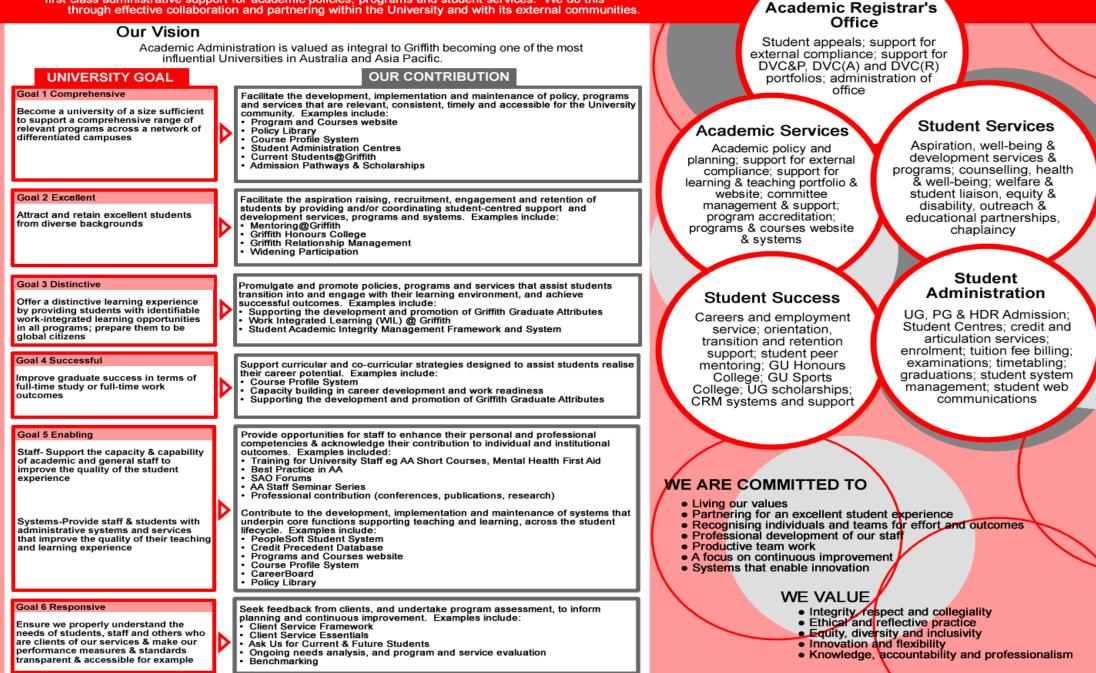# Academic Administration

Our Misson

Academic Administration advances the University's strategic objectives and reputation by providing first class administrative support for academic policies, programs and student services. We do this through effective collaboration and partnering within the University and with its external communities.

Our Vision

Academic Administration is valued as integral to Griffith becoming one of the most influential Universities in Australia and Asia Pacific.

UNIVERSITY GOAL	OUR CONTRIBUTION
Goal 1 Comprehensive Become a university of a size sufficient to support a comprehensive range of relevant programs across a network of differentiated campuses	Facilitate the development, implementation and maintenance of policy, programs and services that are relevant, consistent, timely and accessible for the University community. Examples include: • Program and Courses website • Policy Library • Course Profile System • Student Administration Centres • Current Students@Griffith • Admission Pathways & Scholarships
Goal 2 Excellent Attract and retain excellent students from diverse backgrounds	Facilitate the aspiration raising, recruitment, engagement and retention of students by providing and/or coordinating student-centred support and development services, programs and systems. Examples include: • Mentoring@Griffith • Griffith Honours College • Griffith Relationship Management • Widening Participation
Goal 3 Distinctive Offer a distinctive learning experience by providing students with identifiable work-integrated learning opportunities in all programs; prepare them to be global citizens	Promulgate and promote policies, programs and services that assist students transition into and engage with their learning environment, and achieve successful outcomes. Examples include: • Supporting the development and promotion of Griffith Graduate Attributes • Work Integrated Learning (WIL) @ Griffith • Student Academic Integrity Management Framework and System
Goal 4 Successful Improve graduate success in terms of full-time study or full-time work outcomes	Support curricular and co-curricular strategies designed to assist students realise their career potential. Examples include: • Course Profile System • Capacity building in career development and work readiness • Supporting the development and promotion of Griffith Graduate Attributes
Goal 5 Enabling Staff- Support the capacity & capability of academic and general staff to improve the quality of the student experience Systems-Provide staff & students with administrative systems and services that improve the quality of their teaching and learning experience	Provide opportunities for staff to enhance their personal and professional competencies & acknowledge their contribution to individual and institutional outcomes. Examples included: • Training for University Staff eg AA Short Courses, Mental Health First Aid • Best Practice in AA • SAO Forums • AA Staff Seminar Series • Professional contribution (conferences, publications, research) Contribute to the development, implementation and maintenance of systems that underpin core functions supporting teaching and learning, across the student lifecycle. Examples include: • PeopleSoft Student System • Credit Precedent Database • Programs and Courses website • Course Profile System • CareerBoard • Policy Library
Goal 6 Responsive Ensure we properly understand the needs of students, staff and others who are clients of our services & make our performance measures & standards transparent & accessible for example	Seek feedback from clients, and undertake program assessment, to inform planning and continuous improvement. Examples include: • Client Service Framework • Client Service Essentials • Ask Us for Current & Future Students • Ongoing needs analysis, and program and service evaluation • Benchmarking

https://intranet.secure.griffith.edu.au/university-administration/academic-administration

Academic Registrar's Office
Student appeals; support for external compliance; support for DVC&P, DVC(A) and DVC(R) portfolios; administration of office

Academic Services
Academic policy and planning; support for external compliance; support for learning & teaching portfolio & website; committee management & support; program accreditation; programs & courses website & systems

Student Services
Aspiration, well-being & development services & programs; counselling, health & well-being; welfare & student liaison, equity & disability, outreach & educational partnerships, chaplaincy

Student Success
Careers and employment service; orientation, transition and retention support; student peer mentoring; GU Honours College; GU Sports College; UG scholarships; CRM systems and support

Student Administration
UG, PG & HDR Admission; Student Centres; credit and articulation services; enrolment; tuition fee billing; examinations; timetabling; graduations; student system management; student web communications

WE ARE COMMITTED TO
- Living our values
- Partnering for an excellent student experience
- Recognising individuals and teams for effort and outcomes
- Professional development of our staff
- Productive team work
- A focus on continuous improvement
- Systems that enable innovation

WE VALUE
- Integrity, respect and collegiality
- Ethical and reflective practice
- Equity, diversity and inclusivity
- Innovation and flexibility
- Knowledge, accountability and professionalism

Uptake of Academic Administration Programs and Services

Student Administration Activity	2011	2012	Change %
No. of enrolment transactions	243,482	234,898*	N/A
No. of credit applications assessed	11,964	11,004*	N/A
No. of internal transfers assessed	4,561	4,528*	N/A
No. of inbound telephone inquiries answered (UG/PG current students)	97,405	101,647*	4.35%
No. of inbound telephone inquiries answered (UG/PG future students)	23,625	31,610*	33.80%
No. of outbound telephone calls initiated (Recruitment)	2,258	9,481*	31.90%
No. of in-person counter student inquiries(UG/PG Student Centres)	117,064	101,032*	N/A
No. of student email enquiries answered (UG/PG and HDR)	34,908	37,825*	1.08%
No. of central examinations run	2,927	2,802*	N/A
No. of deferred examinations run	313	130*	N/A
No. of supplementary examinations run	72	24*	N/A
No. of timetabled classes	20,112	19,631*	N/A
No. of HDR Applications	1,103	1,220*	7.70%
No. of HDR Offers	514	694*	35%
No. of HDR thesis processed for completion	202	128*	N/A
No. of graduation ceremonies and granduands (includes offshore)	22 (10,888 awards)	26 (tba)	18.00%
No. of QCGU auditions	876	1,020	16.4%
*current as of 26 October 2012			

	2011	2012		
Aboriginal and Torres Strait Islander Advisory Committee	4	4		=
ATSI Curriculum Advisory Committee	2	3		>
Educational Excellence Committee	6	5		<
Internationalisation Advisory Committee	4	4		=
University Assessment Committee	7	10		>
Academic Committee	6	6		=
Learning and Teaching Committee	6	6		=
Programs Committee	9	9		=
Arts, Education Law Group Board	4	5		>
Griffith Business School Board	6	8		>
Griffith Health Group Board	7	7		=
SEET Group Board	8	10		>
Total	69	77	12% increase	

Student Records Activity	2011	2012 (to end of September)	2012 (extrapolated to EOY)	Increase/ Decrease
No. of pages of student records scanned (hard copy)	622,285	562,546	750,061	>
No. of electronic student records captured	603,576	922,560	1,230,080	>
Total No. of student records captured onto Student File	1,225,861	1,485,106	1,980,141	>
Total No. of student records retrieved	95,178	127,354	169,805	> 78% increase

Student Services Activity	Sem 1, 2010	Sem 1, 2011	Sem 1, 2012	% Increase / Decrease 2012 over 2010
Counselling consultations	1,585	1,988	1,780	+12%
Health Service consultations	14,685	15,351	16,679	+14%
Welfare & Student Liaison consultations	1,177	1,559	1,317	+12%
Disabilities Service (inc OUA) consultations	1,521	1,563	3,177	+109%
Equity transition & support – student registrations	209	216	332	+59%*
Careers & Employment Service consultations	1,321	1,598	1,705	+29%
Equity Outreach - participation *Uni- Reach (Yrs 11 & 12 only)* *Uni-Reach (other)* *Adult Learners (Griffith Project)* *Pacific Islanders*	600 1,650	630 3,850 130	1,100 5,700 420 260	+83%* +100%*
*additional HEPPP funded				

Call Campaigns for Students at Risk Activity	Metrics and results
Academic Standing – 18 – 27 January	No. of Students: 3173 Successful contact: 1759 (55.4%)
Re-enrolment telephone follow up – 6 – 10 February	No. of Students: 5551 Successful contact: 2895 (52.2%)
Pre census – 12 – 16 March	No. of Students: 2307 Successful contact: 984 (42.7%)
Return from Exclusion – 30 April - 1 May	No. of Students: 295 Successful contact: 148 (50.2%)
RLOA – 1 – 4 May	No. of Students: 1300 Successful contact: 629 (48.4%)
Re-enrolment telephone follow up – 17 – 27 July	No. of Students: 4335 Successful contact: 1904 (43.9%)
Pre census – 6 – 10 August	No. of Students: 2295 Successful contact: 1386 (31.5%)
Total Student Contact	Successful contact: 9705