

## CORPORATE SERVICES 2016 CAMPUS CONVERSATIONS REPORT

### INTRODUCTION

Campus Conversations were introduced on a biannual basis in November 2013 as a strategy to inform staff of current University and Corporate Services activities, to provide an opportunity for staff to network with each other, and to ask questions/offer comments to the COO.

In 2016, twenty Campus Conversations were scheduled across the six campuses in semester 1 and semester 2. Multiple sessions were held at campuses with more than 40 staff.

### ATTENDANCE

Approximately 300 staff attended each round of Campus Conversations across all campuses and directorates, an increase of approximately 15% on previous attendance rates. Attendance at the various campuses is provided below:

Campus	Attendees Semester 1	Attendees Semester 2
Canberra	9	8
Brisbane (x 2 sessions)	58	76
Ballarat	14	24*
Melbourne (x 2 sessions)	70	60*
North Sydney (x 3 sessions)	139	130
Strathfield	10	6
<b>TOTAL</b>	<b>300</b>	<b>304</b>

\*Note – Ballarat attendance increased substantively, whilst Melbourne attendance dropped, due to inability of Melbourne MER staff to attend Melbourne sessions and therefore travelling to Ballarat session.

### FORMAT

Each Campus Conversation was scheduled for a one hour period, with the format providing a 30 – 40 minute presentation by the Chief Operating Officer followed by an activity to facilitate questions and comments. In Semester one there were over 180 questions/comments received from staff across all forums, while in Semester two, there were over 200 questions/comments received. The presentation made by the COO was circulated to staff following the Campus Conversations, along with the full list of questions/comments. Staff were invited to partake in refreshments/lunch before, during or after the session.

### SURVEY

A short on-line survey was produced to gain staff feedback on the two sets of Campus Conversations, which also sought the feedback of staff who did not or were unable to attend. Overall the feedback indicates that the Campus Conversations were very favourably received. A summary of the results is provided in Appendix 1 and 2. The full set of results is available upon request.

## Appendix 1 – Overview of Campus Conversations 2016 survey results

### SUMMARY OF SURVEY RESULTS

**Respondents:** A total of 124 staff responded to the survey. Of these, three had not attended a Campus Conversation, one said they were on leave at the time, and two listed their reason non-attendance as 'other'. The majority of the respondents who went to a Campus Conversation attended in Brisbane (32%), followed by North Sydney (28%), Melbourne (25%), Ballarat (8%), Strathfield (5%) and Canberra (2%).

**Future attendance:** 100% of respondents indicated they would like to see Campus Conversations continue and 99% said they would recommend the event to new starters in Corporate Services.

**Overall rating:** The majority of respondents (98%) provided a high overall rating: highly valuable (61%) and somewhat valuable (37%). Meanwhile, 2% of respondents rated the event as neutral.

**Reasons for overall rating:** The primary reason given for why the events were valuable was the "ability to hear about upcoming work/projects which may impact my role."

### Summary of Qualitative Comments:

#### The main benefits of Campus Conversations:

- Being able to hear from Stephen directly, talk to him and to ask questions or raise concerns (30)
- Gaining information on happenings and priorities for the University as a whole, and where ACU is headed (23)
- Being generally informed on projects and kept in the loop on what is happening (22)
- Being kept abreast of Corporate Services portfolio updates, projects and priorities (18)
- Being able to meet/network/connect with other colleagues, or hear their thoughts on matters (19)
- Gaining a broader context for our work in ACU, an understanding of bigger picture and high-level strategies (12)
- Gaining information on what's happening on my campus, especially campus infrastructure developments (10)
- Gaining information on what's happening in other areas, especially developments on other campuses. (7)

#### Improvements (for content, delivery):

- More time for the sessions (2), particularly for Q&A (6)
- Provide more detailed answers to questions – sometimes answers seem generic, flippant or dismissive (2)
- Perhaps taking (some) questions directly from the attendees would be better (1)
- Collate questions/responses from other campuses and share these for mutual benefit (1)
- Provide the topics to be addressed before the event to enable question preparation (2)
- Enable people to submit their questions online prior to the session, and answer them during the session (1)
- Make the content of the event more detailed, it's too general (1)
- Keep inside jokes to a minimum (1)

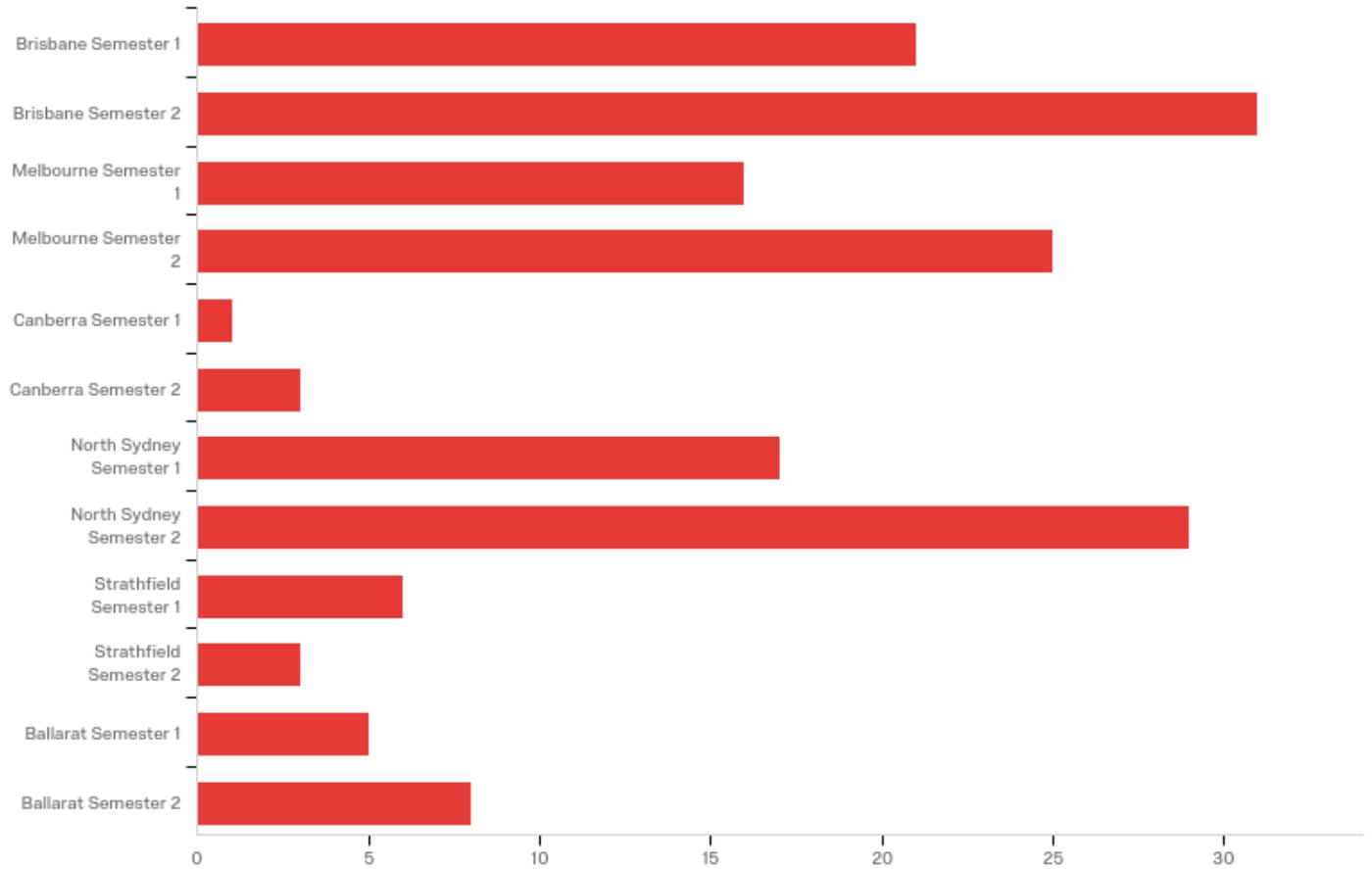
**Further feedback (on logistics, or to add value to the event):**

- Well done, excellent, the event was well planned (11)
- Use online tools during the Q&A session to boost interactivity and save time (1)
- It may be valuable for the COO to run at least one similar session across all campuses open to all staff (2)
- Offer more dates/times for each campus, increase frequency of events (2)
- Include a spotlight on one org unit - the director of the unit could talk about their work/priorities (1)
- Reps from a couple of local Corporate Services teams could be invited to give a two-minute spiel on what they're doing (1)
- Provide a takeaway flyer on projects achieved, upcoming and events.(1)
- Add in any "key wins" that have been achieved or outside what was planned. (1)
- Make staff talk to someone other than the people in their department (1)
- It would be good to have Stephen circulate on the tables and actually take part in the 'conversation' (1)
- Once a while, combine 2 sessions into 1 and make it "compulsory". (1)
- Include more frequent report cards on how each area is delivering according to objectives.(1)
- More cross-sharing of campus-specific info would be good (1)
- It would be good to hear more information on performance - academic performance / market performance / highlights (1)
- Attending once a year is enough for me (1)
- Let people opt out if they don't want to come, don't harass us if we aren't registered. (1)
- The room was cramped (2)
- The room was too long, making it hard to hear and engage properly (1)
- At the last session in Brisbane the hot food was already cold by the time we could eat (3)
- More suitable food and better food signage is needed for vegetarians (2)
- Healthier food choices are needed (1)
- There was too much food left over (2)
- Have the event on campus, so Facilities have better control of the A/C. (1)
- The room was overly warm (1)
- Place food tables away from the wall and allow access to both sides of table for serving (1)
- Hold the event in a space where we can take our lunch nearby and sit down.(1)

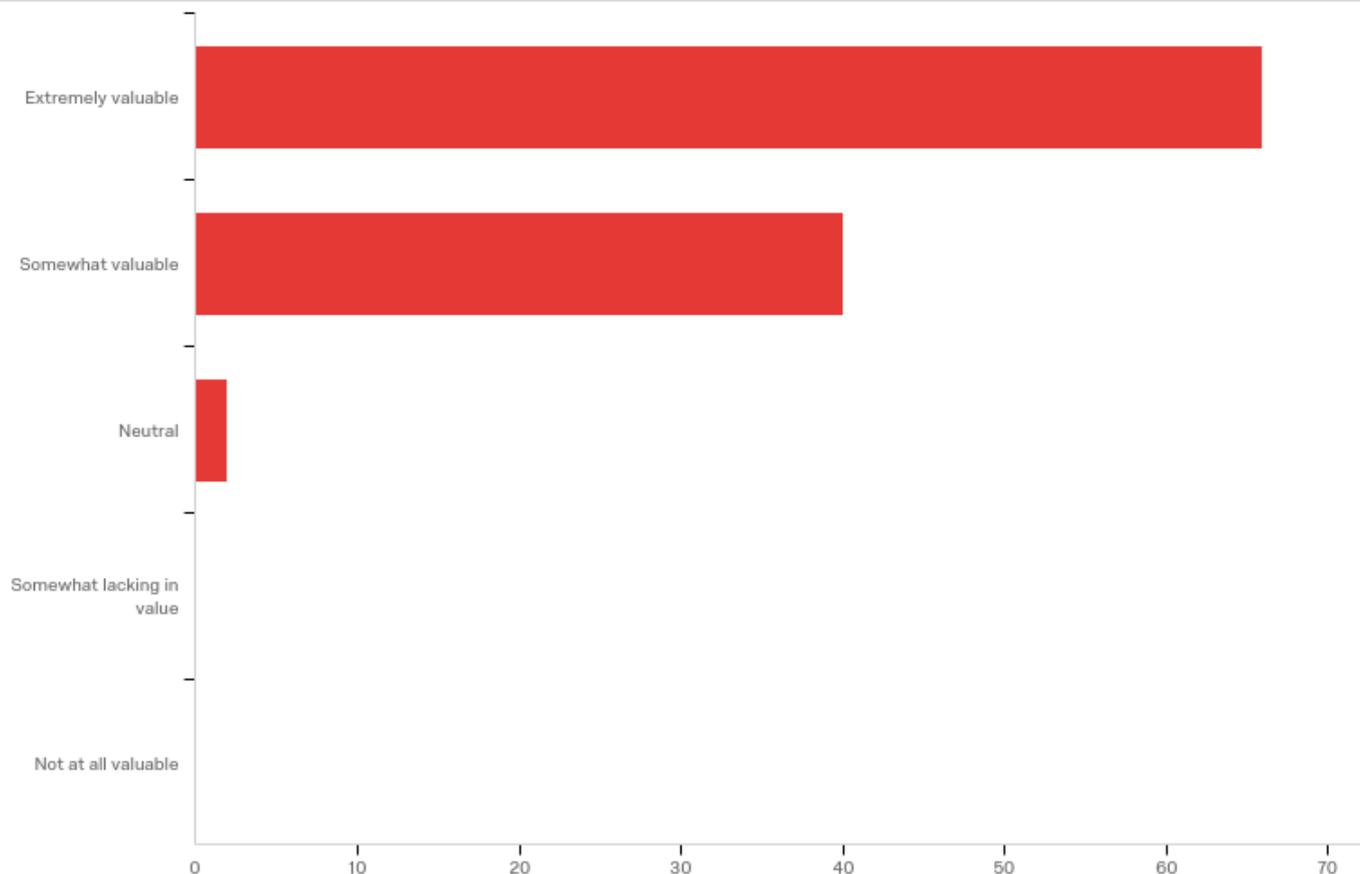
## Appendix 2 –Visual summary - Campus Conversations 2016

Full data details of the survey results are available on request.

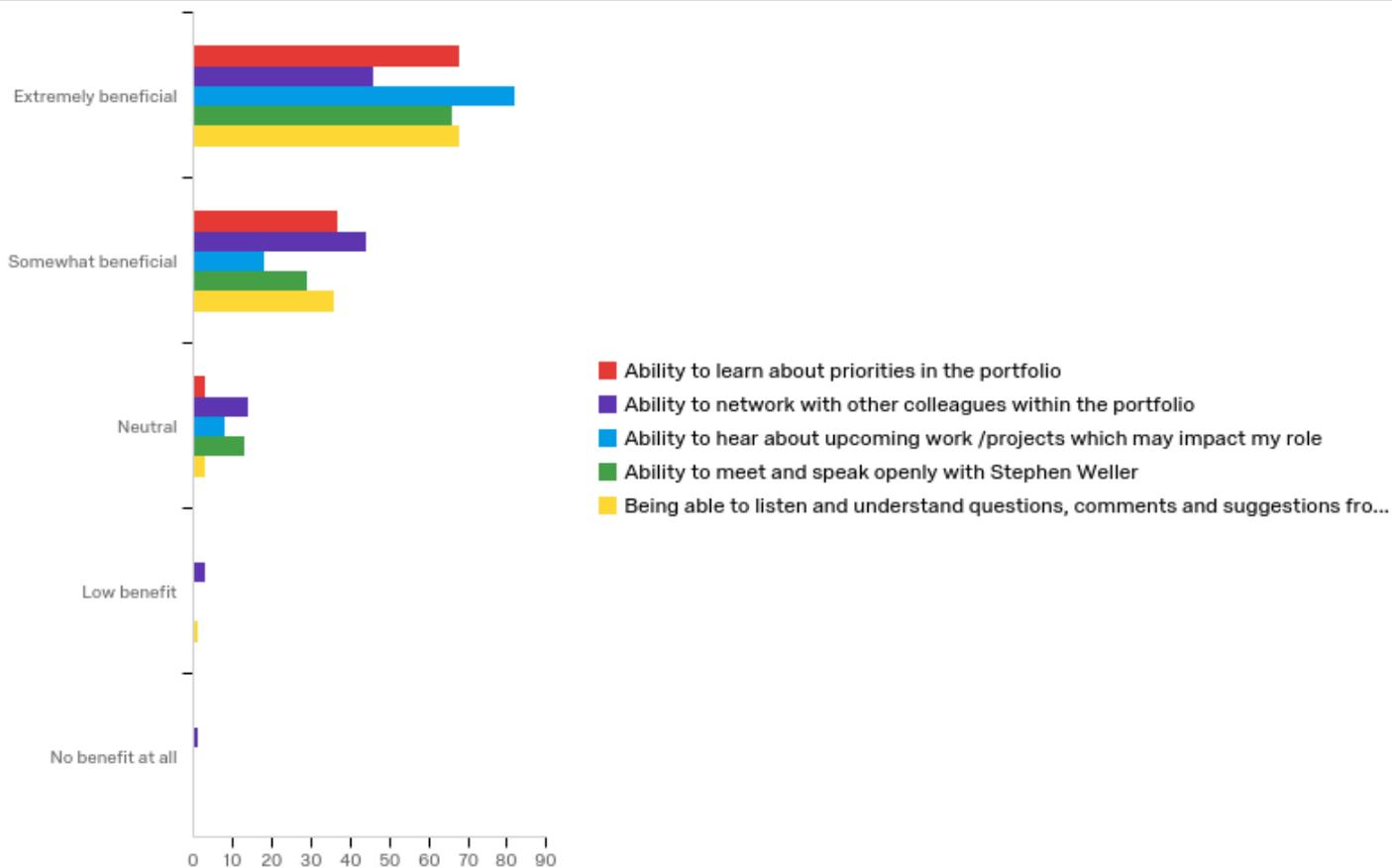
### Which session did you attend?



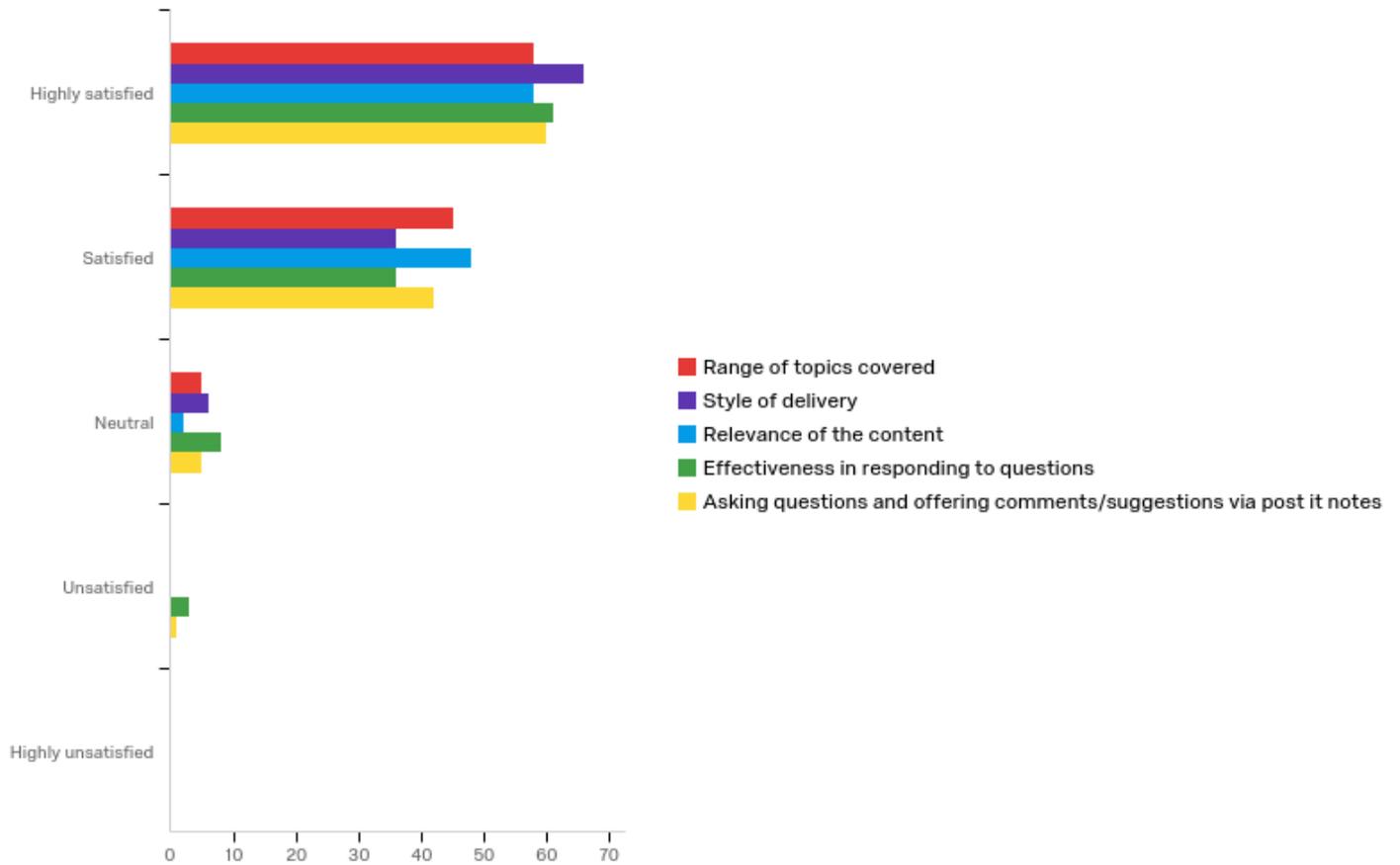
Overall, how valuable do you find the campus conversations forums?



How beneficial do you find the following elements of Campus Conversations?



How satisfied were you with the content covered and delivery of the Campus Conversations you attended?



How satisfied were you with the logistical elements of Campus Conversations?

