

# Corporate Services Activity Report

## Report No. Three – August 2018

### KRA 1: STRATEGIC APPROACH & GOVERNANCE

**Senate** – The Governance Directorate has commenced the preparation of the mandatory periodic external review of the governing body required under the Higher Education Standards Framework (Threshold Standards) 2015. The first step in the review is an internal self-assessment by Senators. An extensive survey has been finalised and will be considered by Senate at its August meeting. The results of the internal review will inform the external review process.

**Senate Elections and Nominations** – Dr Josephine Ryan, Deputy Head of School Education (Melbourne) has been elected as an academic staff member to the Senate in accordance with Clause 13.2(h) of the Constitution. The Governance Directorate administered the election and has recently completed the induction program with Dr Ryan.

**Delegations of Authority Policy and Register** – Senate approved a number of extensive changes to the Delegations of Authority Register at its meeting on 13 June. The updated Delegations of Authority Policy and Register is published on the ACU website.

**IT – Procurement – OGC Engagement Process** – On 1 August 2018, the Office of General Counsel, IT and Finance Directorates introduced a new IT engagement governance framework to streamline new business proposals, projects or requests that relate to an IT system, product, service or solution. During this quarter the OGC will finalise a new suite of Information Technology contract templates and develop risk assessment tools to mitigate risk.

**OGC Contract Templates** – Contract templates are being updated to ensure ACU contracts are current, fit for purpose and consistent. Templates include MoUs, Confidentiality Deeds, Research, Building and Construction, Property Leases and Licences, ACU International Agreements, Clinical Services Agreements, Consultancy and Contractor Agreements.

**Risk Management** – ACU's new enterprise Risk Management system (riskmanager) is on schedule for deployment by October 2018, which will provide an intuitive and simple interface to identify and manage risks. The system will replace the current risk registers, training is being scheduled for August and September. The ACU Risk Summary Analysis has been submitted and noted by the ACU Audit and Risk Committee (ARC). *Internal Audit* Year two of ACU's rolling three-year Internal Audit (IA) Plan has commenced with one review (Product Development). This review was completed and submitted to ARC in July 2018. *Fraud Risk Policy and Control plan*: Following submission of a detailed discussion paper to successive PQRAC meetings a Fraud Control plan is under development with a draft due to the Planning, Quality and Risk Advisory Committee in September 2018.

**Enterprise Data Warehouse and Business Intelligence (EDWBI)** – The EDWBI program is making excellent progress in 2018 and aims to deliver exceptional functionality for users. Five phases are currently being delivered in parallel, including the Phase 9 (SLT - LTED), Finance (Phase 1), Student Assessment (Phase 2), Properties (Phase 4) and an extended phase in collaboration with the LSIA and FEA. Staff data is scheduled to begin in September 2018. Research phases of the EDWBI program are expected to begin shortly after this. The EDWBI maturity assessment and strategy will be revisited in Q4, 2018. Real time data is available via the Power BI application, subject to permissions.

**ACU Strategic Plan 2015-2020** – The revised University Performance Targets (UPTs) were endorsed by the Senior Executive Group and were provided to Senate on 14 August 2018 for consideration and approval. Work is currently underway to simplify and streamline the Traffic Light Report process and organisational unit planning templates in order to reduce reporting requirements and workload.

**Organisational Unit Reviews** – The Executive Education Review Report was formally accepted by the Vice-Chancellor and President on 27 June 2018. Executive Education is currently developing the Response Plan.

#### Tertiary Education Quality and Standards Agency (TEQSA):

- Two Guidance Notes were released in July 2018 on [External Referencing](#) (including benchmarking) and [Research and Research Training](#), which provide advice on the intent of the standards and what TEQSA will look for.
- A [summary report](#) from the Higher Education Provider Roundtables was recently released by TEQSA, which provides an overview of the main themes, issues and ideas for improvement discussed by attendees in Melbourne (June) and Sydney (July).

**Surveys** – The 2018 Student Experience Survey (SES) is undergoing, with end of first week respondent rate 23%, which is higher than both National average and UA average. The 2018 SES survey will close on 31 August, following by the 2018 November Graduate Outcome Survey (GOS) preparation.

**World University Rankings** – The University continues to participate in the major world university ranking systems. During July 2018, the University achieved the following improved or new ranking positions in Academic Ranking of World Universities (ARWU) Subject Rankings and Times Higher Education (THE) World University Rankings:

- Ranked 41 in ARWU Nursing (up from 50 last year)

- Ranked 59 in ARWU Education (51–75 band, up from 78 last year)
- Ranked 237 in ARWU Psychology (201–300 band, new ranking)
- Ranked 404 in ARWU Public Health (401–500 band, up from 497 last year)
- Ranked 408 in ARWU Clinical Medicine (410–500 band, new ranking)
- Ranked 100 in THE Asia-Pacific University Rankings (up from 111–120 last year)

**Service Central Project** – The Service Central (formerly Integrated Services Management) Project has commenced the “Implementation Stage.” This project seeks to implement a new service management model (Service Central) for the delivery of Corporate Services to all ACU staff, including an online portal (using the ServiceNow platform) and a contact centre (to triage service requests via telephone and email). The implementation plan releases the first ‘go-live date’ for the Service Central online portal in early November 2018, commencing with Properties & Facilities and HR services, and then the progressive inclusion of additional services provided by Corporate Services to ACU staff, by April 2019. An implementation partner, RXP, has been engaged to assist the project to implement and configure the ServiceNow platform to support the Service Central model.

**Business Process Mapping (BPM) Project** – Successfully piloted a software platform known as Promapp within Corporate Services to provide a foundation for improving the University’s BPM capability. The pilot results are being considered for wider University use.

**Lean Training** – A training program to provide staff with process improvement skills (Lean methodology) is being implemented via a multi-campus workshop and video webinar program.

## KRA 2: WORKFORCE CULTURE, STAFF PERFORMANCE & DEVELOPMENT

**Enterprise Bargaining** – The University has reached agreement with both the NTEU and the CPSU over the terms and conditions for a new ACU Staff Enterprise Agreement 2017-2021 (the Agreement). During the Access Period (2 to 13 August 2018) staff could view the proposed agreement on the EB2017 SharePoint site as well as supporting explanatory information which summarises the changes in the proposed agreement. Two national videoconferences were held on the 6 and 9 August 2018 to further explain the changes and answer questions from staff. Staff were also invited to forward their questions to the [eb.2017.hr@acu.edu.au](mailto:eb.2017.hr@acu.edu.au) email during the Access Period.

An online ballot for eligible staff was conducted between 14-16 August 2018, with the staff ballot resulting in a majority approval (91.7%). The University will now lodge with the Fair Work Commission for approval. The new agreement will come into effect 7 days after approval by the Fair Work Commission.

**HR Systems 5 Year Roadmap** – Work continues on a number of approved projects and BPI’s as identified in the current endorsed HR systems roadmap. Replacement of the HRP solution is a significant project for the University. Post go-live activities continue to progress which includes data validation for organisational structure and position information, and, online Business Processes. The business case for ‘Phase 2’ of this project is in the process of being documented for review and consideration by the University. The Onboarding Optimisation project has been placed on hold due to other University priorities.

**Aboriginal and Torres Strait Islander Peoples Employment Strategy 2018-2020** – During NAIDOC Week (National Aboriginal and Islander Days of Celebration, 8-15 July 2018) the Strategy was introduced to the ACU community by Stephen Weller via Workplace, the Staff Bulletin and ACU’s staff web page.

**Gender Equity Initiatives** – The compliance report to the Workplace Gender Equality Agency (WGEA) was submitted on 11 July 2018. Communications were sent to staff and relevant employee associations advising of the lodgement of the report and feedback processes. Actions to meet the Employer of Choice for Gender Equality (EOCGE) Citation application process are progressing and are on track to meet the 30 September 2018 deadline.

The 6 June 2018 was Flexible Working Day. Information and resources about flexible work were promoted across the University via various communication channels. Staff shared their positive experience of flexible work practices at ACU on Workplace demonstrating that embedding of flexible work practices is in ACU’s culture.

The Wellbeing Series Seminars include topics that aim to support staff with caring responsibilities to manage their work and family commitments and provide tools to enhance staff wellbeing. In June the focus of the Wellbeing Series was Men’s Health in Focus. In August there will be two further seminars in the Wellbeing Series, Supporting Working Parents and Women’s Wellbeing in focus.

**Work Health & Safety** – National Safe Work Month, takes place every October. During the Month, a focus on the Work Health and Safety Management System for ACU will occur together with promoting the work of the Work Health, Safety and Wellbeing Team.

Over the coming months, there will be a range of resources and information on National Safe Work Month published via workplace and the WHS Intranet page to help ACU Staff and Students take a safety moment this October.

Recruitment is underway for an additional WHS Officer (0.5) to support staff on New South Wales campuses. This additional staff resource ensures that a consistent level of service and support is available for all campuses.

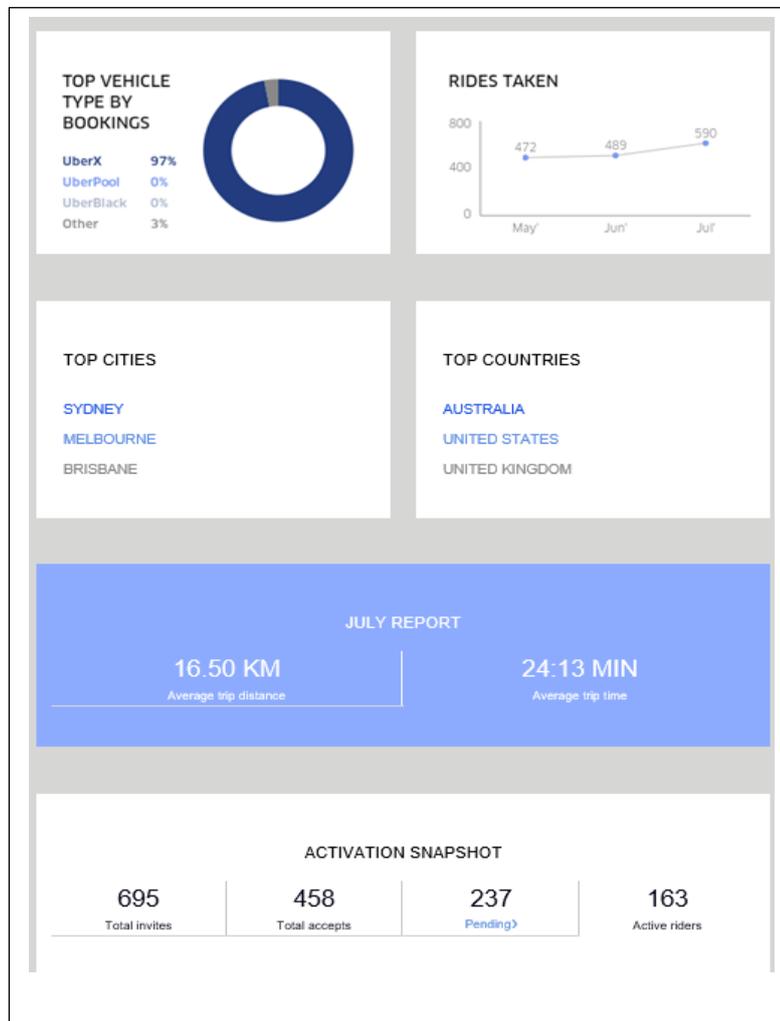
**Employment Relations Guest Speaker Series** – This series commenced in July 2016 and is designed to highlight industrial relations matters and topical themes relevant to the University's managers. The first session for 2018 was conducted on 17 April 2018 and was on the topic of Personal and Industrial Liability of Senior Officers. The second session was on 26 July 2018 and Mr Michael Byrnes, Partner, Swaab Attorneys spoke on the topic of Social Media in the Workplace. Another two sessions are scheduled in 2018. The topics are likely to be Mental Health and Safety at Work, and Diversity and Respect in the Workplace.

**KRA 3: FINANCIAL ACCOUNTABILITY, TRANSPARENCY & SUSTAINABILITY**

**Finance System Post Implementation Review** – A comprehensive review of the implementation of TechOne is being conducted with a review report expected to be completed in September 2018.

**2019 Budget** – Preliminary budget currently under consideration.

**Land transport: UBER** for Business Dashboard. Staff have previously been advised that the university would be starting to transition from using Cabcharge vouchers to the user friendly, transparent and cost-effective UBER for Business. This is now complete. All unused Cabcharge vouchers should be destroyed, as they have now either expired or been cancelled. Additional information on Uber for Business, including Central Bookers is available on the Finance website and Sharepoint site.



**KRA 4: INFRASTRUCTURE AND ENVIRONMENT**

Program 1 - Digital workspace and staff experience anywhere, anytime	Vision - An engaging and collaborative online staff workspace & services
Project	Status
<b>Unified Communication &amp; Collaboration (UCC) Phase 1</b> – To standardise and consolidate ACU Voice and Video communication technologies with seamless integration to collaboration tools.	Completed 83% rollout of the Skype desktop client to ACU computers, underpinned by a communication and awareness campaign.
<b>IT Service Improvement (SIP) Phases 2</b> – To provide a self-service portal for easier access to IT support services.	Phase 2 has commenced, to deliver a total of 79 Enhanced Portal Services and IT Access, in 8 key packages.
<b>IT SharePoint Pilot Project</b> – New IT SharePoint on-line platform pilot is being used by the IT department for initial review and feedback.	Currently finalising a partner to work with us on moving the University's SharePoint sites to the enhanced platform.
<b>Office 365</b> - Migration approach to the rollout of Office 365 to all ACU desktops.	Currently being finalised for rollout in Q4 2018.

Program 2 - Protect ACU's reputation in cyberspace	Vision – Safe, secure and reliable
Project	Status
<b>IT Security &amp; Risk Assessment</b> - To understand our current state, identify some remedial quick wins, and develop capability.	Cybersecurity strategic plan and Cybersecurity roadmap will be available for consultation by September. Delivery phase for quick wins is underway. Completed remediation work to address the PWC Audit recommendations for high priority items.
<b>Identity &amp; Access Management Project</b> – To modernise system identity and access provisioning.	On hold due to higher priority work.
<b>Firewall replacement</b> – To replace ageing and ineffective protective infrastructure.	Working to improve firewall configuration (rules) over time.

Program 3 - Technology facilitating the student experience anytime, anywhere	Vision – An immersive, engaged, seamless online student experience (managed as a part of the Student Futures Program)
Project	Status
<b>Unified Communication &amp; Collaboration (UCC) Phase 2</b> – Upgrading AV equipment and systems to enable collaboration in teaching rooms.	Following the 2 Strathfield theatres, completed room upgrades to NSY 529.2.09, MLB 464.2.03, MLB 461.6.01, MLB 464.3.21 and BAL 100.G.17. Finalising plan to upgrade Web Room Booker to enable synchronisation of calendars, timetabling, and “click to join” in rooms.
<b>Wireless network</b> – To create the foundation network for location aware services to the University community.	Completed cabling and new access point installation for Brisbane and Ballarat campuses. Melbourne Campus will be completed by end of August. Strathfield and North Sydney to start in August. Canberra will be completed by end of November. Internal systems upgrade completed.
<b>Internet Access Control</b> – To provide authenticated visitor access to the ACU network.	Integration & testing completed. Currently modifying the user interface for ACU's branding guidelines.
<b>Online Top-ups for Student Payments</b>	New system currently undergoing initial testing.
<b>Appointment Booking System</b> – Booking System replacement for students, to make appointments with staff.	RFP and vendor presentations, and solution architecture are complete. Finalisation of procurement underway.

Program 4 - Develop agile innovation and implementation capability	Vision – Delivering IT enabled value faster and better
Project	Status
<b>Enterprise Architecture</b>	ICT standards completed and published. Work on the Enterprise Architecture Repository underway to enable the sharing of information on ACU data flows & integration, systems landscape, technology standards and business capability models for quicker technology decision making.
<b>Enterprise Service Bus (ESB) / Integration Uplift –</b> To provide application data sharing capability and delivery.	A new integration release was implemented in mid-June between LEO and the new Student Allocator system. Testing LTC dashboard reporting components; and planning and design activities for Public Website.
<b>Software Development Lifecycle (SDLC) Uplift –</b> To improve test analysis and QA capabilities for applications.	Agile practices, developed through this initiative have been embedded within Student Administration and Marketing projects. A test framework, management standard, and tools were developed and implemented for the new Public Website project and Student Portal.

Program 5 - Cost efficiency and operational agility	Vision – Sustainable and flexible it services
Project	Status
Consistent renewal funding	A model is being developed to more accurately forecast and budget for maintenance and renewal funding for infrastructure, so budgeting in future is more predictable than the current inconsistent capital project funding.
Cloud Infrastructure Reference Architecture	Deferred, with funding re-allocated for more urgent initiatives.
Monitoring of applications and systems	The New Relic monitoring system implementation has been completed for Sitecore, ESB and SSO, providing early indication of potential issues. New Relic will next be implemented for Banner.

### Development & Major Projects

CAMPUS	DEVELOPMENT ACTIVITY	STATUS
<b>Brisbane</b>	Mercy Building	Mercy Building fully opened for 'Open Day' 28 July 2018. High occupation by students in Commons and Library areas. Positive feedback from Corporate Services staff who fully operate on Level 1.
	Building 200, Level 1 Refurbishment	Stage 1 completed in May 2018. Stage 2 completed in July 2018. Office space is fully utilised.
<b>Canberra</b>	Veritas Building	AV operation of the Video Conference room under review. Green 5 Star final sign-off being sought from various consultants and GBCA.
	Blackfriars Upgrade – refurbishment and renewal of ground floor public spaces	Internal works completed in May 2018. Heritage comments on the entrance received and works commencing in quarter 4 2018.
<b>Melbourne</b>	Saint Teresa of Kolkata Building	In December 2017, VCAT determined the project consistent with ACU's revised Development Planning Overlay submission. Archaeological dig of site commenced July 2018. Tender assessment for the main construction contractor commences 20 August 2018. Aiming to advise Senate of tender recommendations in October 2018.
	81 Victoria Parade	Concept Design presentation to VC occurred on 6 July 2018.
<b>Nth Sydney</b>	40 Edward St Landscape Plan	Concept Design underway
	OGC relocation to L5 TWH	Tender complete. Works to commence September 2018.
	173 Pacific Hwy Simulation Wards and Wet Lab relocation to JCB	Stakeholder engagement and preliminary design underway. Wet Lab must be operational for S1 2020.

CAMPUS	DEVELOPMENT ACTIVITY	STATUS
	Gym and Student Hub - CCH	Fit out of previous Corporate gymnasium after vacation of tenant. Target operation S1 2019.
Strathfield	Underground Carpark	Bulk excavation complete. Concrete works commenced in July 2018. Completion date target remains early 2019 subject to weather and latent conditions.

### Facilities Management

CAMPUS	FM ACTIVITY	STATUS
Ballarat	Cleaning Contractor Ext Lighting & CCTV Audit Loreto Garden Upgrade	Cleaning contract transitioned April – noticeable improvement External Lighting will be upgraded in August 2018 Ongoing design and development of Loreto Garden Area
Brisbane	Issues with BMCS Controllers Survey of Data Cable Network Opening of Mercy Building Cleaning Contractor Ext Lighting & CCTV Audit	Investigating issues with the BMCS system Field cables faults are creating communication issues Supporting the transition and opening of Mercy Building Supporting the transition of a new Cleaning Contractor on site Completed site audit and progressing with upgrades
Canberra	Opening of Veritas Building Cleaning Contractor	Supporting the transition and operation of Veritas Building Supporting the transition of a new Cleaning Contractor on site
Melbourne	BMCS Upgrade Cleaning Contractor Ext Lighting & CCTV Audit	Tendering of BMCS upgrades complete Supporting the transition of a new Cleaning Contractor on site Completed site audit and progressing with upgrades
Nth Sydney	Recertification of TWH & CCH Upgrade of AC in CCH Cleaning Contractor Review of AC in VC Building Ext Lighting & CCTV Audit	Major testing of Life Safety Systems at TWH & CCH Reviewing and upgrading AC Systems on floors in CCH Supporting the transition of a new Cleaning Contractor on site Air Conditioning in the Meeting Room to be upgraded Completed site audit and progressing with upgrades
Strathfield	Ext Lighting & CCTV Audit Heritage tile replacement Cleaning Contractor SAMP – Condition Audit	Completed site audit and progressing with upgrades Completed replacement of Heritage Tiles near Chapel Supporting the transition of a new Cleaning Contractor on site A condition audit of all MSM buildings was completed in July

**Security Operations** – Over the past month all Security Site Managers have travelled to NSY to perform Mental Health First Aid training to align themselves closer with the demands experienced on campus with staff and students. The site managers have taken this information back to their base campuses and commenced a series of staff training. Other security guards will be trained as opportunities arise. A detailed review of the external lighting and CCTV has been performed on each campus where P&F has modified and increased the operating scope/specification for security. These modifications and improvements will be performed during the 3<sup>rd</sup> quarter of 2018 and expect to be completed by late September 2018.

**Compliance** - A review of the subcontractor compliance system was performed throughout the month which resulted in multiple sub-contractors having to re-sit their induction modules again as a part of ACU ongoing upgrade and recertification of service providers. These actions are taken as a part of ACU's compliance with state WHS legislation and our ongoing commitment to workplace safety.

**Property Risk Audits** – A review of all building roof access and anchor points was performed during the 2<sup>nd</sup> quarter 2018 with a majority of the anchor points passing a stringent inspection and testing regime. Ongoing recertification of the anchor points will be performed by each campus as a detailed register and log of all points has been created and managed by the Directorate. At present there are 7 High WHS risks within the system, 60 medium and 156 Low Risks identified. This is a drop on the previous month's figures and an indication that ongoing repairs and upgrades are being performed to mitigate and minimize risks across all ACU campuses. Building compliance continues to be a focus for all campuses with the two high risk buildings (TWH and CCH being tested and certified in the month of August). Currently the portfolio compliance rating is 87% with 13 non-compliant buildings

## Planning & Sustainability

**Solar energy assessment:** ACU's RFP to conduct a solar feasibility assessment and the specialist solar consultancy, D-Squared, has been appointed to conduct the assessment. The project will assess the technical and financial case for installation of solar power at all ACU campuses, and will assist ACU to decide whether or at what scale to install solar arrays on its campuses.

**Policies:** in May the Vice Chancellor and President approved a Sustainability Policy and a Green Travel Policy. The Sustainability Policy aligns ACU's practice of sustainability with its Mission, and establishes the principles and objectives of ACU's sustainability program. The Green Travel Policy provides national policy guidance for the development, implementation and management of campus based plans to promote staff and student use of sustainable transport.

**Melbourne Campus Dynamic Set-Points Initiative:** The Melbourne Campus FM team has obtained significant financial and environmental savings by applying new settings to the heating, ventilation and air-conditioning (HVAC) systems in the Mary Glowrey and Daniel Mannix Buildings. The reduction in energy use was achieved without compromising occupants' comfort.

Compared to the same period in 2017, the new HVAC settings achieved the following:

- A reduction of 278,000 kilowatt hours of electricity;
- A reduction of 1200 gigajoules of natural gas;
- A saving of \$22,000 in expenditure on natural gas; and
- A reduction of 360 tonnes of Greenhouse gas.

## KRA 5: STAKEHOLDER RELATIONS

**Public website** – The Discovery, Define, Design process of the public website was completed in 2017. The content stream is progressing well using an Agile methodology and will have completed Phase one rewrites by end of August. IT have been progressing the development of page templates on Sitecore utilising Espire as resource partners. Phase one expected to be delivered late Q3, 2018.

**Student portal** – The scope of this project has been revised to reflect the reduction in the University's 2018 capital budget. The project continues to deliver against the backlog of feature enhancements with the upcoming focus on integrating Library services. The Content Management System (Sitecore) is also going to be upgraded to version 9.02 which will have some impact on the timeline of the delivery

**Course Browser/Course approval management system** – Completed consultation with stakeholders and documented high level system requirements. The business case will be finalized to seek funding for implementation in November at which point a tender to find the most suitable solution will commence.

**Safeguarding Children Portal** – MER and IT are working with Darryl Higgins and ICPS to complete phase 2 of the portal.

**Open Days** – Brisbane campus showcased the best of student life, facilities and courses available to more than 2,400 prospective students and guests on 28 July, which reflects an estimated 20% growth in attendance compared to 2017. Alumni have been highly engaged volunteering at Open Days, with more than 20 presenting on panels or assisting with student enquiries in Brisbane, and more than 30 registered to volunteer at Melbourne Open Day. The remaining Open Days will run in Melbourne on 12 August, Canberra on 25 August, Ballarat on 26 August, North Sydney on 1 September and Strathfield on 8 September.

**University Experience** – More than 600 prospective students, mostly year 12, attended University Experience days on all campuses in July, gaining first-hand experience of studying at ACU, exploring our facilities and working with our equipment. These events have consistently generated stronger affiliation amongst prospective students, and are an important component of our lead nurturing and conversion to applications program.

**TSXPO** – Brisbane's largest external courses and careers expo was held on 21 and 22 July, with ACU staff managing 1286 enquiries from prospective students, which is a 13% increase compared to last year. More than 1800 course guides were distributed which is a 3% increase on last year.

**ACU Foundation report** – \$454,470 donation funds have been receipted by end of June, and \$575,336 in funds have been secured, which includes new pledges and agreements. The trustees of the George Alexander Foundation toured the North Sydney campus in July, as they consider donating \$300,000 to establish five \$20,000 scholarships over three years for our New South Wales students. If the donation proceeds this will build on the \$885,000 they have donated since 2007 for scholarships and bursaries available to our Victorian Students.

**Media/Public Relations** – Year to date, ACU has received 3744 online media mentions and 2064 broadcast media mentions. Associate Professor Prue Cormie's research into exercise as a therapy for cancer patients was covered in 55 different articles with a global reach of 145.77M viewers/listeners.

**Brand** – MER has been nominated for two awards in the 2018 Australian Marketing Institute (AMI) Awards for Marketing Excellence. ACU is a national finalist in the Education category, and a state finalist in the Brand Revitalisation category. Winners will be announced in October.

**Content** – The content team is working on a range of publications for the wider university, including the Rome Campus booklet (complete), the ACU credentials document, and the 2018 alumni magazine. ACU's new content hub, *Impact*, has served as a much-used source of story ideas for media and other content platforms. More than 90 stories have been published in the 70 days since launch, and there have been more than 14,000 visits to the site.

**FEA Course review** – FEA is in the process of reviewing its course suit, therefore developing competitor and market analysis for each of these programs. The reviews are due for completion across the months of August and September.

### Spring Graduations

Spring Graduation ceremonies will be held in Melbourne and Sydney. There will be one ceremony in Melbourne (at Melbourne Convention Centre) on Wednesday 26 September and two ceremonies in Sydney (at Rosehill Gardens) on Tuesday 9 October.

**Student Allocator Project** – Currently in development with software vendor Cyon to augment the capabilities of the Student Allocator software. The initial trial on the Brisbane campus indicated two key issues: insufficient capacity for concurrent logins and a lag due to a double-click save process. Both issues led to significant user dissatisfaction. The vendor is working to amend these problems. Student feedback indicates that besides common major issues experienced on the trial, students and staff generally found the software user-friendly hence the decision to consider the system for a phase two trial in Brisbane pending the outcome of vendor development. A decision whether to proceed with a second trial will be made by September 30.

**Direct Admissions Portal Trial for Graduate Entry Teaching (GET)** – Following the successful first stage of a direct admissions portal trial via VTAC's FlexiDirect service, Admissions will move to a second stage by offering all Graduate Entry Teaching (GET) via this portal for main round 2019. This will provide a single point of access and application to potential students, giving the look and feel of a direct ACU entry but with the benefit of faster turnaround times. Previously, GET applications have been handled by the student's state Tertiary Admissions Centre (TAC) which gave an inconsistent service and restricted us to the offer timelines of each TAC. With FlexiDirect, offers can be made as soon as applicants are deemed eligible.

**National Platform for Admissions** – Participating in the National Higher Education Admissions Information Platform, a national platform of undergraduate course information where users will be able to compare courses and view institutional information across the country. Building on the work undertaken as part of the Transparency in Admissions framework, which focussed on undergraduate entry for school leavers, the National Platform will offer comparative information, including fees, for non-school leavers as well and cover post-graduate and sub-bachelor awards.

**Student Experience design workshops** – Undertaking to better understand the experience of students through their journey at ACU, particularly as it relates to the key administrative services that Corporate Services deliver (for example recruitment, application, enrolment and course completion). Through a series of experience design workshops we aim to better understand the current and desired experience of students as they navigate key touchpoints and ascertain how well we are currently meeting their needs. This work will inform the prioritisation of process enhancements and systems projects, and help design a user focussed administrative experience for students during their time at ACU.

**My eEquals** – ACU has joined universities across Australia and New Zealand to make digital versions of academic documents available to ACU students through the My eEquals portal, a secure and trusted provider of certified digital academic documents. Benefits of the My eEquals portal include:

- Students will be able to access their certified ACU documents online 24/7
- Students can easily provide potential employers or other educational institutions with a secure link to their digital documents
- In built security features mean that employers and other third parties can trust that linked digital documents are genuine and authentic
- Sharing a link to certified digital documents is faster, easier and more environmentally sustainable than sharing hard copy documents

ACU will launch this new service to students in phases. The first cohort to receive a certified digital document will be students who have been confirmed as meeting the requirements to complete their course in Semester 1 2018. In the coming weeks, these students will receive a secure shareable link to a digital version of their official transcript.

**Candidature Services** – Student Administration has commenced responsibility for the administration of research candidates. The newly established Candidature Services team has responsibility for delivering research candidature administration throughout the student lifecycle from enquiry and admission through to course completion. The team are based on the Melbourne Campus and will be spending the next few months getting to know Research Candidates and all staff involved in support, supervision and assessment.