Student and Academic Services: The Policy and Support Environment for Program Directors

Key issues to be covered in this session:
- Assessment Policy and Procedures Manual
- Confidentiality of students’ personal information
- Code of conduct for Students
- Support areas – Campus Central; online resources; Division and SAS
- Elite athletes / performers

What’s in the assessment manual?
Key resource for all academic staff; major policy document you’ll need (2014 version is light blue).
- Assessment principles and requirements (especially the general principles which address workload, feedback and balancing assessment throughout a course) – Section 1
- Course Outline (key document which needs to be available online to all students and which provides information especially about assessment arrangements) – Section 2
- Detailed procedures for examinations; remarking and resubmission; moderation and variation to assessment; final grades and notations; clinical and field placements – Section 5 & 6
- Section about academic integrity (all Schools have an Academic Integrity Officer) – Section 9

Confidentiality of students’ personal information
This is a key policy for the University given the amount of information we collect about students. It is consistent with the Privacy Act and is particularly important in the University given the extensive access staff has to a range of data. If in any doubt please contact SAS for advice. Some examples - police matters, parents, employers etc

Code of conduct for Students
This code was reviewed in 2011 and is promoted to students at the beginning of the year – Posters are in campus central, flyers provided with offers, portal announcements scheduled (Do you know the code, Are you keeping the code). This offers some support especially to academic staff where students might not be behaving appropriately and offers some guidance on how this can be managed.

Support areas
SAS is the central area responsible for academic policies and procedures, legislative compliance, and systems such as Medici, Student Portal, SPlus, Results entry online, etc. Generally SAS responds to complex queries not explicitly covered in academic policies and on campus, Campus Central staff, particularly Team Leaders should be able to direct you to the relevant policies as needed.

SAS manages the student and academic administration schedule of activities and alerts relevant academic staff to these key processes throughout the year; we try and provide this information when you need it.

Campus Central provides key support for academic staff and students with all student administrative processes. School / Program responsibilities are shared across the team of Student Service Advisers ensuring the capacity to provide general advice on a range of administrative services as well as specialist advice for key Schools or Programs.

Useful online resources including program, course and class lists (Students lists and student contact details in the Teaching section of myUniSA); all current policies and guidelines are also on the portal (Management / Governance).

Division offices
Each Division office has an academic administration team for issues like credit arrangements, admissions, program and course approval and amendment etc.

Elite athlete / elite performers program
In 2004, the University was endorsed by the Australian Sports Commission as an Elite Athlete Friendly University. Students that qualify for the program are entitled to additional flexibility and support where appropriate to allow them to manage their commitments and succeed with both their studies and chosen field of sport / performance.

Allan Tabor
Director: Student and Academic Services (SAS) – allan.tabor@unisa.edu.au