



# Corporate Services Campus Conversations

Semester 1, 2021

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# Overview

1. **COVID-19 Recovery**
2. **Flexible Work Arrangements**
3. **Portfolio Stewardship**
4. **Capital Projects**
5. **Students and Staff Futures**
6. **Service Satisfaction – Students and Staff**
7. **Q&A**

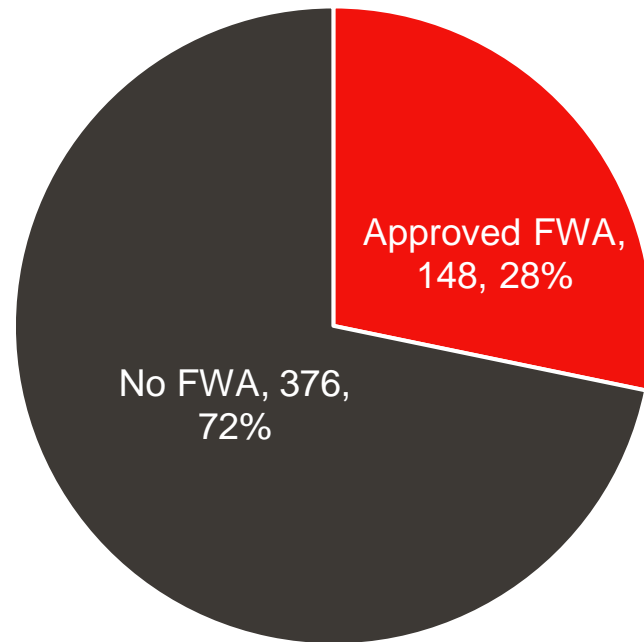
- COVID Normal
- Recovery Budget
- Change Plans



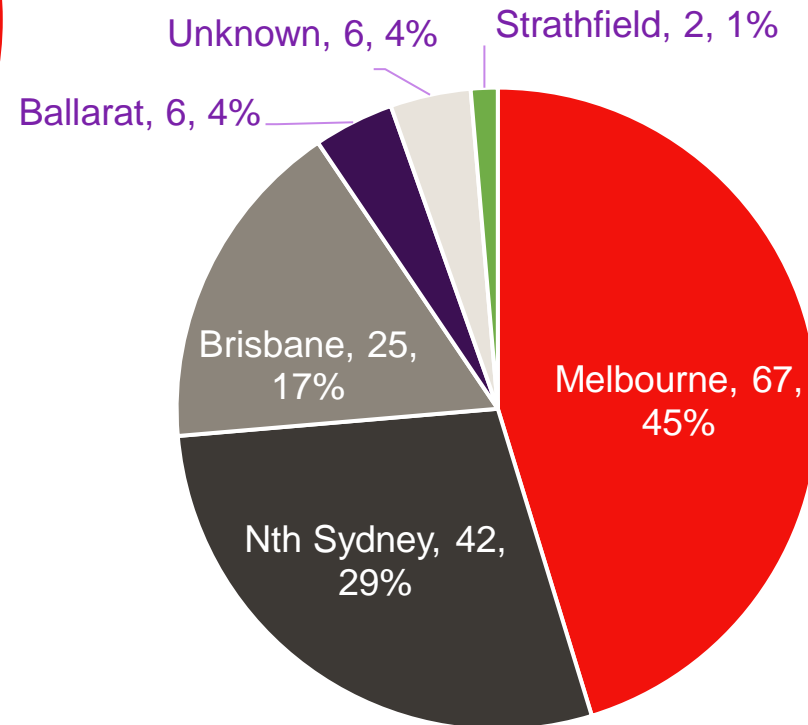
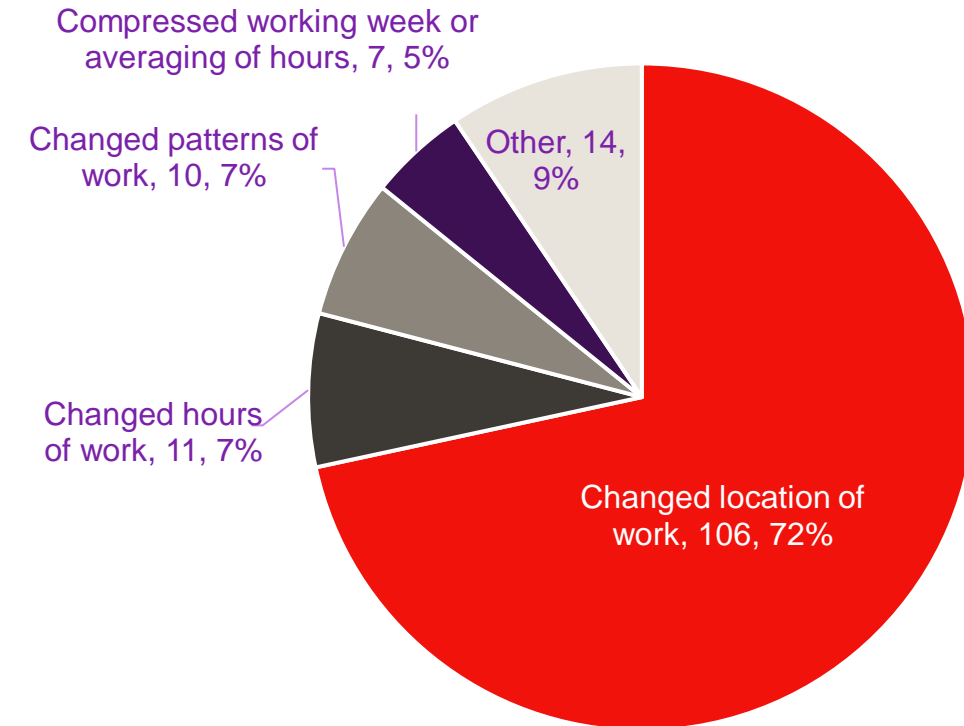
Blended learning – Computers on Wheels (COWs)

# Portfolio Flexible Work Arrangements

## Percentage of Portfolio staff with a FWA



## Approved FWA requests by type



## Approved FWA requests by campus

# Stewardship – *A Portfolio Ethos*

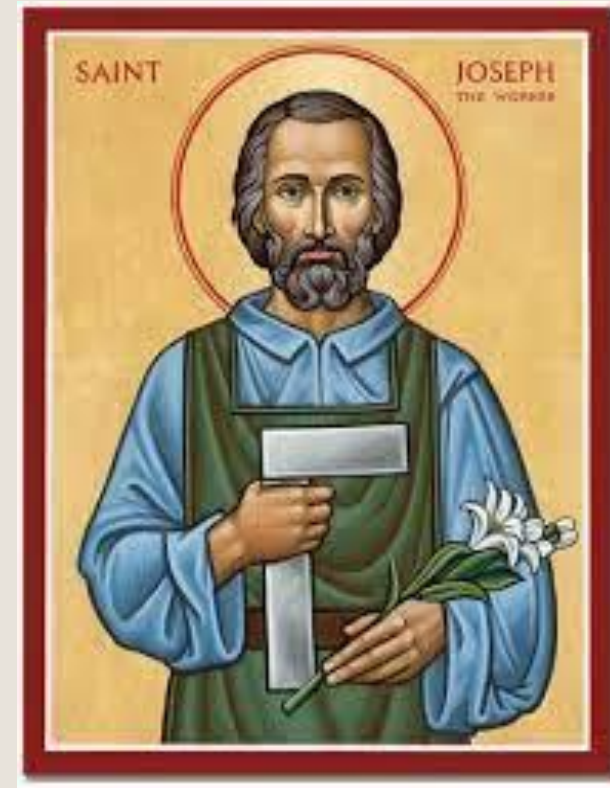
## Poor stewardship



An unjust tyrant who mistreats the local people of the Kingdom subjecting them to unaffordable taxes

[https://en.wikipedia.org/wiki/Sheriff\\_of\\_Nottingham](https://en.wikipedia.org/wiki/Sheriff_of_Nottingham)

## Good stewardship



A steward is someone to whom the assets of someone else are entrusted, and who ultimately makes a return on those assets.

<https://stjoemish.com/stewardship/>

# Capital Projects



Melbourne Campus



Blacktown Campus



Rome Campus



# The Tracks



North Sydney



Strathfield



Brisbane



## Students

- Enrolment: Planning to Completion (EPIC)
- Transforming the Collection for Student Information (TCSI)
- Curriculum Management Approval System - Expand and Enhance (CMAS – E2)
- Credit Management
- Automation

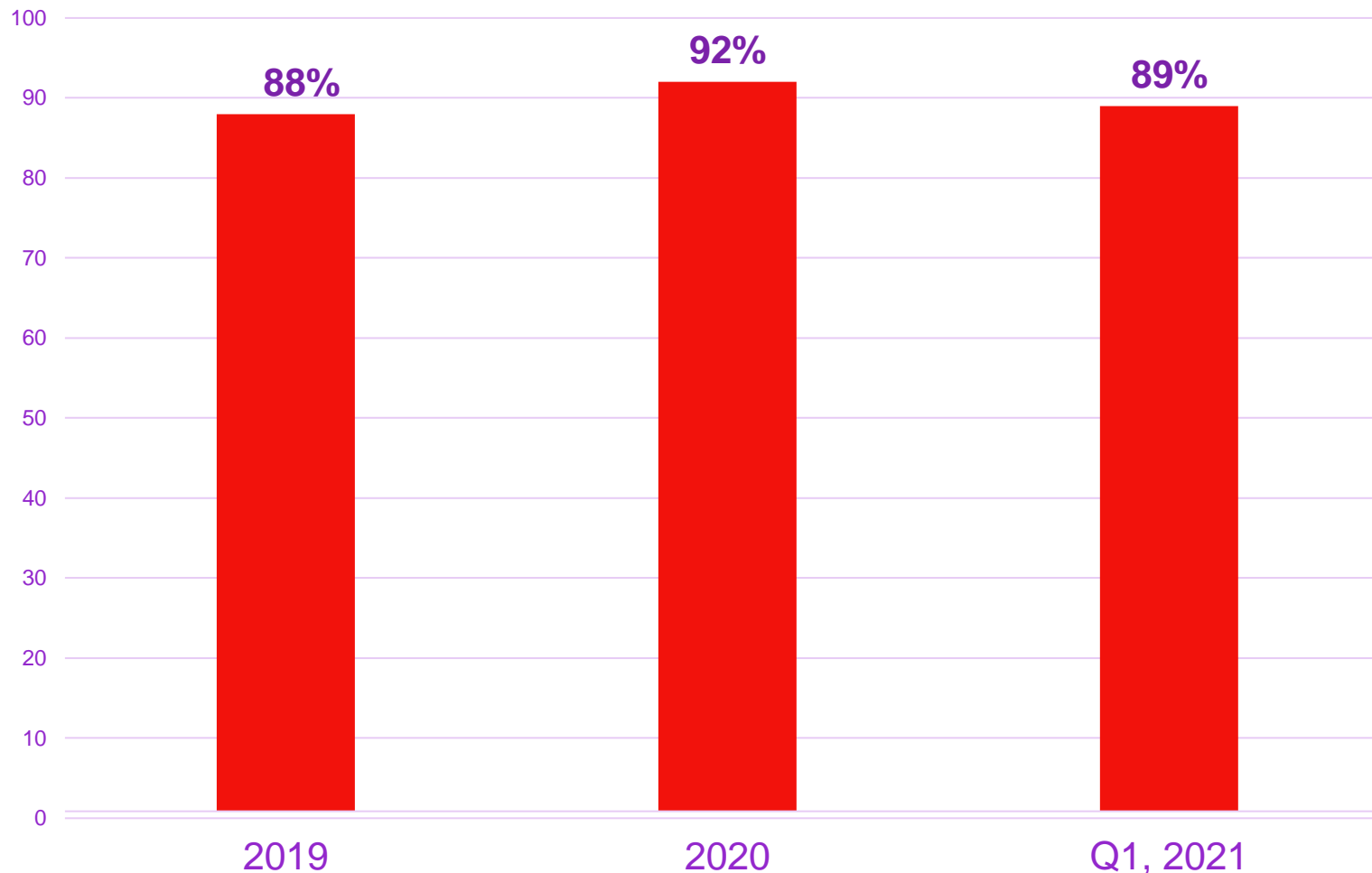
## Staff

- Employee Life Cycle
- HRP 2 – Recruitment
- Identity and Access Management (IDAM)
- Data Strategy
- Records
- Automation



# Service Satisfaction – CSAT for students

CSAT score by Year for overall Students\*

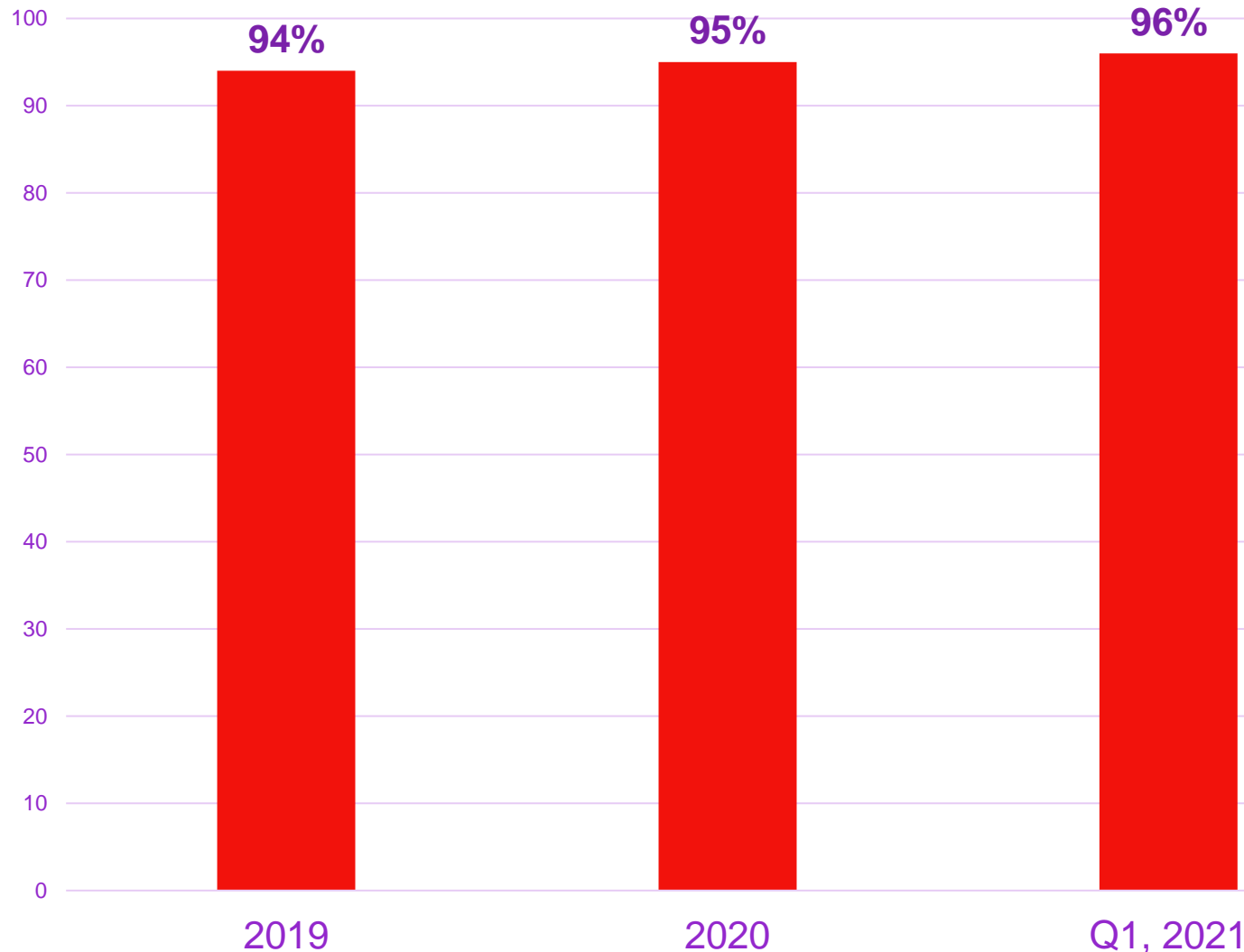


- From May 2019 AskACU and Service Central have adopted ServiceNow as the single method for measuring service satisfaction in real time for each transaction.
- Every piece of feedback is verified and reviewed by AA and SC, and followed up according to the rating.
- **363,119** surveys issued to students through AskACU from May 2019 to March 2021.
- **15,949** survey responses received with overall CSAT score of **90%**
- Average response rate is **4.4%**

\* Overall students includes current, prospective and alumni

# Service Satisfaction – CSAT for staff

CSAT score by Year for Staff\*



- Prior to May 2019, staff service satisfaction was measured inconsistently, periodically and not in real time.
- Overall staff satisfaction across all Portfolio Services in **2015 was at 63%**.
- The Staff CSAT score is representative of the services provided by all Directorates. Services may have been delivered by a specific Directorate or the Service Central team.
- **163,471** surveys issued to staff through Service Central from May 2019 to March 2021.
- **3,644** survey responses received with overall CSAT score of **95%**
- Average response rate is: **2.6%**

\* Staff CSAT is only provided for tickets managed electronically ie portal, email or web form. Doesn't include phone or chat.

# Q&A

**What is your question,  
comment or suggestion?**