2016: A YEAR OF ACHIEVEMENT
YINDYMARRA
WINHANGANHA

'the wisdom of respect fully knowing how to live well in a world worth living in'
Values to be proud of:

- **Insightful**
  Understanding people and the world

- **Inclusive**
  Stronger together

- **Impactful**
  Outcome driven

- **Inspiring**
  Leading for the future
3 faculties:

- ARTS AND EDUCATION
- BUSINESS, JUSTICE AND BEHAVIOURAL SCIENCES
- SCIENCE

Common Support Model Implementation
19,599 EFTSL

3,205 SUBJECTS

222,000 ASSIGNMENTS

QLT: 740 subjects improved in assessment and online

Faculty and School Review + Plans
Your Voice action plans

92% on time publication of subject outlines (201660)
It's important to remember why we do what we do!
The cogs don't turn by themselves:

We have divisional staff working everyday ensuring our campuses are looking their best, our IT infrastructure is keeping us connected, our communities are informed and our students are enrolled!
DIVISION OF INFORMATION TECHNOLOGY

- 28,238 jobs resolved
- 22,312 phone calls received
- 761 public access PCs
- 112 video conference units
- 1300 wireless access points
- 461 comms rooms
- 1700 servers and 900TB of storage
- 1883 video / tele conferences per week
DIVISION OF STUDENT ADMINISTRATION

- Responded to 106,169 student enquiries
- Resolved 85% on first contact
- Introduction of Top FAQ's in May - resulting in an average 388 clicks per day

- Graduations by the end of 2016:
  - 25 ceremonies
  - 4850 graduates
  - 9713 guests

201660: administered exams for 18,500 students!
Completed PMQ campus
Completed 15,896 work orders
Over $50m completing buildings and refurbishments
CSU is the first carbon neutral university
Engineering building
Looking after our students on a daily basis takes a lot of work.

They need to be fed, have beds, feel safe and supported.
87% occupancy across 2680 rooms

69 RA'S | 7 HA'S

86 casual student employees with res life

$14,110 emergency rooms scholarships
Great community citizens....

Students raised $128,516 (that we know of) for community organisations in our regions.

We have worked hard to support our students:

- RA's had 1239 one-on-one conversations with residents around retention and success
- Res tutors held 18 sessions with 1287 students
- Mental health first aid for tertiary students
We fed a small nation

- 160,000 coffees
- 602,824 customers through Cheers
- 40,000 beers
OFFICE FOR STUDENTS

FUTURE MOVES:
11,105 points of contact with school kids

19% of participants are Indigenous

7000 students reached through the outreach team

7024 tutoring sessions for 331 Aboriginal and Torres Strait Islander students
Loaned 58,691 items
Scanned 2,516 chapters and articles
1.6million journal downloads
268 classes and tutorials to 9,570 students
Responded to 3,509 student chats
Answered 3,975 student calls
Launched RFID loans in PMQ, Dubbo, Albury and Orange.
Our people are our biggest asset

- 2,031 continuing and fixed term staff
- 366 casual staff (FTE)
- 1318 staff participated in EDRS training
- 160 Values ambassadors
- 86 staff and students participated in Courageous Conversations About Race
- Wellness Expo delivered to 7 campuses
Our media team:
> Has published 406 stories
> Answered 568 media inquiries
> Managed 48 issues and critical incidents
> Tweeted over 700 times

Our contact centres:
handled 38,444 leads
answered 29,493 calls
responded to 2,703 chats
5:07 ave talk time

Reached an audience of over 56 MILLION!
**MARKETING:**

**PSA's:**
- Conducted over **230** school and TAFE visits
- Attended **63** career expos
- Conducted **350** one on one consultations
- Distributed **36,700** prospectuses

Awarded **286** scholarships to the value of:

$**1,070,226**

280 Charlie blog posts

Delivered campaigns far and wide in print, radio, online, on buses, in shopping centres, on billboards and at events.

Produced over **600** pieces of artwork
We managed 10 social media channels with an audience of over 129,774 and posted 1,145 time.

- responded to 1,163 jobs to update online sites and fixes
- trained over 50 new users
RESEARCH, DEVELOPMENT AND INDUSTRY

88 grants received from government and private sector totalling $7.385m

115 students have completed their research degree - PHD or Masters

GLOBAL IMPACT. INTERNATIONAL DISCOVERY. REGIONAL LOCATION.

LAUNCH OF MULTI-MILLION DOLLAR AGRI-PARK
We filled the trophy cabinet:

- Australian Financial Review - Equity and Opportunity Award
- Green Gown Award - Carbon Reduction Category
- Green Globe Awards - Climate change leadership and Regional Sustainability
- International Advertising Association 'Big Idea' Challenge
- Port Macquarie Campus - NSW Master Builders Award - Tertiary Building $25m - 50m
- Tall Poppy Scientist Award - Dale Nimmo

....just to name a few!
2016: Thank you!