

Student Administration KPIs

Client Service

Strategies:

- Provide quality administrative and support services that contribute to positive personal, academic and career outcomes for staff, students and graduates.
- Recruit, retain and develop appropriately qualified and experienced staff
- Engage in practice at individual, service area and unit level, in a manner committed to continuous improvement, informed by self-reflection, program evaluation, and research.

KPI and Targets	Measurement and Reporting
<ul style="list-style-type: none"> • Client satisfaction: • Ensuring good/best practice in client service delivery & efficient and effective services (Key Priority - 2010 UA Strategic Planning Workshop) • Providing comprehensive training & staff development opportunities to ensure a client service mindset for all staff, and that all staff are open to new ideas/ways of operating. (Key Priority - 2010 UA Strategic Planning Workshop) • Providing seamless service to our clients across different departments (minimising silos) (Key Priority - 2010 UA Strategic Planning Workshop) 	<p>Measured by: Client feedback</p> <p>Reporting:</p> <ul style="list-style-type: none"> • Have Your Say report • Student Poll results • Starting at Griffith Survey results • Ask Us user rating feedback reports <p>Measured by: Internal and external benchmarking of our services against best practice</p> <p>Reporting: CSBA Client Service survey results CSBA Mystery shopping results Client Service Self-Evaluation survey (Nov 2010)</p> <p>Measured by: The variety & hours of training offered for new and experienced staff to improve performance. Staff attendance at training and conferences Completion of all performance reviews</p> <p>Reporting:</p> <ul style="list-style-type: none"> • HRM & SA Training reports • Number of satisfactory performance reviews • Training proposed in performance reviews <p>Measured by:</p> <ul style="list-style-type: none"> • Student Administration (SA) training provided to non SA staff • Tracking the number and average time taken to resolve Ask Us enquiries across departments (GRM statistics). • Number of articulation arrangements provided to academic groups • Number of Griffith International and QIBT pre-assessments • Number of pathway articulations • Participation in promotion and recruitment events

	<p>Reporting:</p> <ul style="list-style-type: none"> • SAO attendance at SAO forums • Attendance at networking morning teas • Training attendance reports • Training/info sessions provided to academic staff • GRM usage reports
--	---

Accessibility

Strategies:

- Facilitate the development, implementation & maintenance of policy, programs & administrative services that are relevant, consistent, timely & accessible to the University community
- Enhance the visibility of Student Administration to students and staff on all campuses
- Provide resources on-line to complement face to face services and programs

KPI and Targets	Measurement and Reporting
<ul style="list-style-type: none"> • Compliance work is: <ul style="list-style-type: none"> • Carried out economically • Is consistent with external requirements • Protects the University's legal position • Educates our clients <p>(Key priority - 2011 – 2013 UA Strategic Plan)</p>	<p>Measured by: Number of appeals received</p> <p>Reporting: DEEWR reporting</p>
<p>Students have a high level of awareness of services provided by Student Administration</p>	<p>Measured by: Student awareness of services provided by SA No of contacts annually</p> <p>Reporting: Starting at Griffith survey results Student Polling results</p>
<p>SA's online resources complement in-person services</p>	<p>Measured by: Number of online forms available Student usage of online versus hard copy forms Ask Us modules/usage Student Centre statistics Website hits & usage patterns Enrolment workshop attendance Number of enquiry management modules implemented for GRM Number of website pages reviewed and updated per year</p> <p>Reporting: Ask Us reports Student Centre reports EICP reporting Web Usage reports Enrolment report GRM reports</p>

Responsiveness

Strategies

- Tailor services and systems to client and stakeholder needs, within available resources.
- Deploy resources to ensure timely access to our services, according to client need
- Build capacity to deliver services through online services

KPI and Targets	Measurement and Reporting
Ensuring we understand and are meeting our clients needs (Key Priority - 2010 UA Strategic Planning Workshop)	<p>Measured by: Client feedback</p> <p>Reporting:</p> <ul style="list-style-type: none"> • Have Your Say reports • Student Poll results • Starting at Griffith Survey results • Ask Us user rating feedback reports
Ensuring the timely provision of services	<p>Measured by: Client waiting times (telephone, email & in-person queues) Turnaround times for Ask Us Turnaround times for all services Number of GRM modules implemented</p> <p>Reporting: Student Centre reports Call Centre reports Enrolment report GRM project reports</p>
Increasing and improving the provision of online services	<p>Measured by: Number of online forms available Number of areas that have implemented GRM enquiry management for students Number of website pages developed/improved per year</p> <p>Reporting: EICP reports GRM project reports</p>
Redeployment of resources to meet University priorities	<p>Measured by: Transferral of budgets, staff positions etc in response to changing University priorities</p> <p>Reporting: HR reports on staffing position changes Budget reports Workforce profile reports and planning</p>

Relevance

Strategies:

- Facilitate the recruitment and retention of students by providing a range of student-centred support services and coordinating University-wide programs & systems
- Promulgate and promote policies & services that assist students realise their potential as Griffith Graduates & who are well prepared for the world of work . eg
- Actively engage in collaborative working relationships with other stakeholders (internal and external) to strengthen the learning community

KPI and Targets	Measurement and Reporting
<p>Supporting the University's student recruitment strategy.</p>	<p>Measured by: PG and UG domestic intake numbers Success of Future Students Call Centre outreach Success of telephone campaigns for prospective and current students Number of Scholarship applications Number of Credit transfer applications Number of high school students enrolled TAFE Strategy Griffith International pathways QIBT Pathways</p> <p>Reporting: Future Students enquiry statistics Future Students Call Centre conversion rates – from enquiry to applicant Current Student Call Centre conversion rates - from non-enrolled student to enrolled student (telephone campaigns)</p> <p>Enquiry to applicant conversions recorded & tracked in GRM. Scholarships reports Academic Credit reports Honours College annual report</p>
<p>Provision of services for at-risk students who are studying (retention strategies)</p>	<p>Measured by: The number of students who are contacted because they are on probation and are excluded vs number that go off probation.. The number of review of grade applications, special consideration applications and deferred examination applications received vs upheld/approved.and turnaround times for these.</p> <p>Reporting: PeopleSoft reports Application processing reports</p>
<p>Participation in collaborative learning & improvement initiatives with stakeholders from other offices/departments</p>	<p>Measured by:</p> <ul style="list-style-type: none"> • SA training provided for non SA staff • Number of inter-office networking opportunities • SA representation on cross collaboration meetings/committees • Papers/conference presentations etc involving collaboration with other areas/depts • Projects involving collaboration with other areas <p>Reporting:</p>

	<ul style="list-style-type: none"> • SAO forums • Networking morning teas • GRM referral usage reports • Conference papers • Project reports
--	---

Climate

Strategies:

- Provide opportunities for staff to enhance their personal and professional competencies & acknowledge their contribution to the success of AA & the University through the Reward and Recognition scheme
- Maximise the contribution of staff from all backgrounds and all levels, and assure satisfaction, performance and career development.
- Ensure staff have appropriate and regular training in cross cultural competencies, and for working with students from diverse backgrounds
- Observe the principles of sustainability in our work practices.

KPI and Targets	Measurement and Reporting
SA Staff Satisfaction	<p>Measured by:</p> <p>AA Climate Survey</p>
<p>SA Staff Career Development</p> <p>Staff training attendance</p> <p>Staff study assistance</p> <p>SA Budget allocated to professional development for staff</p>	<p>Measured by:</p> <p>Annual reviews of staff to determine:</p> <ul style="list-style-type: none"> • Attendance at Client Service Essentials, • Attendance at SA Induction & Refresher training. • Attendance at HR Training. • Conference attendance • Provision of study assistance to SA staff <p>Reporting:</p> <p>Staff training reports Training budget report Study assistance reports</p>
<p>Recruit and retain high quality staff</p> <p>Rewarding high quality staff</p>	<p>Measured by:</p> <p>Summary of SA staff and their qualifications SA staff recruitment & retention statistics</p> <p>Reporting</p> <p>HR reports on all of these Number of applicants per advertised position (shows attractiveness of positions) Number of interviews and interview process per position.</p> <p>Measured by:</p> <ul style="list-style-type: none"> • Tracking the number of formal (R&R committee) and informal rewards given to staff <p>Reporting</p> <p>R&R website</p>

<p>Sustainable Work Practices</p> <p>Human Resources: Staff leave balances are maintained below required levels.</p> <p>Monthly monitoring of timesheets for all staff, including managers (90% compliance with exception reports)</p> <p>Consumables: Purchase of post-consumer recycled paper</p> <p>A 'think before you print' campaign requiring staff to use double sided printing as a default setting on all copiers .</p> <p>20% of meetings to be conducted using virtual technology (ie, Conference rooms, Marratech, Skype)</p> <p>Power management settings are utilised on all PCs (as per GU's 'reducing energy use' guidelines: http://www.griffith.edu.au/greenworkspace/green-workspace-guide/energy)</p>	<p>Measured by:</p> <ul style="list-style-type: none"> ▪ HR reports on leave balances ▪ Monthly filing of signed timesheets form auditing <p>Measured by:</p> <ul style="list-style-type: none"> ▪ HR reports on leave balances ▪ Audit of invoices for paper purchases ▪ Decrease in expenditure on photocopy paper ▪ Reduction in car booking expenses ▪ Included in Induction programs ▪ Enforced and reported on by area Managers <p>Reporting:</p> <p>Annual reporting against KPIs.</p>
--	--