sign. That person could sit at the AskANU desk and answer more relevant queries regarding enrolments.

Paul agreed to consider the idea of an Enrolments staff member to sit at the ASK ANU desk in the Library and other suggestions.

5. Postgraduate Melville Hall Sessions

Paul suggested that the PG Melville Hall sessions may not need to remain a central event as many Colleges did not participate.

The following comments were made by the group:

- The postgraduate sessions may not need to remain a central event if students can enrol earlier;
- CBE noted that they would be happy to enrol their postgraduate students as part of an undergraduate session and remove the postgrad sessions;
- CoL, CECS, CASS all voted to keep the sessions, as they find it useful;
- CoS does not use the session;
- Harriette Wilson would like to have the session in-house, as only 25 students need to be processed;
- GSS found it useful;
- SBS noted that they found the sessions very useful as a live dress-rehearsal for the larger Enrolments sessions.

6. Late Enrolments feedback

- There were Visa check issues across the board.
- Otherwise fine

Paul said that better instructions be issued to SAS staff re Visa check processes.

7. Any Other Business

CoL does not want to move their session times.

CoS experienced problems with their phone.

Problems with Cos term activation were experienced as a lot of CoS students enrol in Winter Session. Paul will look at having CoS students only mass term activated for Winter.

Paul will send out an email at the end of the year re mass term activation.

Meeting closed at 4:30pm

Addendum

Subsequent to the washup meeting, Gay Kennedy (OPAR) emailed the following comments to Paul Bissett (Enrolments). Gay's comments are bold, Paul's responses are italicised:

OPAR (staff of 4) felt 28 hours for visa checking was too much when it coincides with the busiest period for changes to eCoEs. Although perhaps not practicable it would be nice if international students could be asked to attend designated sessions.

I don't think it is a good idea to have internationals on a specific day. It creates too many cohorts for the enrolment sessions, so I wouldn't be in favour of that. Obviously the new enrolments sessions coincides with everybody's busiest period, so we certainly know where you are coming from. When SRI arranged the visa checking we had similar complaints from them because it takes two people out of small teams leaving not many behind to hold the fort. Can I suggest that like other areas you hire a casual to assist you during this time? This would limit the fallout back in the office. If all else fails Enrolments may be able to offer a casual for OPAR to use, but as our casual budget is already stretched at that time of year, it would be better for OPAR to provide. For the record I think it is imperative that

Several international students did not bring either their passports or didn't have a copy of their electronic visa. Could the enrolment guide clearly state the need to bring these [and NOT copies as one College academic is rumoured to have said would be ok!] In the guide, in Stage 1 Welcome International Students suggest adding the following (or similar) after the word checking - "You must bring your passport and your visa. If you have an e-visa, please bring a printout showing the visa number, visa type and expiry date."

We do specify in the instructions that they must bring their passport and visa, however, we can't make the students read or understand it. As for advice from academics, although we try our best to communicate the current procedures, we cannot control the advice that is issued. Enrolments will look at the wording for future instruction publications.

Minimum resources: 2 workstations with access to ESP-S21, phone, internet access, email access. Wish-list item - a photocopier, just in case S21 goes down, so we can copy visa and passport info and do data entry later.

We are becoming pushed for space but we will see what we can do.

Initial location was great; re-located area was poor - no phone, not as easy for students to find, not well set out . However, we do acknowledge that this was a last minute arrangement!

We will certainly plan better for this in the future.

We would like to record our thanks to Ann Bell for providing the use of a casual student assistant for the duration of the enrolment period.

Noted.