



CORPORATE SERVICES CAMPUS CONVERSATIONS

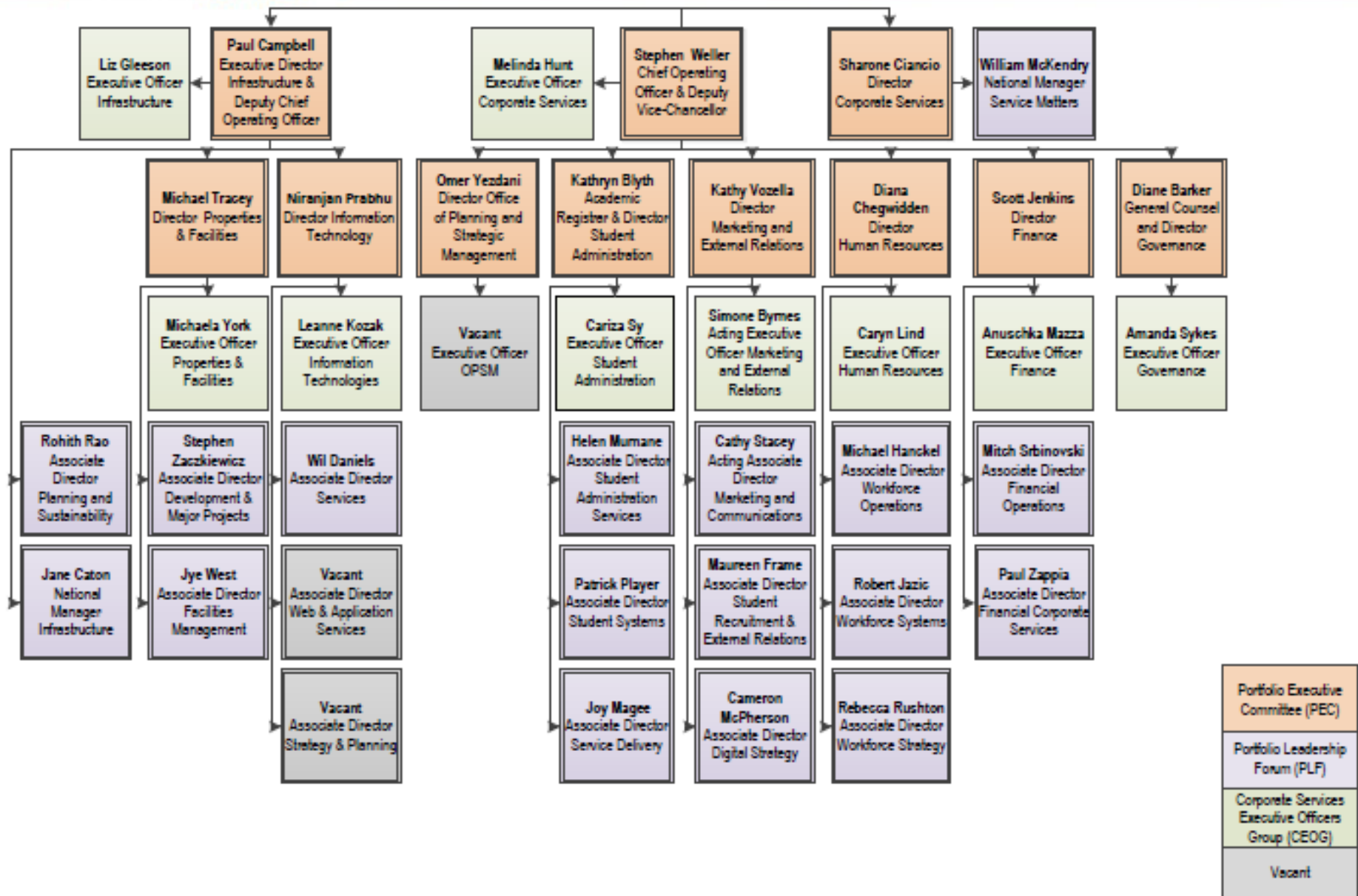
2nd SEMESTER 2016



Overview


1. Corporate Services Function Chart
2. Key Activities
3. Campus Developments & Social Infrastructure
4. Service Excellence and Portfolio Excellence
5. Q & A

Corporate Services Functions



- Portfolio Executive Committee (PEC)
- Portfolio Leadership Forum (PLF)
- Corporate Services Executive Officers Group (CEOG)
- Vacant

Key Activities

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- A photograph of a modern university hallway. In the foreground, a young man with a backpack and a young woman are walking towards the camera. The hallway is well-lit with recessed ceiling lights and features several large, colorful abstract art pieces mounted on the walls. In the background, other students are visible, some walking and some on a staircase.
1. EDRMS & TRIM
 2. Internal Audit
 3. New Finance System
 4. Capability Development
 5. Campus Concierge
 6. Banner & Student Portal
 7. IT Structure & Strategy
 8. Brand & Digital Projects

Strathfield Campus Developments

- New entrance and bus set down
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- An architectural rendering of a campus development. The scene shows a large, paved plaza with a central green lawn area. A new entrance and bus set down area is highlighted, featuring a covered bus stop and a paved walkway. The background includes modern buildings and a green landscape with trees and walkways. The rendering is presented in a top-down perspective.

Strathfield Campus Developments



- Underground car park

North Sydney Campus Developments



- Future Library
- Street Paving Edward & Berry Streets

North Sydney Campus Developments



Ballarat Campus Developments



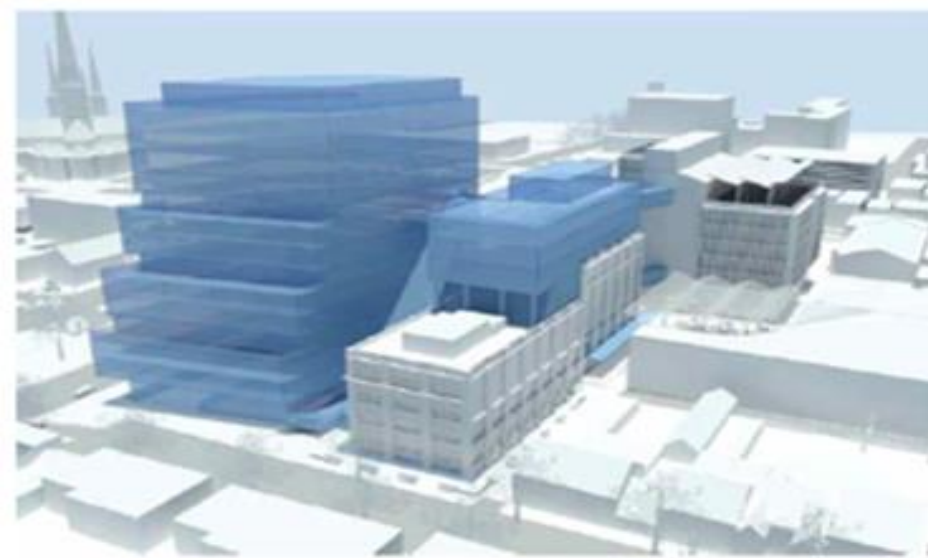
Canberra Campus Developments



Canberra Campus Developments



Melbourne Campus Developments



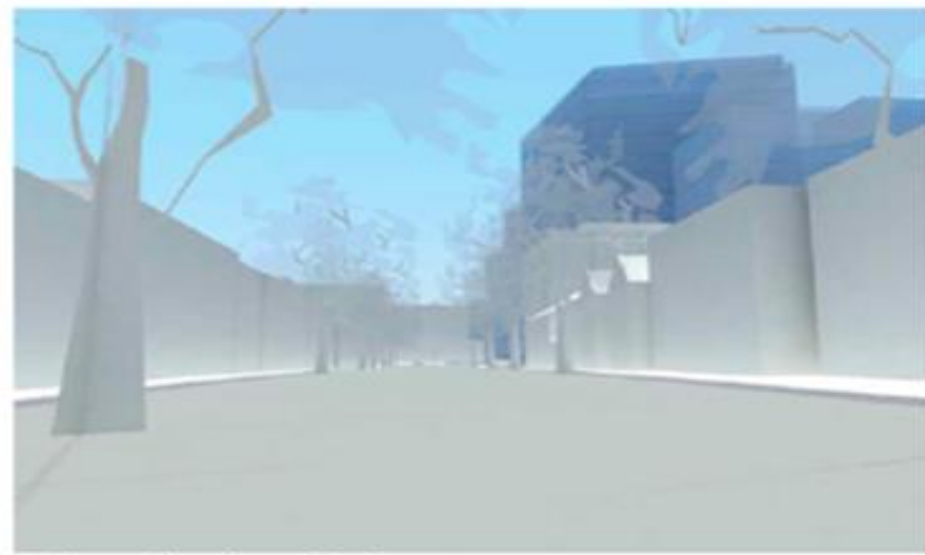
Looking south-west from Napier Street



Looking north-east from Victoria Parade



Looking north-west from Victoria Parade



Looking north up Young Street

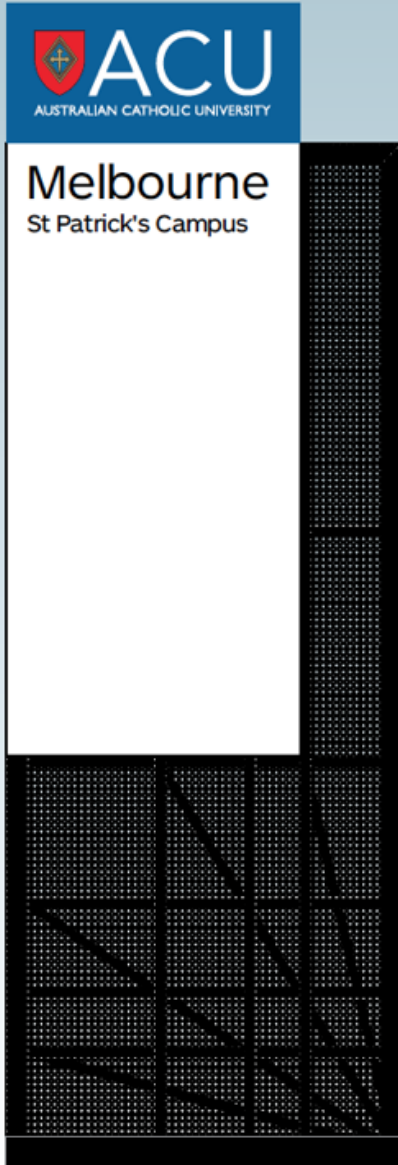
Brisbane Campus Developments



Brisbane Campus Developments



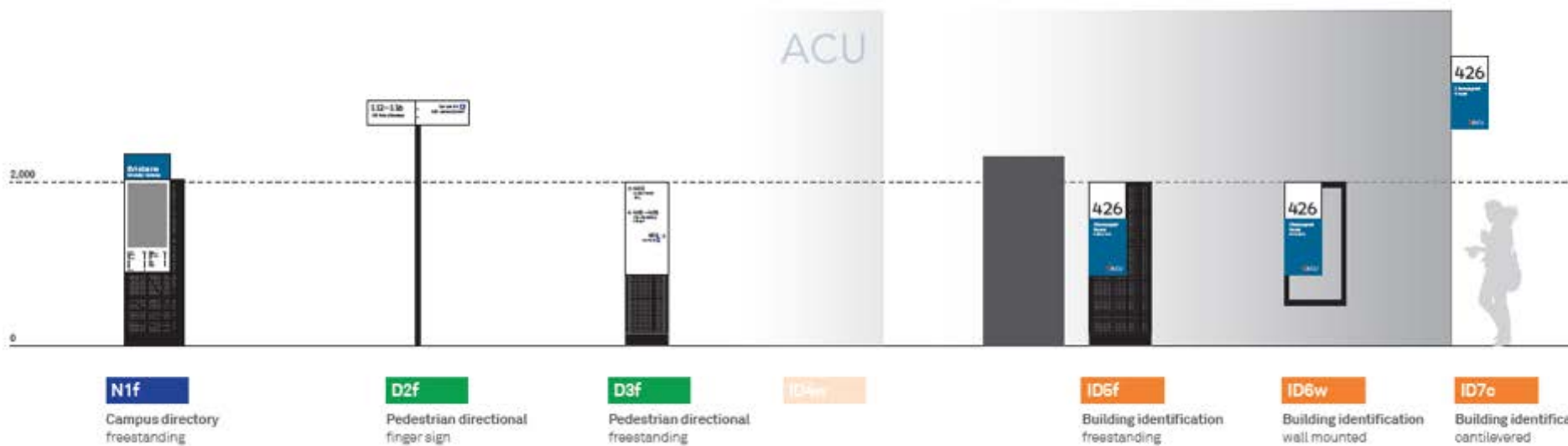
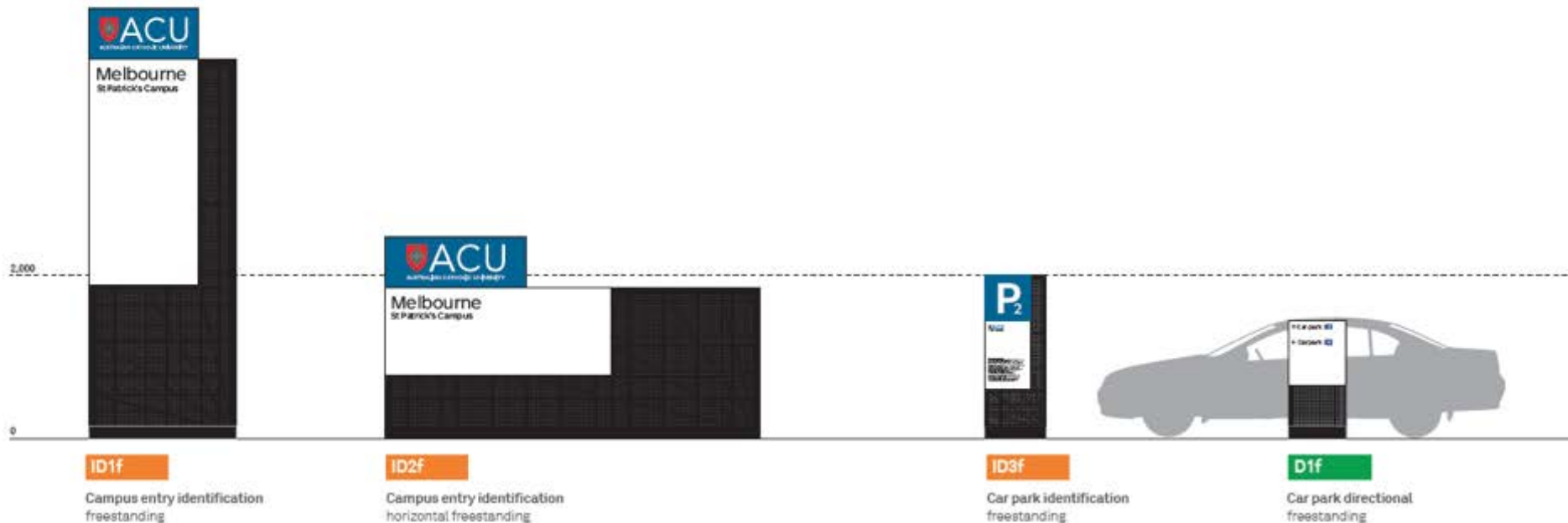
Social Infrastructure



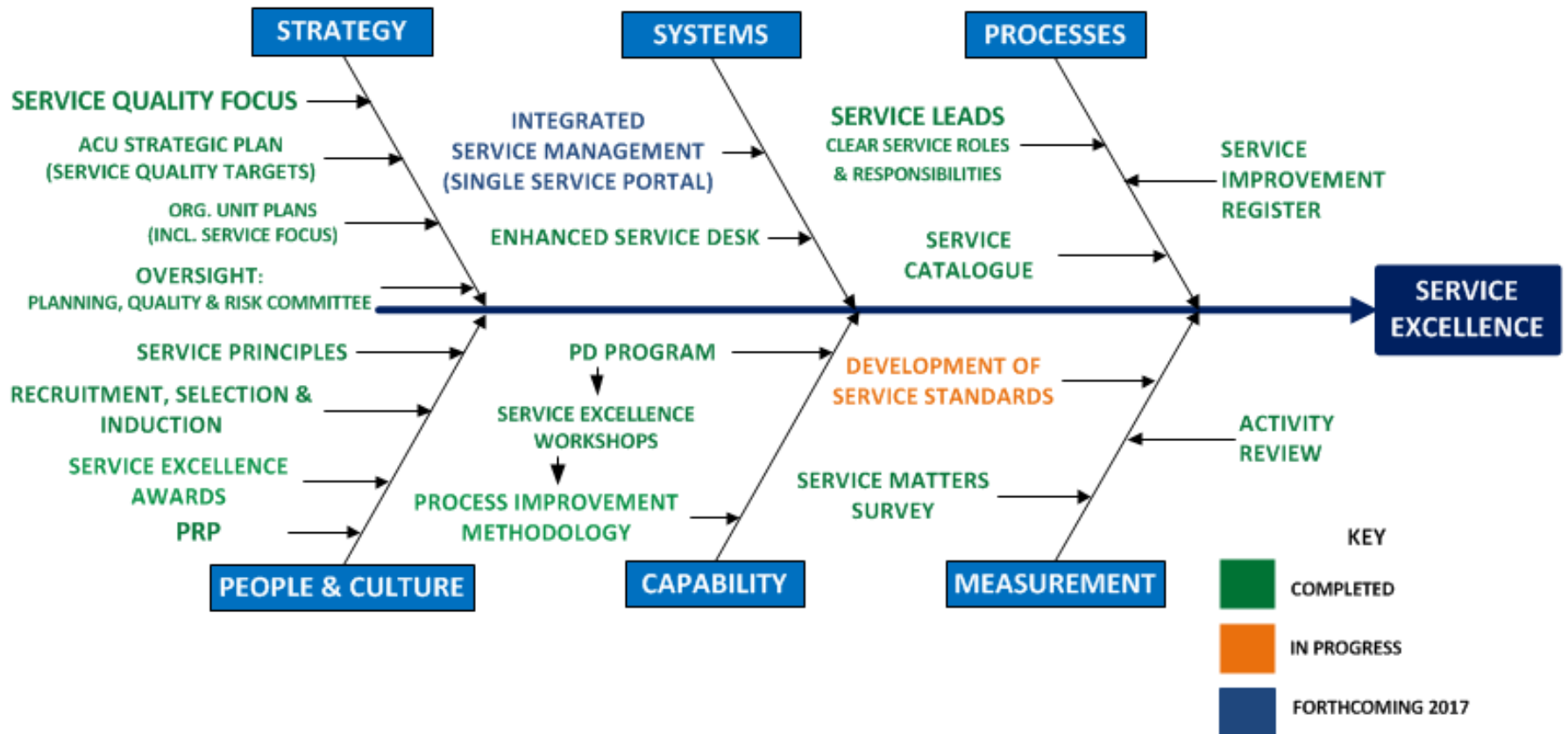
- Signage Project
- Food & Beverage Strategy
- Health & Well-Being
Campus Amenities
- Childcare Services



External Signage Suite



Update on Service Matters



www.acu.edu.au/service-matters

Service Improvements

HR

- HR Service Desk System
- Dedicated Recruitment Service Unit
- On-line Casual Employment System
- Work Health & Safety Audit recommendations **IN PROGRESS**

GOVERNANCE

- Delegation Framework – Operational Review commenced
- Streamline Secretariat Services
- Electronic Document and Records Management System **IN PROGRESS**

MARKETING AND EXTERNAL RELATIONS

- New Student Website Upgrade
- Philanthropy Review and Plan
- Customer Relationship Management
- Website Re-Development
- Branding review

IN PROGRESS



The screenshot displays the ACU Students website interface. At the top, there is a navigation menu with links for Administration, Courses & Units, Services & Support, Student Life & Discovery, Careers & Opportunities, and Campus Information. A search bar is located on the right side of the header. Below the navigation, a large banner image shows two students, a man and a woman, smiling. Overlaid on the banner is a login form with fields for Student ID and Password, and a 'Login' button. A purple call-to-action box on the banner reads 'Voting for 2017 student leaders'. Below the banner, there is a section titled 'Information for current students' with a sub-section for 'Administration'. On the right side of the page, there is a prominent call-to-action: 'Vote for the Photography Competition People's Choice Award'.

Service Improvements

IT

- ✓ Student wireless printing service
- ✓ Upgrade of communications and office automation services
- ✓ Improvements to teaching technology
- ✓ Improved email communications - new DLs
- Expanded, single Self Service portal **IN PROGRESS**

PROPERTIES

- ✓ e-Waste Policy & procedures
- ✓ Room Booking System
- ✓ Concierge Services
- ✓ Access Control Project
- National Service Contracts

IN PROGRESS



Service Improvements

OPSM

- Policy on policy development
- Data Governance Policy
- ACU Project Management Model
- ACU Data Warehouse / Business Intelligence **IN PROGRESS**

FINANCE

- New Procurement Framework
- New Portfolio Management Accountants
- Full Finance training program
- Budget process improvements
- New Finance system **IN PROGRESS**

STUDENT ADMINISTRATION

- Completion of new AskACU Centres
- Conferral and Graduations processes
- Review Tutorial Direct
- Student Appeals and Complaints process **IN PROGRESS**



Portfolio Excellence Conversation

- What could we do to enable an excellent **STUDENT EXPERIENCE**?
- What could we do to enable an excellent **WORKPLACE EXPERIENCE**?



Questions? Comments? Suggestions?



www.acu.edu.au/contact-service-matters