





THE UNIVERSITY OF  
**AUCKLAND**  
Te Whare Wānanga o Tāmaki Makaurau  
NEW ZEALAND

ARTS



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NEW ZEALAND

ARTS

# Up From the Ashes

## Grow the Roses of Success

### Using SharePoint to make a positive difference

Stephen Rothman, Faith Cu, Alison Salmon and Daniel Millar

# 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 turnaround times
- Response from Academics
- Improvements for staff

All Unread		Search 1. Casual Contracts (Ctrl+E)			
!				FROM	SUBJECT
Date: Today					
				Yogita Na...	RE: Casual Contract Request - funding expiry
				Faith Cu	RE: Casual Contract Request - funding expiry
				Yogita Na...	RE: Casual Contract Request - putting through hours
				Faith Cu	RE: Casual Contract Request - putting through hours
				Yogita Na...	RE: Casual Contract Request - HAS THE CONTRACT BEEN SIGNED
				Faith Cu	RE: Casual Contract Request - HAS THE CONTRACT BEEN SIGNED
				Yogita Na...	RE: Casual Contract Request - HAS THE CONTRACT BEEN SIGNED
				Yogita Na...	RE: Casual Contract Request - Visa and Right to work in New Zealand
				Faith Cu	RE: Casual Contract Request - Visa and Right to work in New Zealand
				Yogita Na...	RE: Casual Contract Request - Project code, calculation of budget
				Faith Cu	RE: Casual Contract Request - Project code, calculation of budget
				Yogita Na...	RE: Casual Contract Request - funding details and budgeted hours
				Faith Cu	RE: Casual Contract Request - funding details and budgeted hours
				Yogita Na...	RE: Casual Contract Request - ID Number please
				Yogita Na...	RE: Casual Contract Request
				Faith Cu	Casual Contract Request

# 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



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NEW ZEALAND

Event Calendar Homepage > Internal Calendar

Event Calendar Homepage Internal Calendar Internal Events Tracking Public-facing Events Calendar

2016

Jan Feb Mar  
Apr May Jun  
Jul Aug **Sep**  
Oct Nov Dec

Today is Thursday, 8 September 2016

1. To maximize attendance we recommend that you check existing events and meetings on the day you wish to book.

2. Click on the event/meeting for further details and save it to your Outlook Calendar.

**+ Click here to add a new internal meeting or event that staff and students only will attend**

Calendars in View

- Internal Calendar
- Faculty Events/Meetings
- Social Sciences Events/Meetings
- Humanities Events/Meetings
- CLL Events/Meetings
- Te Wānanga o Waipapa
- Other Functional Areas
- University Closed Dates

September 2016

Monday	Tuesday	Wednesday	Thursday	Friday
29	30	31	1	2
	09:00 CLL Plenary Retreat Day	12:00 CLL Seminar	15:00 English, Drama and Writing Studies	14:00 Theology Seminar
	09:30 Social Sciences: School Exec Mtg (operati	16:00 Art History Seminar	16:00 Anthropology Seminar	15:00 Philosophy Seminar
		16:00 Philosophy PhD Seminar	16:00 MFT Seminar	
5	6	7	8	9
	09:30 - 10:00 Social Sciences: School Exec Mtg (operati	09:30 School Executive Retreat	15:00 English, Drama and Writing Studies	09:00 History Graduate Conference Day
		11:00 CLL PG Committee	16:00 Anthropology Seminar	14:00 Theology Seminar
		12:00 CLL Seminar	16:00 MFT Seminar	15:00 Philosophy Seminar
		16:00 Art History Seminar		
		16:00 Philosophy PhD Seminar		
		collapse		
12	13	14	15	16
	09:30 - 10:00 Social Sciences: School Exec Mtg (operati	09:00 Faculty Meeting	15:00 - 16:00 English, Drama and Writing Studies Semin	14:00 - 15:00 Theology Seminar
		09:30 Faculty Meeting	16:00 - 17:00 Anthropology Seminar	15:00 - 17:00 Philosophy Seminar
		11:00 ELL Plenary Meeting		
		12:00 CLL Seminar	16:00 - 17:00 MFT Seminar	
		16:00 Art History Seminar		
		16:00 Philosophy PhD Seminar		

# 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.

Graduate Centre  
Clock Tower - East Wing  
The University of Auckland  
Private Bag 82018  
Auckland 1142  
Tel: +64 9 373 7988 ext 81321

THE UNIVERSITY OF AUCKLAND  
SCHOOL OF GRADUATE STUDIES

### Change to Doctoral Candidate's Registration

**1. Personal Details**

Candidate name: \_\_\_\_\_  
ID number: \_\_\_\_\_

**2. Change of Supervision**

Proposed supervisor (please include department/location)	UoA ID	Workload % (this is not an OPTS appointment form which can be found on the staff network)
Main supervisor: (this will be the administrative point of contact for the School of Graduate Studies)		
Joint main supervisor (if applicable):		
Co-supervisor/s:		
Adviser/s: (if entered to UoA, please provide email address also)		

**3. Suspension**

I recommend that the candidate's registration be suspended for a period of ..... calendar months from 1<sup>st</sup> ..... (month/year) to 1<sup>st</sup> ..... (month/year)

☐ Please attach memo providing the appropriate supporting evidence (e.g. medical certificate and/or written explanation).

**4. Absence**

I recommend that the candidate be permitted to carry out research away from the University of Auckland for a period of ..... calendar months from 1<sup>st</sup> ..... (month/year) to 1<sup>st</sup> ..... (month/year).

The absence is required to enable the candidate to:

☐ Engage in field work ☐ Engage in laboratory work  
☐ Engage in research ☐ Other (please specify) \_\_\_\_\_

☐ Please attach a detailed timetable of the supervision arrangements for this period.

**5. Extension**

I recommend that the candidate's registration be extended from 1<sup>st</sup> ..... (current expiry date) to 1<sup>st</sup> ..... (month/year)

The candidate is now required to submit on or before 1<sup>st</sup> ..... (month/year)

☐ Please attach a detailed timetable for the completion of the thesis and a memo outlining why this extension is necessary. Candidates should be aware that **fees will be payable for the period of the extension.**

**6. Part-time/Full-time Registration**

I recommend that the candidate's registration be changed to **part-time\*** from 1<sup>st</sup> ..... (month/year) to 1<sup>st</sup> ..... (month/year)

I recommend that the candidate's registration be changed to **full-time** from 1<sup>st</sup> ..... (month/year) to 1<sup>st</sup> ..... (month/year)

☐ Please attach a memo explaining the change in status requested.

\*Please consult the requirements for the doctoral degree you are applying under to ascertain eligibility for part-time candidature.

Last updated: 25 August 2016 **DOC8** Page 1 of 2

# 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.

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**AS-503**  
Records, Enrolment and Fees  
Email: [records@uow.ac.nz](mailto:records@uow.ac.nz)  
Phone: 0905 61 62 63  
Web: [www.uow.ac.nz](http://www.uow.ac.nz)

### Application for Senate Approval of Extension of Time

**Before applying for an extension to a research course enrolment, please check General Regulations – Masters Degrees, Bachelors Honours Postgraduate Degree or Postgraduate Diploma in the Academic Statutes and Regulations section of the University Calendar at [www.calendar.auckland.ac.nz](http://www.calendar.auckland.ac.nz).**

**Student's details**

First name/s: \_\_\_\_\_ ID number: \_\_\_\_\_  
Last name: \_\_\_\_\_ Programme: \_\_\_\_\_  
Year Programme Commenced: \_\_\_\_\_

**Concession sought**

Notes: With the exception of short extensions for Masters thesis or portfolio courses that commenced prior to 2014, students will be required to be enrolled in the relevant extension course and pay tuition fees at the rate of an entry for each approved one month extension period or part thereof.

☐ Short extension of time for Masters thesis/research portfolio: ☐ 28 February (for Semester Two) ☐ 15 July (for Semester One)  
(Applicable to enrolments that commenced prior to 2014 only)

☐ Extension of time for Masters thesis/research portfolio: ☐ First extension

Indicate end date for extension: (not normally exceeding four months for enrolments that commenced in or after 2014, or one semester for enrolments that commenced prior to 2014) \_\_\_\_\_

☐ Extension of time for Dissertation or Research Project (not exceeding two months)

☐ Explanation of exceptional circumstances attached

☐ Independent evidence attached (required)

Student's name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: (dd/mm/yyyy)

**Departmental recommendation**

☐ Recommended Comments: \_\_\_\_\_  
☐ Not recommended

Department: \_\_\_\_\_

Supervisor's name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: (dd/mm/yyyy)

☐ Fees to be waived (if approved, fees will be paid by department and an internal journal will be required)

Head of Department's name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: (dd/mm/yyyy)

**Faculty approval**

☐ Recommended Comments: \_\_\_\_\_  
☐ Not recommended

Associate Dean, Postgraduate's name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: (dd/mm/yyyy)

**Dean of Graduate Studies' decision**

☐ Approved Comments: \_\_\_\_\_  
☐ Not approved

Dean of Graduate Studies' name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: (dd/mm/yyyy)

Form: Enrolment  
Uow: University Studies  
Page 1 of 1  
Last updated: 22 June 2014





# Student Portal



The screenshot shows the top of the University of Auckland website. A blue header bar contains the university logo and the text "My Online Forms > Student Portal". Below this is a white navigation bar with a link to "My Online Forms". On the left, there is a sidebar with two links: "Recycle Bin" and "All Site Content". The main content area has a heading "My Online Forms and Applications" followed by a list of links:

- [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

Your feedback is important. What do you think about the new online form and process?	
Vote	<input type="radio"/>  <input type="radio"/> 
Comments	<input type="text"/>

Submit

# Feedback

Project	<input type="checkbox"/> User Name	Vote	Comments
PBRF <small>NEW</small>		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 <small>NEW</small>		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
<b>Total</b>	<b>1228</b>	<b>143</b>

## Situation now

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