Frequently asked questions

1. I’ve just been appointed as a Course Coordinator, what are the first things I should do?  
2. Who should I get to know?  
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<th>Question</th>
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<th>Further information</th>
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| 1. I've just been appointed as a Course Coordinator, what are the first things I should do? | When first appointed as Course Coordinator you should:  
- discuss the course and its relationship to other courses within the program with the Program Director  
- obtain a copy of course statement and previous course outline  
- check that the correct Course Coordinator name and course offerings are recorded in Medici. | • Program Director  
• School Manager  
• School Medici contact  
• Program and course information brochures |
| 2. Who should I get to know? | Relationships should be established with:  
- Program Director and Year Coordinator (if applicable)  
- Members of the teaching team  
- School administrative staff  
- Divisional Academic Library Service  
- Teaching Innovation Unit  
- Student Engagement Unit  
- Campus Central Team Leader  
- Students enrolled in your course  
- Local leaemony advisor (Technology Enhanced Learning Team).  
- Divisional (local) Academic Developers | • Program Director  
• School Executive Officer or School Manager  
• Academic Library Services teams  
  w3.library.unisa.edu.au/About/contacts/als.aspx  
• Teaching Innovation Unit  
  w3.unisa.edu.au/current-students/index.html  
  • Divisional Academic Developers -  
  w3.unisa.edu.au/academicdevelopment/contact/whoweare.asp  
• Student Engagement Unit  
  w3.unisa.edu.au/studentengagementunit/index.html  
• Campus Central  
  w3.unisa.edu.au/campuscentral/contact.asp  
• Students enrolled in course  
  https://my.unisa.edu.au/staff/Portal/myTeaching/StudentLists/StudentCourseLists.aspx |
| 3. What policies and procedures do I need to know about? | You should to be aware of the following:  
- Assessment Policies and Procedures Manual  
- Codes of Good Practice  
- Confidentiality of student information  
- Students with disabilities  
- Copyright. | • Policies and Procedures website  
  w3.unisa.edu.au/policies/default.asp  
• Assessment Policies and Procedures Manual  
• Codes of Good Practice  
  w3.unisa.edu.au/policies/codes/goodprac.asp  
• Confidentiality of students’ personal information  
  w3.unisa.edu.au/policies/academic/A46.asp  
• Students with disabilities  
  w3.unisa.edu.au/policies/policies/corporate/C07.asp  
• Copyright  
  w3.unisa.edu.au/copyright/ |
4. **What should I know about UniSA information systems?**

You are encouraged to familiarise yourself with the following systems:

- **BI Reporting and BI Hub**
- **MyUniSA (Staff Portal)**
  - My Teaching
  - My Courses
  - Student Course List
- **Program and Course Management System (PCMS)** is a central repository for all Programs and Courses offered by the UniSA.
- **Course Outline**
- **Learnonline** is UniSA's primary environment for delivering and engaging students with online teaching and learning, it includes:
  - Course Site
  - Assessment and Gradebook
  - Turnitin
  - Lecture Recording System
  - ePortfolio
  - Virtual Classroom
  - myCourseExperience
  - Analytics Dashboards
- **Result Entry.**

The Learning and Teaching Unit’s Technology Enhanced Learning Team, local IT support and administrative staff in your School can provide assistance with the above systems.

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<tr>
<th>4. What should I know about UniSA information systems?</th>
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<tbody>
<tr>
<td>You are encouraged to familiarise yourself with the following systems:</td>
<td>- BI Hub <a href="https://sp14teamsites.unisa.edu.au/sites/bip/bihub/SitePages/Home.aspx">https://sp14teamsites.unisa.edu.au/sites/bip/bihub/SitePages/Home.aspx</a></td>
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<tr>
<td>- MyUniSA (Staff Portal)</td>
<td>- MyUniSA (Staff Portal) <a href="https://my.unisa.edu.au/staff/Portal/Home.aspx">https://my.unisa.edu.au/staff/Portal/Home.aspx</a></td>
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<td></td>
<td>- Student Course List <a href="https://my.unisa.edu.au/staff/Portal/myTeaching/StudentLists/StudentCourseLists.aspx">https://my.unisa.edu.au/staff/Portal/myTeaching/StudentLists/StudentCourseLists.aspx</a></td>
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### Quick-Guide for Course Coordinators

#### FREQUENTLY ASKED QUESTIONS

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<th>5. What University, school and division timelines should I know about?</th>
<th>You should be aware of dates such as:</th>
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<tr>
<td>• School dates (e.g. regular School meetings).</td>
<td>• Student and Academic Services key dates and timetables <a href="http://www.unisa.edu.au/Student-Life/Support-services/Student-administration/Academic-calendars/">http://www.unisa.edu.au/Student-Life/Support-services/Student-administration/Academic-calendars/</a></td>
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<th>6. What are my responsibilities in relation to print and electronic course documentation?</th>
<th>Responsibilities include:</th>
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<tr>
<td>• Developing course outline using the online Course Outline System</td>
<td>• Course Outline System <a href="https://my.unisa.edu.au/staff/courseoutline/">https://my.unisa.edu.au/staff/courseoutline/</a></td>
</tr>
<tr>
<td>• Liaising with the Learning and Teaching Unit regarding the development and maintenance of online teaching materials via the course home page.</td>
<td>• Readings &amp; Study Guide Templates <a href="http://w3.unisa.edu.au/academicdevelopment/design/materials.asp#templates">w3.unisa.edu.au/academicdevelopment/design/materials.asp#templates</a></td>
</tr>
<tr>
<td>• Liaising with Unibooks and the Library regarding textbook supply.</td>
<td>• Technology Enhanced Learning assistance for staff at Learning and Teaching Unit <a href="http://w3.unisa.edu.au/tel/">w3.unisa.edu.au/tel/</a></td>
</tr>
<tr>
<td>• Liaising with Document Services or appropriate school administrative staff regarding printing and photocopying e.g. production of readers.</td>
<td>• Guidelines for producing printed learning resources <a href="http://w3.unisa.edu.au/academicdevelopment/design/resources.asp">w3.unisa.edu.au/academicdevelopment/design/resources.asp</a></td>
</tr>
<tr>
<td>• Liaising with Document Services or appropriate school administrative staff regarding printing and photocopying e.g. production of readers.</td>
<td>• Unibooks <a href="http://w3.unibooks.com.au">w3.unibooks.com.au</a></td>
</tr>
<tr>
<td>• Liaising with Document Services or appropriate school administrative staff regarding printing and photocopying e.g. production of readers.</td>
<td>• Copyright @ UniSA <a href="http://www.unisa.edu.au/about-unisa/governance-and-management-structure/copyright-at-unisa/">http://www.unisa.edu.au/about-unisa/governance-and-management-structure/copyright-at-unisa/</a></td>
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<th>7. What are my responsibilities in relation to quality assurance and evaluation?</th>
<th>Responsibilities include:</th>
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<tr>
<td>• Ensuring that the course is evaluated each time it is taught using tools such as the Course Evaluation Instrument (CEI)</td>
<td>• Evaluation of programs, courses and teaching <a href="http://w3.unisa.edu.au/academicdevelopment/evaluation/default.asp">w3.unisa.edu.au/academicdevelopment/evaluation/default.asp</a></td>
</tr>
<tr>
<td>• Reporting on processes and outcomes</td>
<td>• Assessment resources from the Learning and Teaching Unit <a href="http://w3.unisa.edu.au/academicdevelopment/assessment/default.asp">w3.unisa.edu.au/academicdevelopment/assessment/default.asp</a></td>
</tr>
<tr>
<td>• Ensuring assessment practices are consistent with University policies and procedures and Code of good practice: principles of student assessment</td>
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*University of South Australia  February 2017*
8. What are my responsibilities in relation to the teaching team?

Responsibilities in relation to the teaching team include:
- Human resources management and administration, in collaboration with the Program Director or Head of School, including
  - recruitment
  - induction
  - supervision and performance development and management of sessional staff
  - managing workload allocations
  - organising guest lecturers or workshops
- Team meetings and communication
- Ordering of materials and resources required by the teaching team

- Program Director
- Head of School / Associate Head of School
- School Manager
- School CAS (Casual Administration System) Administrator
- Division HR Manager/Officer
- Online Casual Administration [http://i.unisa.edu.au/cas](http://i.unisa.edu.au/cas)

9. What are my responsibilities in relation to student support?

Responsibilities regarding student support include:
- Ensuring students understand course requirements e.g. class attendance
- Providing academic counselling for individual students and referring to support services (e.g. Learning and Teaching Unit) and/or Program Director when required
- Student Referrals (including e-referral). Students can be referred to the LTU when you are concerned about:
  - their academic progress, or for language and learning support
  - their well-being or health, including mental health, a disability or medical condition that may be impacting their study

10. What are my responsibilities in relation to student assessment?

Responsibilities regarding student assessment include:

- Adherence to Assessment Policies and Procedures Manual
- Notifying students about procedures for submission and return of assignments, such as the use of Learnonline gradebook.
- Discussing assessment procedures with the teaching team, including moderation
- Results entry
- Examinations and supplementary examinations/assessments
- Participation in academic review processes
- Reporting of suspected academic misconduct to Head of School

- School Timetable Officer
- Assessment Policies and Procedures Manual

11. What are my responsibilities in relation to timetabling and scheduling?

Responsibilities may include:

- Input regarding timetabling/scheduling
- Making room bookings for meetings, etc.

Assistance can be provided by school timetabler. For meeting room bookings contact FM Assist.

- School Timetable Officer
12. **What are my responsibilities in relation to the start and the end of each study period?**

Responsibilities at the beginning and end of study period include:
- Correct information in Medici
- Course mediums established/maintained
- Organisation of assessment activities and associated grade entry.

Important dates available at Student and Academic Services website.


13. **What are my responsibilities in relation to fieldwork/clinical placements? (if applicable)**

Fieldwork/clinical placement responsibilities could include:
- Organising student placements in collaboration with the Clinical Coordinator or Field Placement Officer
- Support and professional development for clinical/field placement supervisors
- Informing students of clinical/field placement requirements (eg uniforms, name badges, police checks and vaccinations)


14. **What support can I get from school administration?**

Queries/issues regarding administration can be directed to:
- School Manager
- Administrative Officers

- School Manager
- Program Director

15. **What support can I get from Teaching Innovation Unit (TIU)?**

Support from Teaching Innovation Unit can include:
- Learning Advisers and Online Education Support
- Academic Development staff
- Technology Enhanced Learning team

**Quick-Guide for Course Coordinators**

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| 16. What support can I get from the Student Engagement Unit (SEU)? | The SEU provides a wide variety of services and resources to enhance the university experience of all students at UniSA including:  
- study support,  
- counselling and wellbeing services,  
- career and employment advice  
- and a range of extracurricular activities such as UniSA Sport.  
The SEU also offers specialised services for students with disabilities or medical conditions, international students and Aboriginal & Torres Strait Islander students.  
Students can be referred to the SEU when you are concerned about:  
- their academic progress  
- their well-being or health, including mental health, a disability or medical condition that may be impacting their study  
- You can save the eReferral form in your portal page for easy access  
Academic advisors are available on each of our campuses to provide advice and support and connect students with key services. |
| 17. What support can I get from the Library? | Each division and research concentration has a team of librarians who are able to:  
- identify, design and deliver training and resources to support the Division's teaching, learning and research activities  
- ensure that academic programs are supported by appropriate information resources, e.g. databases, journals, books  
- help academic staff keep up to date with electronic information products in their area of specialisation  
Other library services include:  
- High demand collection including books, recommended reading (articles and chapters), exam papers, solutions, and audiovisual items  
- Access to digitised readings via the Library catalogue and provision of URLs to embed readings into course homepages  
- Borrowing from other libraries |
| 18. What support can I get from Campus Central? | As the frontline team for the Student and Academic Services Unit, Campus Central provides a one stop shop' information for student enquiries. Campus Central helps Course Coordinators and students with many processes including Academic review, eligibilities, policy advice, deferred and special consideration exams, and enrolments. |
| 19. What professional development opportunities are available to Course Coordinators? | The following can assist with professional development:  
- Head of School/Program Director |

Student Engagement Unit -  
w3.unisa.edu.au/studentengagementunit/index.html

Services, supports & enablers:  
- Referring Students  
- Current Students Website  
- Career Service  
- Disability Services  
- Study Support  
- Counselling, Health and Wellbeing  
- International Student Support  
- Wirringka Student Services

Library support for staff: http://www.library.unisa.edu.au/teaching-staff/
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<td>• Division HR Manager/Officer</td>
<td>• Development Program for Academics <a href="https://www-p.unisa.edu.au/hrm/workshops/developmentforacademics.asp">https://www-p.unisa.edu.au/hrm/workshops/developmentforacademics.asp</a></td>
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<td>• Learning and Teaching Unit</td>
<td>• Library programs for staff <a href="http://www.library.unisa.edu.au/teaching-staff/">http://www.library.unisa.edu.au/teaching-staff/</a></td>
</tr>
<tr>
<td>• Human Resources Unit’s Development Program for Academics</td>
<td>• Various areas of the University offer face-to-face workshops via RegisterIT: <a href="https://my.unisa.edu.au/internal/registerit/staff-registrations.asp">https://my.unisa.edu.au/internal/registerit/staff-registrations.asp</a></td>
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