

ARTS



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Up From the Ashes

Grow the Roses of Success

Using SharePoint to make a positive difference

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Background

- The Faculty of Arts
- 5250 EFTS (Equivalent Full Time students)
- 4 Schools
- 246 Academic staff
- 93 Professional Staff, down from 120 Pre restructuring
- Flattened administration structure All professional staff report directly or indirectly to the Director of Faculty Operations. No professional staff report to academics



Faculty Administrative Review (FAR)

- Centrally initiated and directed
- Applies to all Faculties at the UoA
- Goals:
 - 1. Provide clear and meaningful career pathways for professional staff.
 - 2. Streamline and standardise roles and processes across faculties to increase efficiency and service delivery.
 - 3. Provide consistent and strengthened support for academic heads.
 - 4. Strengthen our professional staff leadership capability.
 - 5. Enable the organisation to more readily adapt and change.
 - 6. Reduce costs
- Staff Impacted late 2014



Initial response

- Uncertainty at what lies ahead
- How will we cope with less staff
- Academics expect same level of service



Setting up SharePoint Group

Developed a business plan based upon

- 1. Providing development for staff
- 2. Providing better service to staff
- 3. Speeding up processes
- 4. Providing a positive focus after disruption
- 5. Preparing staff for digital age



Getting started

- 1. Hired a SharePoint technician
- 2. Set up the team
- 3. Received basic training in process analysis
- 4. Set up project structure
- 5. Some principles
- 6. Project Tracking



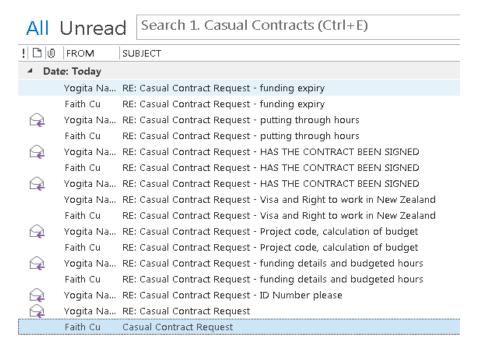
The First Processes

- Within Group Services
 - Area with the highest reduction in staff
- Consistency of practice
 - Streamlining so that we could easily cover each other
- Coming together with ideas to alleviate effects of change



The First Process - Casual Contracts

- Unnecessarily long turnround times
- Response from Academics
- Improvements for staff





Access Cards and Keys

- Identified as high volume with a lot of double-handling
- Moving towards a change in Faculty culture
 -Saving trees!
- Better customer service for staff and students





Expressions of Interest

- No more multiple handling of applications
- Information all in one easily accessible place for Coordinators and selection committee
- Fairness to applicants



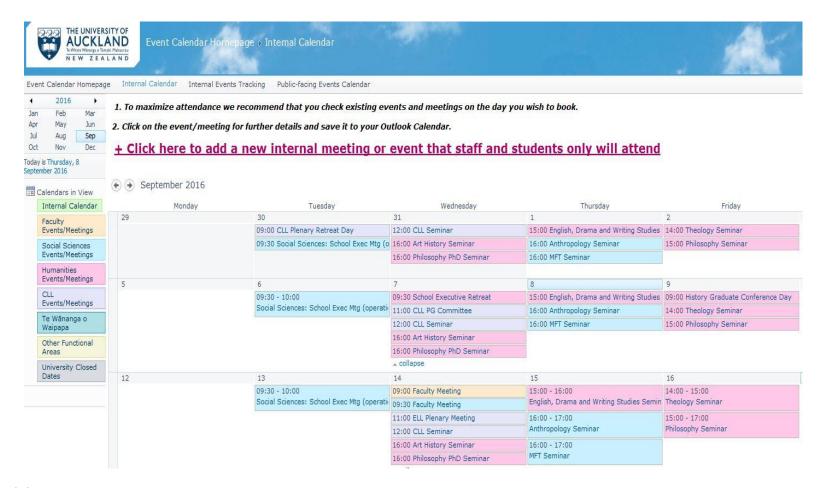


Before Online Calendars

- Numerous emails needed to organise an event
- Event clashes
- Workload issues
- Limited publicity
- Organisational issues if staff were on leave



With Online Calendars





Doctoral Forms

- Complex processes requiring input of large number of stakeholders - changes in registration and Annual Reports
- 'Buy in' from academic staff key to success of projects
- Academic staff acted as executive consultants on projects.
- Challenges, but big steps toward full digitisation at doctoral level.

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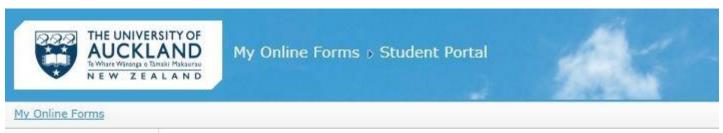
Postgraduate Suspensions and Extensions

- Large number of application in busy periods and students in stressful personal situations.
- Paper forms often delayed and sometimes lost.
- After digitisation, processing times reduced from approx. 1 month to under 1 week. Applications tracked.





Student Portal





My Online Forms and Applications

- Access Card/Key Request
- Doctoral Forms (DOC 6 and Annual Report)
- PBRF (Research Fund Application)
- Records and Enrolment Forms (AS-502, AS-503 and AR88)
- Reimbursement Claim Form



Feedback





ARTS

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Project	User Name	Vote	Comments
PBRF NEW		Dislike	It is way better than lots of online forms (for example, ethics) but it is difficult to insert material into the outputs box. Seems very hit and miss. and difficult to open it up to add material. Plus it might be worth having a more nuanced list of completed/in progress as most scholars would have received money for various outputs in each year. But generally the form works well.
Access Card/Key Request Rew		Like	
EOI		Like	much easier than then hardcopy. Electronic copy much more efficient and fast.
Reimbursement		Like	Easier method for sure! Much prefer this to the old system of hand carrying to the office.
EOI		Like	Simple process, easy to follow.
EOI		Like	
Access Card/Key Request		Like	



Feedback

Project	Likes	Dislikes
Access Card/Key Request	658	40
AS503	11	2
Casual Contract	0	5
DOC_06	63	19
EOI	255	18
Internal Calendar	56	1
PBRF	41	23
Reimbursement	144	35
Total	1228	143



Situation now

- 1. What we got out of it
- 2. What the faculty got out of it