

## Report on Feedback & Suggestions for Improvement - 2008/2009

Students and staff provided their feedback and suggestions for improvement on a range of issues, including University policy and the provision of University services, programs and facilities via e-mails sent to [suggestions@adelaide.edu.au](mailto:suggestions@adelaide.edu.au).

Staff at Student Policy and Appeals accessed these e-mails and details of suggestions were forwarded to the relevant areas for a response and/or actioning as required. Feedback and comments were used by areas to improve student experience of service delivery and to address any issues that adversely impacted on the learning and recreational environment of the University. Staff in Student Policy and Appeals provided each individual who contacted them with a response to their suggestions.

All contributions were treated in the strictest confidence and no information about the identity of those sending emails was communicated to the areas concerned.

### Overview

The issues raised through the Student Policy and Appeals Suggestions box during 2008 and 2009 covered a wide range of topics with no one overriding theme emerging. E-mails ranged from students wanting to clarify or improve policy, to those wanting to enhance the University's landscape. None of the suggestions received were frivolous, and all appeared to show a genuine desire to promote improvement in relation to University policy, services and environs.

Two e-mails were received from what appeared to be students who were using their private e-mail addresses. Both wished to enquire about making a formal complaint about the quality of teaching staff at the University. They were given information on the University's complaints policy and procedures, but no further action was taken. Neither individual had identified the specific academic area involved, nor could there be any certainty that they were enrolled at the University, as they had not used their student e-mail when contacting Student Policy and Appeals. Their enquiries have been included in this report because they were sent to Student Policy and Appeals via the Suggestions e-mail. The normal channel for such enquiries is usually through phone calls or e-mails to individual staff members in Student Policy and Appeals.

Date	Program	Suggestions made	Area notified	Response/resolution
08/02/2008	NA	Develop a language inclusive guide for use at the University (based on Flinders University model)	Human Resources	The student was informed that there were Non-Discriminatory Language Guidelines that had last been updated on 16 February 2007. They were removed from the University's

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				website in August 2008, and are currently in the process of being reviewed.
03/03/2008	Bachelor of Arts	The need for more course readers to be printed so that no student misses out on obtaining a copy	Image and Copy Centre HUMSS	Investigation revealed that there were sufficient course readers on the shelf and the student probably had not looked in the right place. One reader was kept aside to ensure that the student did not miss out, although this did not prove to be necessary, as she managed to secure a copy from the shelves. This issue however, did highlight the possibility that the Image and Copy Centre might run out of course readers. The School involved responded to this issue by ensuring that copies of all its course readers were available in the Library.
04/03/2008	NA	Plant trees on the Hughes Plaza to provide shade and install more benches to make it a more interesting and pleasant environment. Plant tree in the grasses area below the Napier, next to Engineering, to provide more shade.		The Hughes Plaza will be undergoing major development in 2010 to create the new Student Hub and it is anticipated that most of the area will be enclosed, but that there will also be changes to landscaping surrounding these buildings. However, it will be impossible to grow trees on the Hughes Plaza as the Barr Smith Library is situated beneath it and the roots would have an adverse effect on infrastructure.
11/03/2008	Languages	Provide better signage around the University to improve navigation for students, especially those who are cross-institutional.	HUMSS	Staff from HUMSS undertook to send maps of the North Terrace campus to students in their enrolment packages so that they will have a point of reference when they begin their navigation of the University.  The Way Finding Project is an initiative to provide new signs around the campus. All

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		Better inform students about the terms of entry into beginners' classes, so that those with a TER above a certain ranking know that they cannot enrol in a beginners' class.		<p>buildings fronting onto North Terrace have new signage and it is anticipated that the rest will follow throughout 2008/2009.</p> <p>Normally, students are provided with written information at pre-enrolment talks and during orientation regarding the TER requirement for the various levels of language classes. Staff in the academic area agreed to add this information to the language handbook, for the benefit of cross-institutional students (and any other students) who do not attend these sessions.</p>
8/04/2008	NA	Enquiry about policy that addresses students selling goods on ebay via their student e-mail account.	Student Policy & Appeals	<p>The student was directed to read the IT Acceptable Use Policy (now the IT Acceptable Use and Security Policy at <a href="http://www.adelaide.edu.au/policies/2783/">http://www.adelaide.edu.au/policies/2783/</a>) If the breach of this policy is deemed to be very serious then further action is taken under the conduct provisions of the University of Adelaide Collective Agreement 2006-2008 at <a href="http://www.adelaide.edu.au/hr/conditions/ca/">http://www.adelaide.edu.au/hr/conditions/ca/</a> in the case of a staff member; or under the Rules for Student Conduct at <a href="http://www.adelaide.edu.au/policies/33/">http://www.adelaide.edu.au/policies/33/</a> If the IT abuse involves the possibility of criminal behaviour, the matter is referred to the SA Police (SAPOL).</p>
10/04/2008	NA	Excessive noise in the Overseas Students' Association's lounge which was impacting on the computer suite next door	Student Services Adelaide University Union	The AUU was contacted and reported that the OSA would be relocated to another area and the computer suite would be extended. In the meantime, the AUU undertook to request that OSA Lounge users to keep the level of

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				noise to a minimum.
12/04/2008	TESOL Certificate IV	Insufficient academic support for students struggling who have had not previous teaching experience.	Professional and Continuing Education	The student was invited to make a formal complaint, but none was forthcoming. Staff in the area concerned were contacted and made aware of the student's concerns. Some had dealt with him before and were willing to discuss the matter with him, but the student did not pursue the matter.
31/07/2008	Master of Commerce	Enquiry about how to ensure that course materials are available at the beginning of the course	Student Policy and Appeals	The Student was advised to speak to staff in the Business School regarding the disadvantage for students beginning their course without the required course materials, which were late in being produced and distributed to students. This is the first stage in resolving a concern under the student Complaints Policy at <a href="http://www.adelaide.edu.au/policies/100/">http://www.adelaide.edu.au/policies/100/</a> The student was advised to read the policy, so that he would understand the procedures that would need to be followed in each stage of resolution, should he encounter any difficulty in being unable to reach a suitable outcome following his discussion with the area involved.
16/08/2008	NA	Food being consumed in the computer suite in the George Murray Building	Information Technology Services (ITS) Security	ITS was contacted and requested that Security increase its monitoring of the computer suite by visiting it during the day time as well as at night time to try to reduce breaches to the rules for computer use.
10/11/2008	NA	Staff in Student Policy and Appeals were alerted to the issue of the men's bathroom on the first floor of Security	Property Services	The student was advised to inform staff on the reception desk on Level 1, Security House, as North Terrace Maintenance did not

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		House, where the urinal had broken down a month ago and posed a health risk to anyone who used it.		have responsibility for this bathroom. A private company was responsible for managing the building and needed to be informed of the problems with the urinal.
21/11/2008	NA	Request for subsidised parking for students near the North Terrace campus	Student Policy and Appeals	<p>The student was informed that there has never been a cost-effective model developed for student car parking on the North Terrace campus, and the University simply could not justify the considerable expenditure necessary to provide or subsidise parking for all students.</p> <p>The only options for parking are those near the University (especially along the Torrens, with the maximum period on many meters now extended from 8 to 10 hours), or nearby parking stations.</p> <p>Some people park their cars in parking stations or meters on the fringe areas of the city, and then bike into Uni, or catch a bus or tram.</p> <p>The car park above Target on the corner of Pulteney and Rundle Streets gives a discount on parking rates to Adelaide University students and staff, who are required to show their student/staff University card when paying on the way out.</p>
27/03/2009	NA	Enquiry about lodging a complaint concerning the poor quality of teaching staff at the University	Student Policy & Appeals	<p>The student was advised that he had two options:</p> <ol style="list-style-type: none"> <li>1. Send his query to <a href="mailto:suggestions@adelaide.edu.au">suggestions@adelaide.edu.au</a> and</li> </ol>

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				<p>staff at Policy and appeals can obtain a response directly from the people concerned, or from the relevant course coordinator(s) or Head of Discipline or Head of School, as appropriate. The student was assured that his confidentiality would be maintained.</p> <p>2. 2. A formal complaint could be made according to the procedures in the Student Complaints Policy at <a href="http://www.adelaide.edu.au/policies/100/">http://www.adelaide.edu.au/policies/100/</a></p> <p>The student was also encouraged to seek independent advice from the Education and Welfare Officers (phone: 8303 5430; e-mail: <a href="mailto:studentcare@adelaide.edu.au">studentcare@adelaide.edu.au</a>; location: Lady Symons Building</p>
18/04/2009	NA	Provision of a 'stigma free' place for students with mental illness (i.e. provide a place where students can feel comfortable and where they will not have other students look at them or be overstimulated by crowds, which could occur in refectories and other eateries)	Student Policy and Appeals	Initially, the student used a private e-mail address that was found in the Spam folder. She was asked to provide her student e-mail account. She responded to say that she was actually enrolled at Flinders University, but thought her idea of providing a facility for students experiencing mental illness was one worth sharing with many universities. She was thanked for her suggestion and told that her ideas would be given serious consideration.
29/06/2009	NA	Request for acceptance of scanned documents for student admission into postgraduate research programs	Adelaide Graduate Centre	The University considers the practice of requiring students to provide original documents or certified copies of originals to be both necessary and equitable. The

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				<p>requirement is designed to prevent the possibility of applicants being admitted to the University on the basis of fraudulent (scanned and doctored) qualifications, as has happened recently in some UK universities. This process thereby ensures that equitable consideration is given to all applicants, and that all offers are solely based on genuine merit.</p>
12/08/2008	NA	Enquiry about lodging a complaint concerning the poor quality of teaching staff at the University		<p>The student was informed that he could lodge a formal complaint under the procedures outlined in the Student Complaints Policy (available at <a href="http://www.adelaide.edu.au/policies/100">http://www.adelaide.edu.au/policies/100</a>) or the Fair Treatment Policy (available at <a href="http://www.adelaide.edu.au/policies/1363/">http://www.adelaide.edu.au/policies/1363/</a>), depending on the nature of the complaint.</p> <p>He may wish to obtain independent advice on the options available to him from an Education and Welfare Officer (EWO). You can make an appointment with an EWO by contacting Student Care: Email - <a href="mailto:studentcare@adelaide.edu.aum">studentcare@adelaide.edu.aum</a> or Phone - 83035430. EWO services are free of charge to students of the University.</p> <p>If email is used to lodge a complaint, students need to use their student email account, to verify their student status.</p>
09/09/2009	NA	Enquiry about intellectual property and student's rights in posting their assignments on their own personal websites	ARI	<p>The student was informed that the University's Intellectual Property Policy at <a href="http://www.adelaide.edu.au/policies/1263/">http://www.adelaide.edu.au/policies/1263/</a> states:</p>

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				<p>"19 Ownership of IP: the general rule 19.1 Students own the IP in their work: 19.1.1 unless they have signed an agreement varying their ownership rights; and  13 19.1.2 to the extent that their work does not incorporate IP belonging to the University, or another entity."  Consequently, he was advised that unless he had signed an agreement with the University or a sponsor regarding the intellectual property of the work he had produced, he was at liberty to display it anywhere he liked and to share it with whomever he liked.</p>
16/09/2009	NA	Request for December graduations to be reinstated.	Student Policy and Appeals Graduations	<p>The student registered dissatisfaction that, according to him, international students were disadvantaged by the University's decision to discontinue December graduations. He was informed of a number of options that were available to him (i.e.</p> <ol style="list-style-type: none"> <li>1. They can travel home when they complete their studies and apply to have their parchment posted to them 3 weeks after the ceremony in April 2010; or</li> <li>2. They can apply for a tourist visa to come back in April to attend the ceremony. The International Student Centre, upon request, provides letters of support for students to attach to their applications for visas; or</li> <li>3. They may wish to attend the graduation</li> </ol>

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				<p>ceremony/s in Singapore on Saturday 20 March 2010. For a number of our international students, it is often cheaper and more convenient to attend the ceremony in Singapore than pay the cost of coming back to Australia. The Graduations website is in the process of being updated to reflect the information on this.</p> <p>The student was referred to the Student Complaints Policy if he wished to pursue the matter further.</p>