



ALL THINGS BRIGHT AND BEAUTIFUL ALL CX DEV GREAT AND SMALL

SESSION 6068 | WED 7 NOV 2018



ADU 7-9 NOVEMBER 2018

Mitchell Harris
Technology & Systems Officer

mitchell.harris@newcastle.edu.au

Emily Middleton
Technology & Systems Analyst

emily.middleton@newcastle.edu.au

Digital Development & Projects
Student Central
Academic Division

PRESENTERS



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA





UON & ORACLE

Campus Solutions 9.2

Oracle Service Cloud v18B

Oracle Marketing Cloud v18B

Social Relationship Manager v18B

Oracle Policy Automation v18B

UON SNAPSHOT



5 CAMPUSES
37,039 STUDENTS
2,722 FTE STAFF

UON SNAPSHOT



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

16,389
COMMENCING
STUDENTS

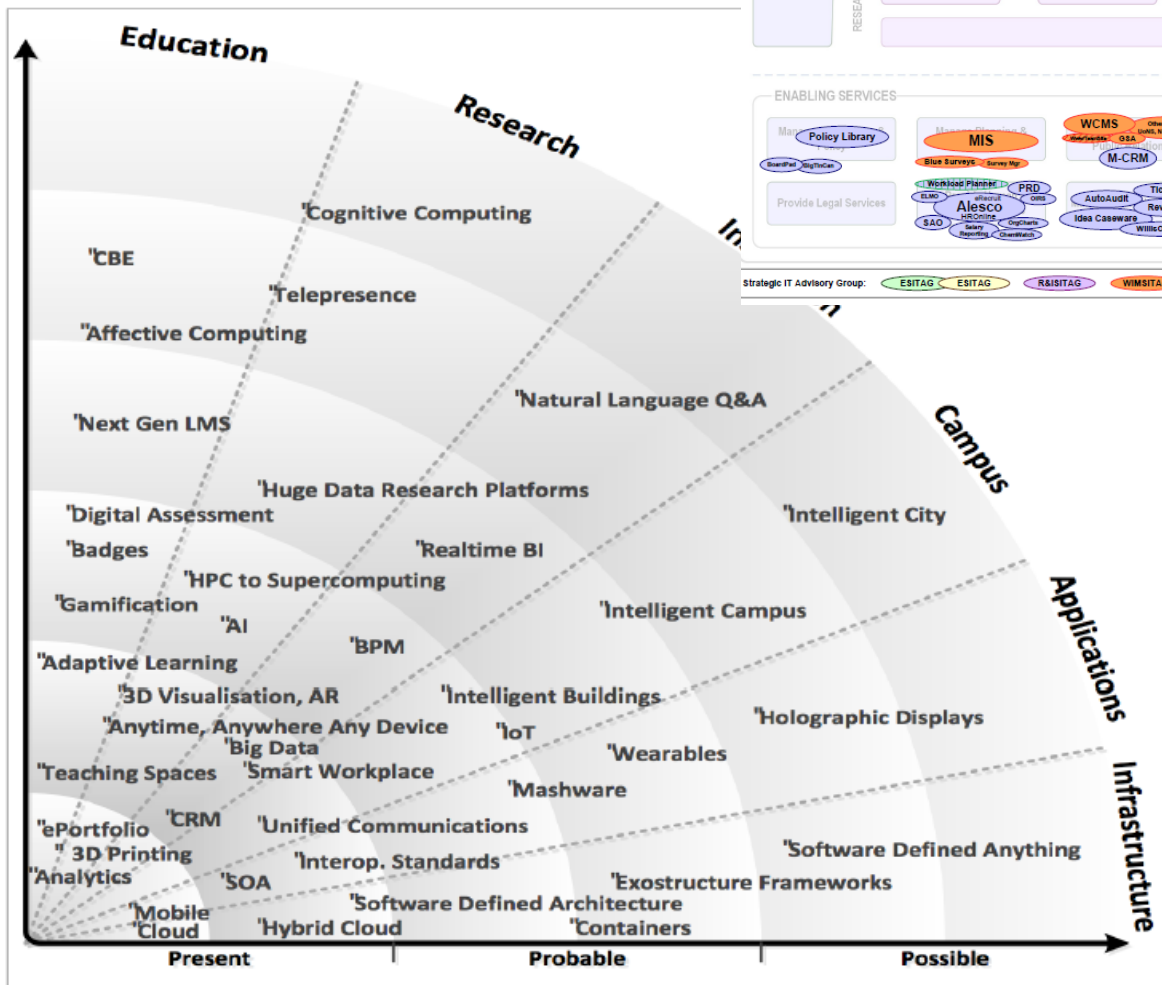
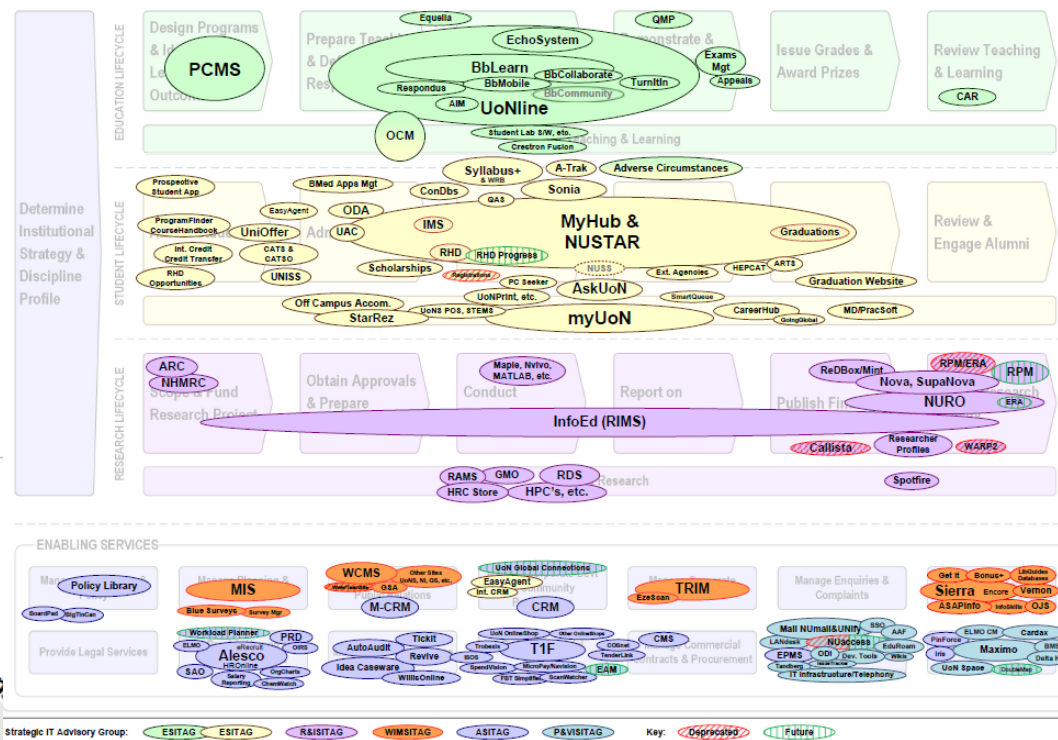
24,026
UNDERGRADUATE
5,791
POSTGRADUATE

7,084
INTERNATIONAL
STUDENTS

1,908
HIGHER DEGREE RSCH
5,314
ENAB, NON-AWARD



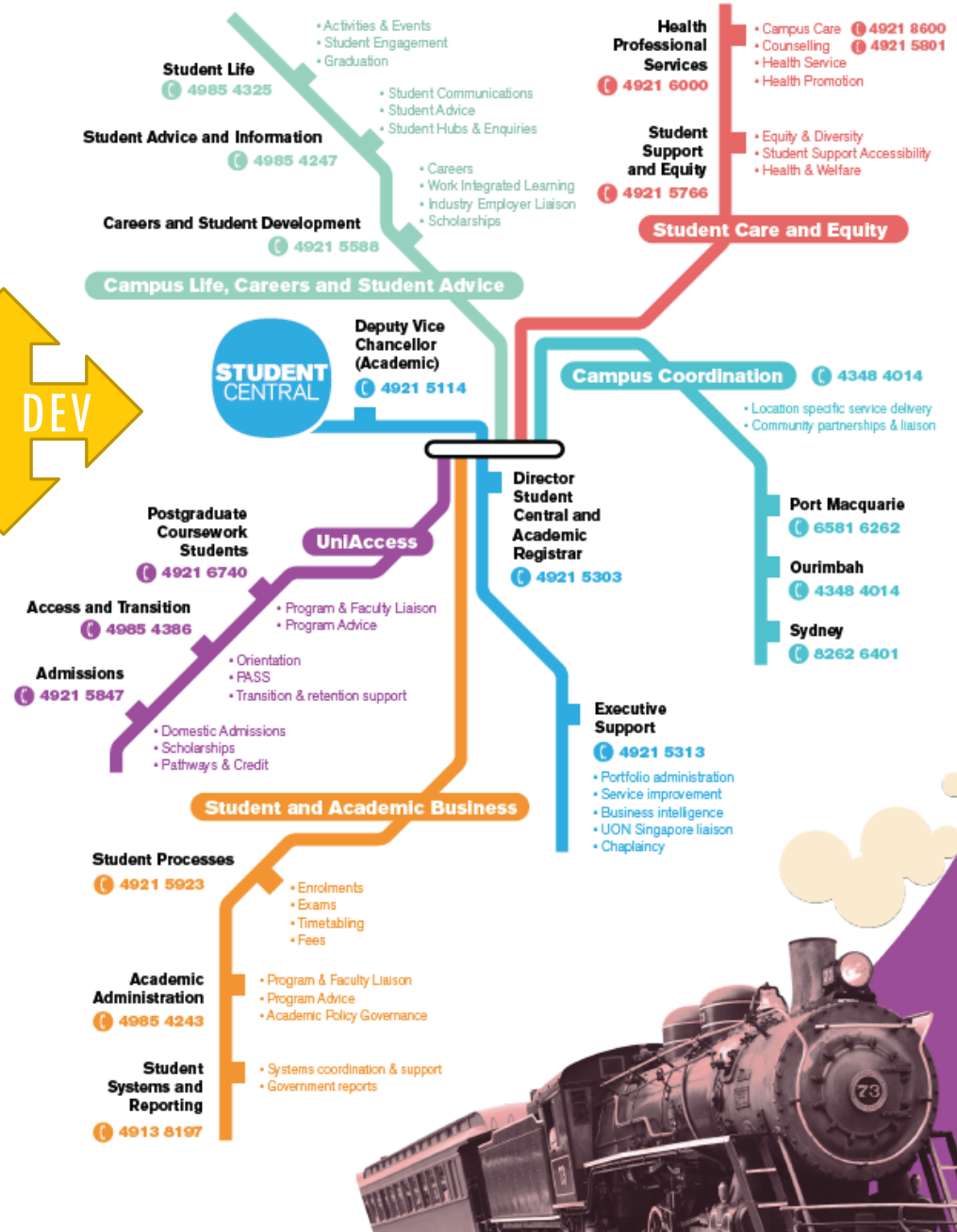
IT @ UON



STUDENT CENTRAL @ UON



Navigating Student Central



THE DIGI DEV TEAM

Support &
development for

- OSvC
- OMC
- OPA
- SRM
- CS (custom)
grad module)



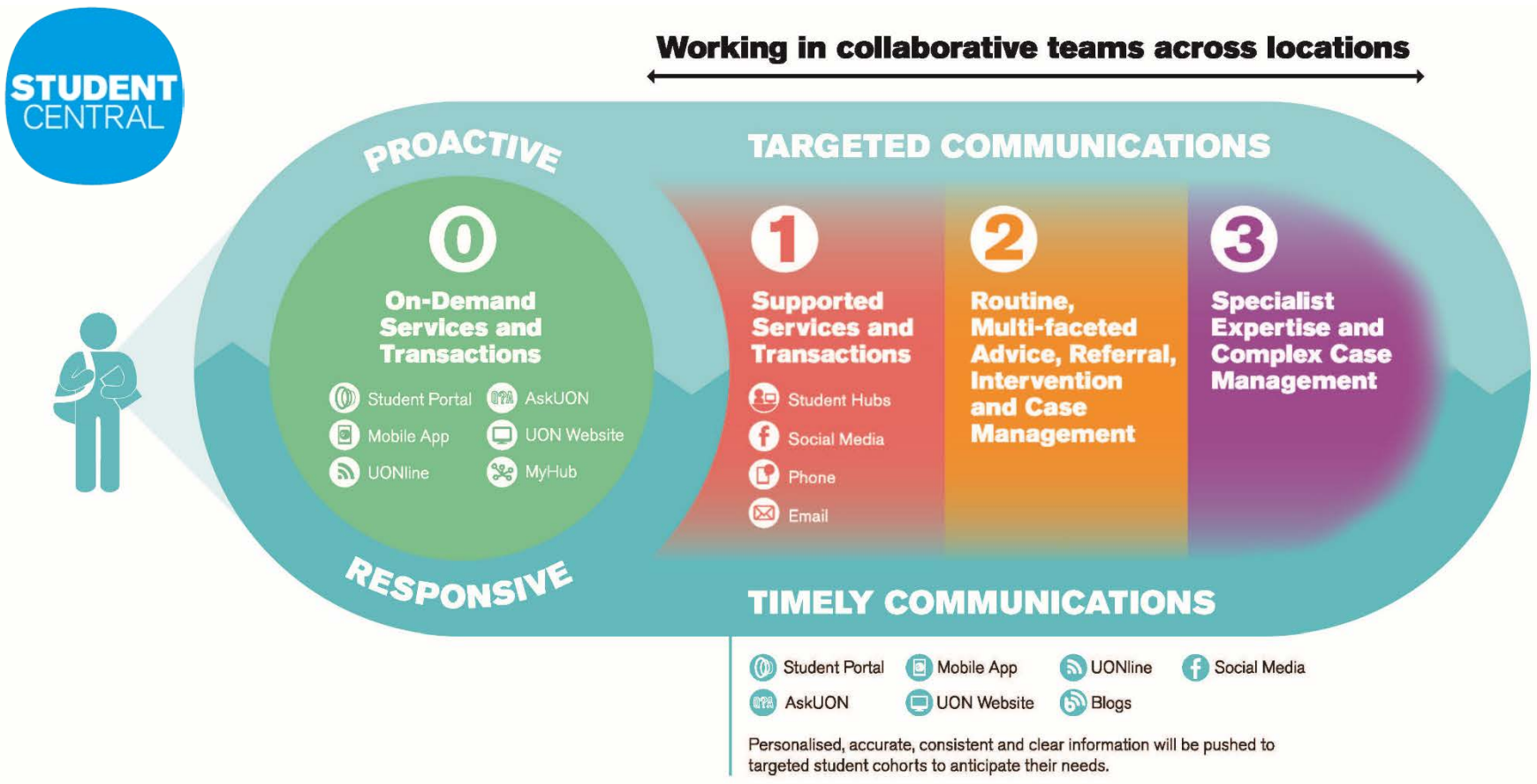
ADU 7-9 NOVEMBER 2018

NAVIGATING STUDENT SUCCESS

**STUDENT
CENTRAL**



TIERED SERVICE MODEL



CX @ UON



Engaged UON

Digital, social & collaboration technologies to stay connected with our local and global communities

Digital UON

Smarter ways of working, increased productivity, optimised cost and an engaged workforce

But how do we operationalise strategy to achieve improvements in CX?



STUDENT ID CARD PHOTO UPLOAD

ADU 7-9 NOVEMBER 2018

ASKUON

Your New Student ID Card

All new students need to get their UON student ID card as it is a passport to our libraries, computers, after hours access to facilities and travel concessions. It is also required for identification in formal exams and remains current while you are enrolled at the University of Newcastle.

You can fast track your new student card by uploading your photo. Your card will be printed, ready and waiting for you to collect at your designated [Student Central](#) location - which means that you can avoid the queue and spend more time getting to know UON.

If you want to be really organised and you intend to frequently drive to Callaghan campus, then make sure you also purchase your parking permit in advance via our [Student Payment System](#).

Your card will be available for collection at Orientation. Uncollected cards will be made available the following day from your chosen pick up location.

Important things

- All students must abide by the [Code of Conduct](#) when uploading a photo.
- Student Central will review the photo to ensure it meets our requirements. Photos must be:
 - Good quality, colour photo, less than six months old
 - Clear, focused, unaltered image with no marks or 'red eye'
 - Plain background
 - Face looking directly at the camera and not tilted
 - Hair off your face so that the edges of your face are visible
 - Eyes open
 - Natural expression (or you can smile!)
 - If you usually cover your head for religious reasons, or you wear glasses or facial jewellery, your photo can include these items
- Distance/Online/Singapore and UNE - JMP students** are required to upload documentation verifying their identity when uploading a photo. Acceptable documents are:
 - Current Drivers Licence
 - Current Passport
 - Current Proof of Age Card

Note: All documents must be certified by a currently registered Justice of the Peace. Please ensure your mailing address listed in [myHub](#) is correct prior to completing this request.

*Singapore cards will be posted to the Singapore Campus.

*UNE - JMP cards will be posted to the School of Rural Medicine at UNE.

- UNE - JMP students** must upload the completed [Student ID form](#) along with certified documents as outlined above.
- You will be required to present another form of photo ID at the time of collection to verify your identity.
- If you have lost your Student ID card, there is a \$10 replacement fee which should be paid via our [Student Payment System](#) prior to uploading your photo.

 My Account >

 Search >

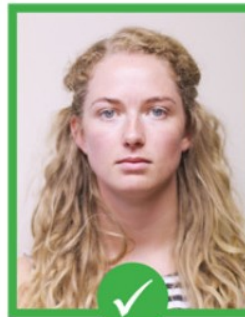
 Chat >

 Email >

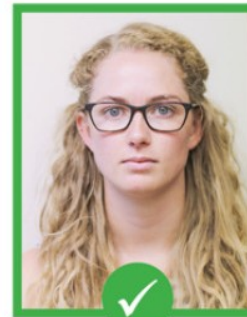
 Call >

 Visit >

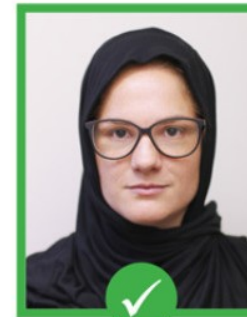
 Feedback >



Acceptable
Good quality. Eyes open, hair back, neutral expression, looking at camera straight on, taken on plain background



Acceptable
Eyes are visible with no glare on lenses



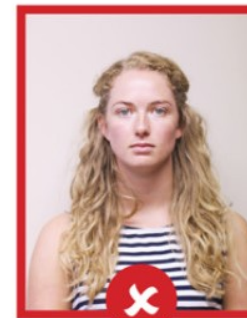
Acceptable
Religious head cover worn in a way that shows chin and forehead.



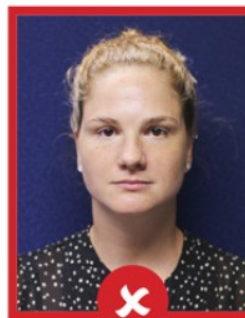
Side on to camera



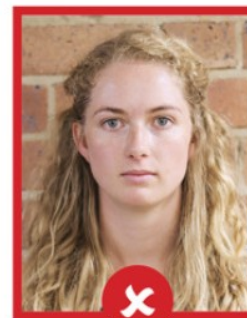
Tilted head \ tilted camera



Too far away



Background too dark



Background not plain



Deep shadows on image or background

[Upload Your Photo Now](#)

STUDENT ID CARD PHOTO UPLOAD



[UON Homepage](#) [Future Students & Past Students](#)

timothy @uon.edu...

ASKUON

Upload Your Photo

If you have any trouble uploading your photo, we can help. Call Student Central on 1300 ASK UON (+61 2 4921 5000).

Note: Distance and online students are authorised to have their student ID card mailed and are required to upload two attachments (a photo and proof of identity).

First Name Timothy

Last Name

Email Address

timothy@uon.edu.au

Student Number

309

Pick Up Location

Distance/Online Students

Upload Photo & Verified ID

Browse... No file selected.

Submit

My Account

Search

Chat

Email

Call

Visit

Feedback

-
-
- Student Central - Shortland (Callaghan)
- Student Central - Hunter (Callaghan)
- Student Central - City (Newcastle City)
- Student Central - Ourimbah
- Student Central - Port Macquarie
- Sydney Campus

ADU 7-9 NOVEMBER 2018

STUDENT ID CARD PHOTO UPLOAD

[UON Homepage](#)[Future Students & Past Students](#)[timothy.roots@uon.edu...](#)

ASKUON

Your Photo Has Been Uploaded

Thank you for uploading your photo - a confirmation email has been sent to you. Our Student Central team are now working hard to process your card.

What's next?

1. You will receive an email when your card is ready to be collected from your designated Student Central location. Make sure you bring along another form of photo ID for verification of your identity.
2. If you are getting a parking permit (Callaghan Campus only), pay now via our [Student Payment System](#) and we will also get it ready for you.
3. Your card will be available for collection at Orientation. Uncollected cards will be made available the following day from your chosen pick up location.

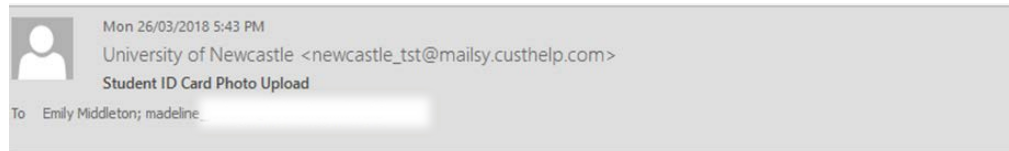
Other info

Wondering what else you need to do to get started at UON? Please check these AskUON answers:

- [When is O-Week \(Orientation Week\)?](#)
- [Can I defer paying the Student Services and Amenities Fee \(SSAF\)?](#)
- [How can I get to and from the University?](#)
- [How do I get to NeW Space?](#)
- [How do I purchase a student parking permit?](#)
- [What support services does the University offer for UON Students?](#)
- [How do I apply for an Opal Concession card and Transport Entitlement Card?](#)

[My Account](#)[Search](#)[Chat](#)[Email](#)[Call](#)[Visit](#)[Feedback](#)

STUDENT ID CARD PHOTO UPLOAD



Hi, Madeline

Thank you for uploading your photo - a confirmation email has been sent to you. Our Student Central team are now working hard to process your card.

What's next?

1. You will receive an email when your card is ready to be collected from your designated Student Central location. Make sure you bring along another form of photo ID for verification of your identity.
2. If you are getting a parking permit (Callaghan Campus only), pay now via our [Student Payment System](#) and we will also get it ready for you.
3. Your card will be available for collection at Orientation. Uncollected cards will be made available the following day from your chosen pick up location.

STUDENT ID CARD PHOTO UPLOAD

Home Page

Reports Explorer

Student ID Card Photo Uploads

Card Status

New, Photo Not Acceptable

Pick Up Location

All

Status

New, In Progress, Updated

Search

Student ID Card Photo Upload

Student Central

Date Created	Date Last Updated	Last Name	First Name	Email Address	Verified Student ID	Entered Student ID	Primary Campus	Pick Up Location	Incident Status	Card Status	Assigned Account
29/08/2018 10:24 AM	29/08/2018 11:47 AM	Li	Xinggang	lrg2002815@	3317	No Value	GradSchool / Distance Education	Distance/Online Students	Updated	Identification Not Acceptable	Georgina Draxler UON En
28/08/2018 06:59 PM	29/08/2018 09:45 AM	Swain	Lara	laraswain99@	3316	No Value	GradSchool / Distance Education	Distance/Online Students	In Progress	Ready to Print	No Value
28/08/2018 11:39 AM	05/09/2018 12:01 PM	Doherty	Emma	emma.doherty@	3312	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
28/08/2018 04:27 AM	28/08/2018 02:13 PM	Pluck	Marissa	mpluck@live	3315	No Value	GradSchool / Distance Education	Distance/Online Students	In Progress	Identification Not Acceptable	No Value
27/08/2018 10:29 PM	28/08/2018 10:21 AM	Campbell	Jed	jed.campbell@	3260	No Value	Callaghan	Student Central - Hunter (Callaghan)	In Progress	Waiting for New Photo	No Value
27/08/2018 09:47 PM	04/09/2018 10:46 AM	Johns	Brenton	brentonjohns@	3307	No Value	Callaghan	Student Central - Hunter (Callaghan)	In Progress	Ready for Collection	No Value
27/08/2018 04:37 PM	05/09/2018 12:01 PM	Lewis	James	james.llewis@	3309	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
27/08/2018 04:15 PM	28/08/2018 02:11 PM	Alhejaili	Afrah Salim S	aass1421@ho	3316	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Printed	Hannah Hill UON Enquir
27/08/2018 11:42 AM	05/09/2018 12:16 PM	Huang	Chen	1368424199@	3316	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
27/08/2018 11:25 AM	28/08/2018 02:00 PM	Feng	Shu	975282702@	3316	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready to Print	No Value
26/08/2018 08:45 PM	28/08/2018 01:59 PM	Tran	Thi Quynh Nhu	quynhnhu12@	3315	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready to Print	No Value
26/08/2018 12:59 AM	28/08/2018 01:56 PM	Wang	Zihui	839815197@	3316	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready to Print	No Value
24/08/2018 11:35 PM	28/08/2018 01:58 PM	Geslani	Ruby Angela	rubygeslani@	3314	No Value	GradSchool / Distance Education	Distance/Online Students	In Progress	Ready to Print	No Value
24/08/2018 05:06 PM	05/09/2018 12:01 PM	Polcarova	Eliska	eli.polcarova@	3317	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
24/08/2018 04:20 PM	28/08/2018 01:58 PM	Mcgill	Katherine	katherine.mcg	9706	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Waiting for New Photo	No Value
21/08/2018 11:11 AM	29/08/2018 05:01 PM	Wood	Emma	emma.wood@	3315	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
18/08/2018 09:12 PM	31/08/2018 01:01 PM	Weaver	Jessica	jessica.weaver@	3044	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
15/08/2018 09:52 AM	24/08/2018 02:40 PM	Mawere	Masimba	masimba.maw	3234	No Value	Ourimbah	Student Central - Ourimbah	In Progress	Waiting for New Photo	No Value
15/08/2018 07:38 AM	15/08/2018 12:08 PM	Moore	Andrew	andrew.bevan@	3058	No Value	GradSchool / Distance Education	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En
13/08/2018 10:42 PM	15/08/2018 09:47 AM	Leung	Hoi Ching Brenda	brendaleung@	3275	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Waiting for New Photo	No Value
13/08/2018 10:23 PM	15/08/2018 09:50 AM	Sealy	Thomas	tomjsealy@ho	3318	No Value	GradSchool / Distance Education	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En
13/08/2018 01:27 PM	04/09/2018 09:16 AM	Beaman	Jennifer	injenuousnes@	3310	No Value	Callaghan	Student Central - Port Macquarie	In Progress	Ready for Collection	Wendy Leary
10/08/2018 10:16 PM	15/08/2018 09:43 AM	Aranha	Francis	aranhamart@	3290	No Value	GradSchool / Distance Education	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En
09/08/2018 01:25 PM	17/08/2018 04:46 PM	Felkai	Chelsea	chelsea.lewis@	3076	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
08/08/2018 11:25 PM	10/08/2018 09:33 AM	Michael	Ashley	ashley.michael@	3299	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Waiting for New Photo	No Value
06/08/2018 04:15 PM	15/08/2018 04:31 PM	Jiang	Yanxi	582770090@	3315	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Ready for Collection	Georgina Draxler UON En
05/08/2018 08:58 PM	13/08/2018 09:16 AM	Parry	Taylor	taylor.parry@	3303	No Value	Newcastle City	Student Central - City (Newcastle City)	In Progress	Ready for Collection	No Value
04/08/2018 06:43 PM	08/08/2018 09:28 AM	Guo	Mingjie	guomingjie05@	3313	No Value	Singapore	Distance/Online Students	In Progress	Ready to Print	No Value
04/08/2018 06:38 PM	08/08/2018 09:28 AM	Guo	Kaixuan	guokaixuan05@	3313	No Value	Singapore	Distance/Online Students	In Progress	Ready to Print	No Value
02/08/2018 01:38 PM	03/08/2018 01:30 PM	Lwin Phone Pyae	.	pyaepyae137@	3300	No Value	Singapore	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En
02/08/2018 11:51 AM	15/08/2018 09:08 AM	Emery	Liam	emery.liam@	3315	No Value	GradSchool / Distance Education	Student Central - City (Newcastle City)	In Progress	Ready for Collection	No Value
02/08/2018 12:17 AM	03/08/2018 03:06 PM	Thum	Chin Kiat	thumchinkiat@hotmail.com	3315/28	No Value	Singapore	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En
01/08/2018 10:57 PM	03/08/2018 03:04 PM	Myint Hein	.	myinthein1997@gmail.com	3302708	No Value	Singapore	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En



PROGRAM PLANS

Easy access to program plans for students and staff

VIA CUSTOMER PORTAL

- Leverages student program data in OSvC and Web Team's program plan feed (HTML)
- Custom widget fetches student's active programs, and requests program plans via program plan feed
- Available via My Account page
- One-stop-shop for all students!

THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

UON Homepage Future Students & Past Students @newcastl...

ASKUON

My Program Plans

B Development Studies (11368)

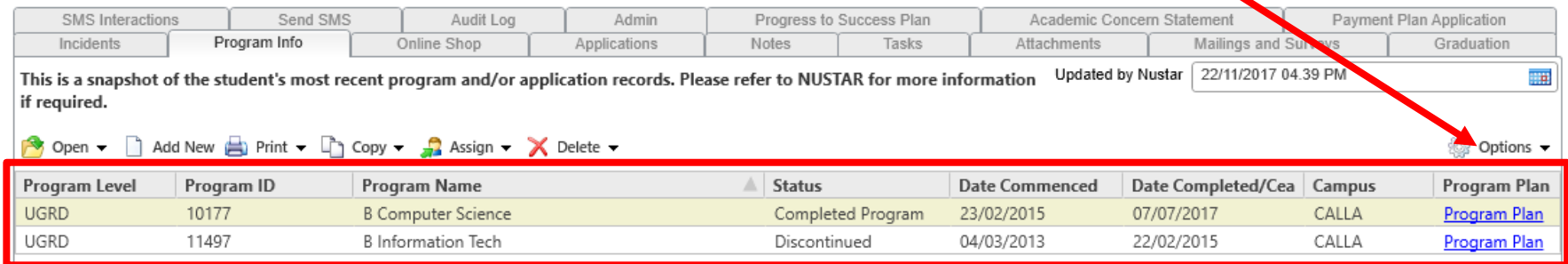
Program plans

Download a program plan for further details on what you will study. Please refer to the program plan for the year that you commenced or transitioned into this program.

- [Pre 2015 Program Enrolment Checklist](#) 45.6 KB
For students who commenced in the Bachelor of Development Studies prior to 2015.
- [2016-2018 Program Plan](#) 252.9 KB
- [2015 Program Enrolment Checklist](#) 138.5 KB
For students who commenced, or transitioned into, the Bachelor of Development Studies in 2015.
- [2014 Program Enrolment Checklist](#) 151.0 KB
For students who commenced in the Bachelor of Development Studies in 2012, 2013 or 2014
- [2013 Program Enrolment Checklist](#) 105.0 KB
For students who commenced in the Bachelor of Development Studies in 2013 or later.
- [2012 Program Enrolment Checklist \(PDF, 20KB\)](#) 24.7 KB
For students who commenced in the Bachelor of Development Studies in 2012.
- [2011 Program Enrolment Checklist \(PDF, 20KB\)](#) 36.9 KB
For students who commenced in the Bachelor of Development Studies in 2011.
- [2010 Program Enrolment Checklist \(PDF, 25KB\)](#) 24.9 KB
For students who commenced in the Bachelor of Development Studies in 2010.

My Account Search Chat Email Call Visit Feedback

VIA RIGHTNOW CONSOLE



This is a snapshot of the student's most recent program and/or application records. Please refer to NUSTAR for more information if required. Updated by Nustar 22/11/2017 04:39 PM

Open Add New Print Copy Assign Delete Options

Program Level	Program ID	Program Name	Status	Date Commenced	Date Completed/Cea	Campus	Program Plan
UGRD	10177	B Computer Science	Completed Program	23/02/2015	07/07/2017	CALLA	Program Plan
UGRD	11497	B Information Tech	Discontinued	04/03/2013	22/02/2015	CALLA	Program Plan

- Links to the program plan feed available on Contact record
- Used by frontline staff daily to quickly access list program course lists and provide enrolment advice



BROWSER UI STAFF WORKSPACES

ADU 7-9 NOVEMBER 2018

PREPARE FOR SUCCESS EVENT WORKSPACE

ORACLE® Service Cloud

~any~

180319-001209

Save Save & Close Refresh New Print Send & Close Bookmark

Access and Transition - Incident

Contact * [No Value]

Verified Student ID

Domestic / International [No Value]

☐ Hunter ☐ NeW Space ☐ Ourimbah ☐ Shortland ☐ Port Macquarie

Location * [No Value]

Subject

Follow Up Required

Status * New

Assigned Angelie Churchill

Category Messages History

Student Advice

Program Advice

PASS/Peer Writing Me...

Learning Development

Library

Other

PREPARE FOR SUCCESS EVENT WORKSPACE

180319-001209

Save Save & Close Refresh New Print Send & Close Bookmark

Access and Transition - Incident

Contact * Angelie Churchill

Verified Student ID 3048484

Domestic / International Domestic

☒ Hunter ☐ NeW Space ☐ Ourimbah ☐ Shortland ☐ Port Macquarie

Location * Student Central - Hunter (Callaghan)

Subject Student Success Week Semester 1 2018

Category Student Advice Team

Follow Up Required

Status * Solved

Category Messages History

New Note No Channel

Font Size B I U S A A

Notes on interaction at Prepare for Success event. Needs appointment with Student Advisor and information on going to PASS and available support services.

Compose Response New Note Customer Entry

Newest first

STUDENT HUBS WORKSPACE

ORACLE Service Cloud

180319-001232

Save Save & Close Refresh New Print Send & Close Bookmark

Student Central Hubs

Contact * [No Value] Category Notes History

Anonymous

Verified Student ID

Domestic / International [No Value]

☐ Hunter ☐ NeW Space ☐ Ourimbah ☐ Shortland

☐ Port Macquarie

Location * [No Value]

Subject

Status * New

Assigned Angelie Churchill

Queue Student Hubs

Take Notes/Send Email

Administrative

- Adverse Circumstances
- Student ID Card
- Parking Permit
- Transcript/Standard L...
- Forms
- Appointments
- JP Services

Program Assistance

- Enrolment help
- Late Enrolment
- Credit
- Admissions
- Exams and Timetabling
- Fees
- Foundation Studies
- Graduation

Support

- Student Living
- Careers Advice
- Student Advisor Appt
- Health and Wellbeing
- Scholarships
- IT Services
- Online Systems

General

- Alumni
- Employment at UON
- Facilities and Services
- Bookshops
- Global
- Library
- Life at UON

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

STUDENT SERVICES

STUDENT HUBS WORKSPACE

ORACLE® Service Cloud

~any~



Logged Out



AC

180319-001232

Save Save & Close Refresh New Print Send & Close Bookmark

Student Central Hubs



Contact * Angie Churchill

Category Notes History

Anonymous

Verified Student ID 3048484

Domestic / International Domestic

☐ Hunter ☐ NeW Space ☐ Ourimbah ☒ Shortland
☐ Port Macquarie

Location * Student Central - Shortland (Callaghan)

Subject Face to Face visit to Student Central Shortland

Category Fees

Status * Solved

Assigned Angie Churchill

Queue Student Hubs

Take Notes/Send Email

Administrative

Adverse Circumstances

Student ID Card

Parking Permit

Transcript/Standard L...

Forms

Appointments

JP Services

Program Assistance

Enrolment help

Late Enrolment

Credit

Admissions

Exams and Timetabling

Fees

Foundation Studies

Graduation

Support

Student Living

Careers Advice

Student Advisor Appt

Health and Wellbeing

Scholarships

IT Services

Online Systems

General

Alumni

Employment at UON

Facilities and Services

Bookshops

Global

Library

Life at UON

FOUNDATION STUDIES BUI-ONLY


ORACLE® Service Cloud

Last Name

181106-000197

Save Save & Close Refresh New Print Send & Close Send Forward Bookmark

Foundation Studies Incident/Enquiry



Messages Incident History Attachments Contact Info Tasks Audit Log

New Note No Channel

✂ 📄 📎 ⬅ ➡ Font Size B I U S A- A+ [List Icons] [Link Icon] [Reply Icon] X X

Contact *

[No Value]

Anonymous

Student ID

Phone call

Face-to-face

Incident Info

Subject *

Category *

[No Value]

Status *

New

Assigned *

Ang Test

Queue *

Foundation Studies

Reference #

181106-000197

Compose Response New Note Customer Entry

Newest first

No Items to Display

FOUNDATION STUDIES BUI-ONLY

ORACLE[®] Service Cloud

Last Name

181106-000197

New Contact

Save

Save & Close

Refresh

New

Print

Bookmark

Contact Record

Contact Details

First Name

Last Name

Date of Birth

[No Value]

Address

Australia

Mobile Phone

Email Address

Student Info

Student ID

Domestic / International

[No Value]

Account Info

Login

Applicant

No

CRM Applicant

No

Current Student

No

Graduate

No

Past Student

No

Incident History

Program Info

Online Shop

Enab to UG Application

Notes

Tasks

Attachments

Mailings and Surveys

Graduation

SMS Interactions

Audit Log

Open

Add New

Print

Copy

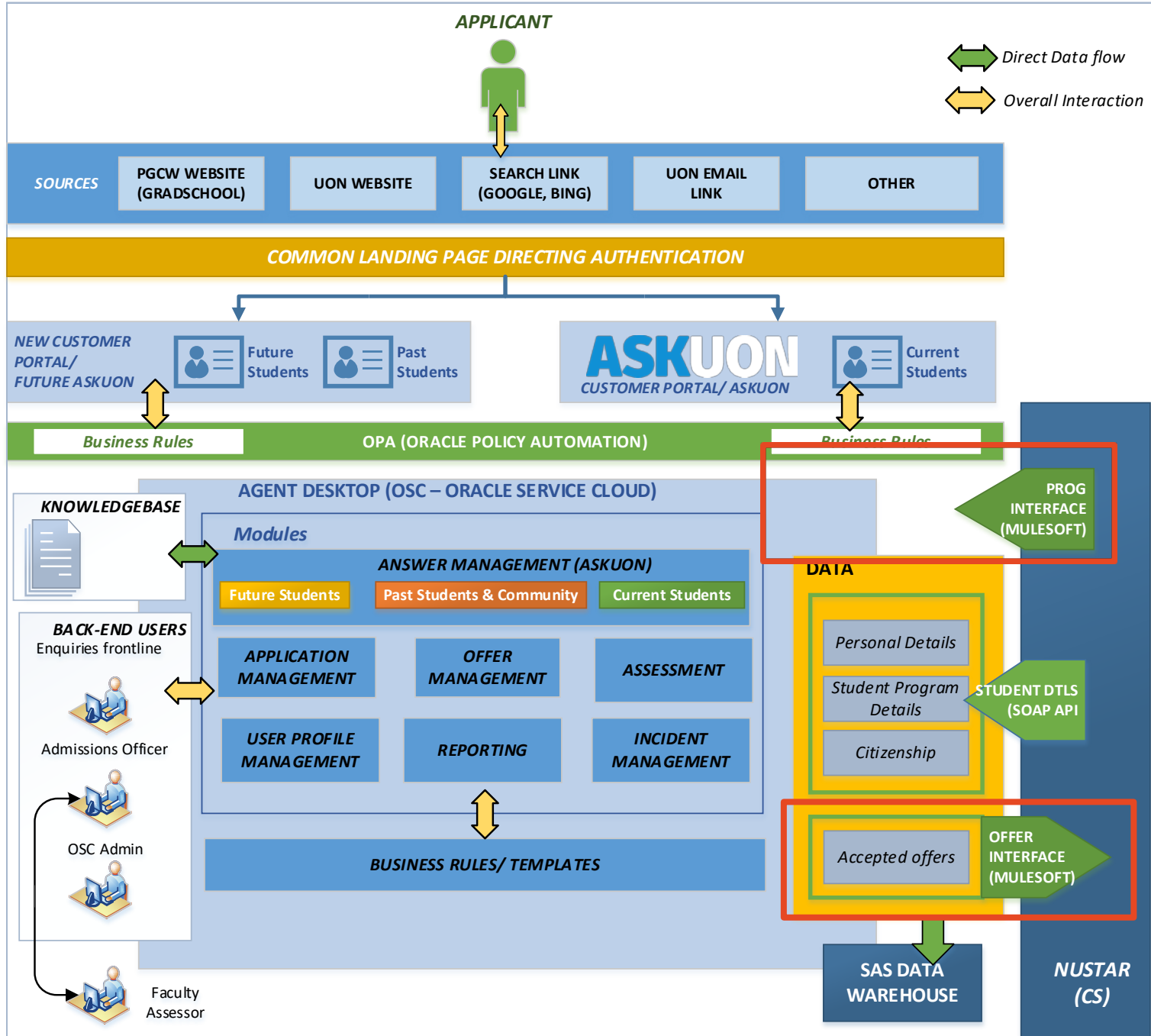
Propose

Status	Response Interval	Resolution Interval	Source	Reference #	Subject	Actions
No items to display.						



UON DIRECT ADMISSIONS

ADU 7-9 NOVEMBER 2018



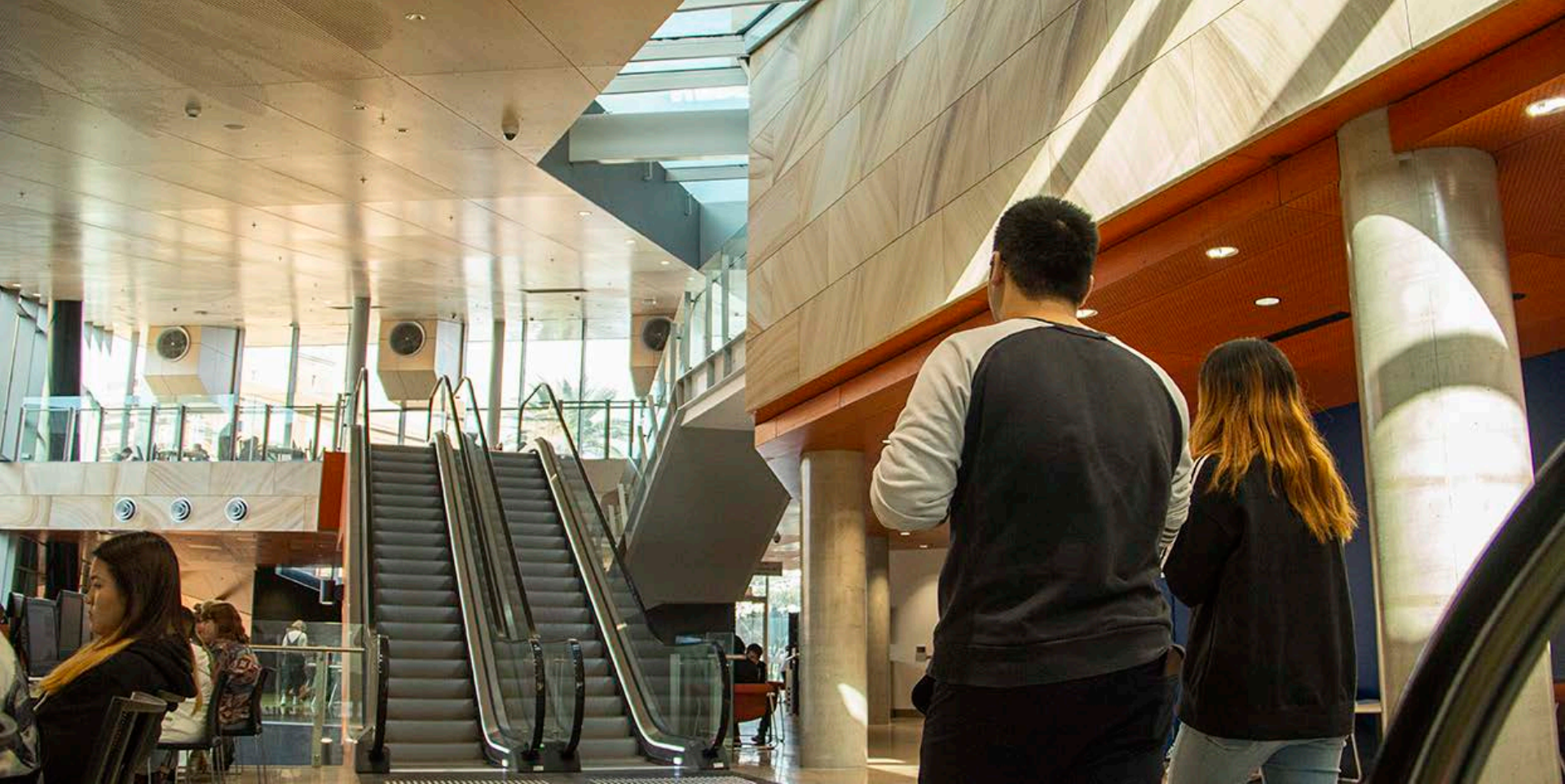
ADMISSIONS

Applicants able to quickly and easily complete application and access advice, support and information throughout the entire process



Full student lifecycle management
Complete view of interactions across UON

UON can complete assessments quickly and process an offer immediately if the application meets admission criteria



PROGRAM CATALOGUE

Integrating UON's
program catalogue with
OSvC and OPA

ADU 7-9 NOVEMBER 2018

GETTING INTAKES INTO OPA

1

Program intakes configured in PeopleSoft by Admissions team

2

Data collected by Mule and pushed to OSvC using REST API

3

Program intake data fetched by OPA using custom script in OSvC

4


OPA filters program intakes by study area, program, campus and term

CONFIGURING PROGRAM INTAKES

- Admissions staff configure intakes in PeopleSoft
- Intakes configured by term – involves choosing which program/campus/specialisation combos are open for admission
- Intakes have opening and closing dates but exceptions can be set for each program/campus combo
- Able to “rollover” an intake from one term or round into another
 - Saves staff from having to reconfigure intakes every term
- Mule checks for changes every 5 minutes and sends all changes to OSvC via Connect REST API

CONFIGURING PROGRAM INTAKES

[Favorites](#) > [Main Menu](#) > [Student Admissions](#) > [UoN Student Admissions](#) > [Admission Intakes](#) > [Configure Program Intakes](#)


 [Advanced Search](#) [Last Search Results](#)

Intake

Term 5940 Semester 1 - 2019	Career Postgraduate Coursework	Application Opening Date 07/05/2018
Student Cohort Domestic		Advertised Closing Date 10/02/2019
Intake Description Dom PGCW 2019 Sem 1 R1		Application Closing Date 18/02/2019

Intake dates set for entire term

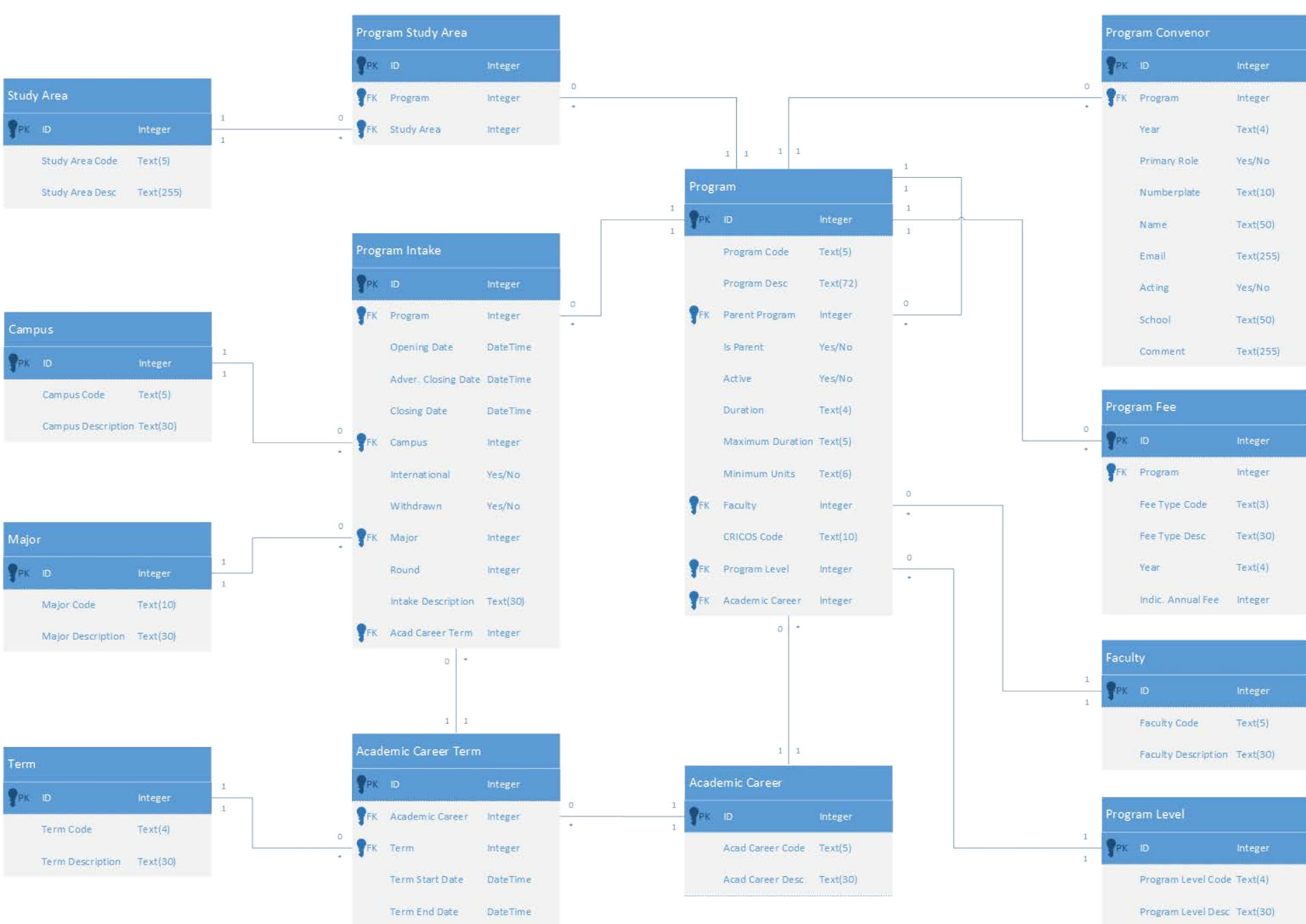
Rollover

“Rollover” function

Program Intakes							Personalize Find View 12 First 1-69 of 69 Last	
Program	Program Description	Campus	Campus Description	*Intake Status	Application Dates	Major / Specialisations		
11255	G Cert Applied Linguistic	CALLA	Callaghan Campus	Approved	Add Exception	Add Exception		
11255	G Cert Applied Linguistic	ONLIN	ONLINE	Approved	Add Exception	Add Exception		
11256	M Applied Linguistics [CW]	CALLA	Callaghan Campus	Approved	Add Exception	Add Exception		
11256	M Applied Linguistics [CW]	ONLIN	ONLINE	Approved	Add Exception	Add Exception		
11277	M Engineering Management [CW]	CALLA	Callaghan Campus	Approved	Add Exception	Add Exception		
11684	G Cert Clinical Epidemiology	CALLA	Callaghan Campus	Approved	Add Exception	Add Exception		
11684	G Cert Clinical Epidemiology	ONLIN	ONLINE	Approved	Add Exception	Add Exception		
11685	M Clinical Epidemiology	CALLA	Callaghan Campus	Approved	Add Exception	Add Exception		
11685	M Clinical Epidemiology	ONLIN	ONLINE	Approved	Add Exception	Add Exception		
11686	G Cert Health Science	ONLIN	ONLINE	Approved	Add Exception	Add Exception		
11687	M Health Science	ONLIN	ONLINE	Approved	Add Exception	⚠ Modify Exception		
11702	M Professional Accounting	SYDC	Sydney	Approved	Add Exception	Add Exception		
11714	M Teaching (Primary)	CALLA	Callaghan Campus	Approved	Add Exception	Add Exception		

A program/campus intake combo

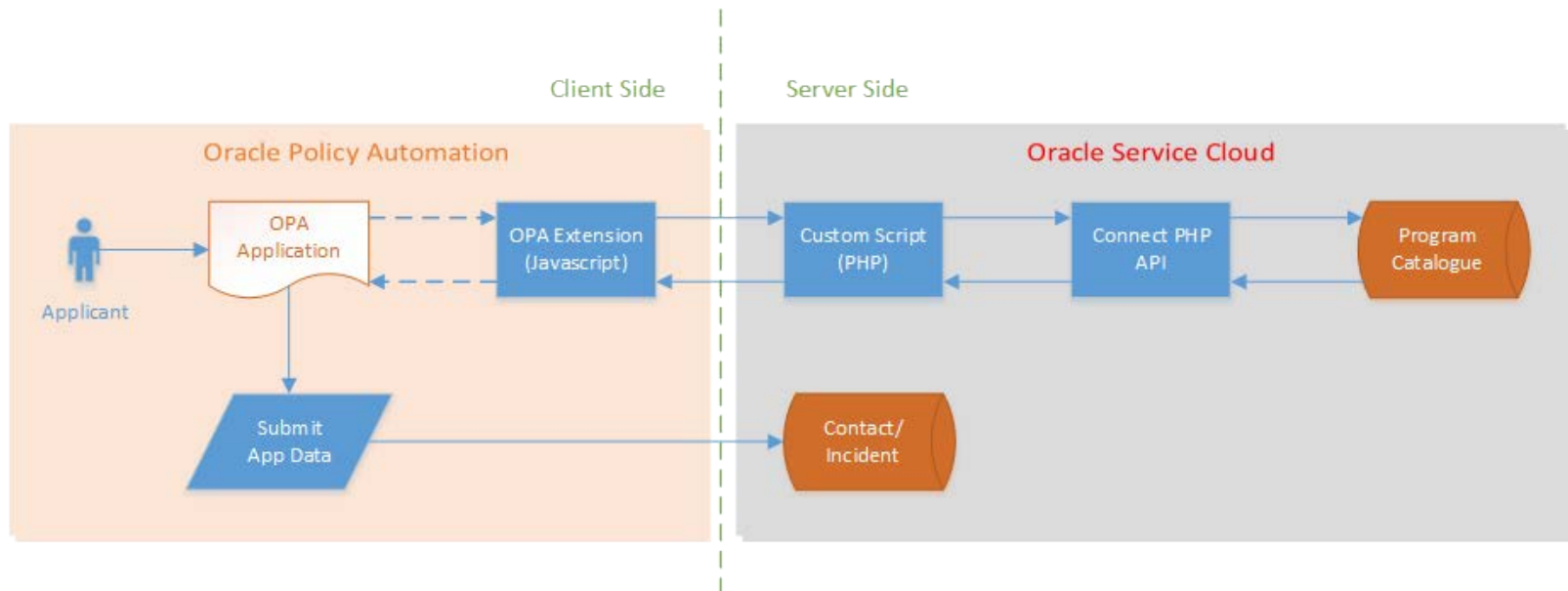
Date and specialisation exceptions configuration



FETCHING PROGRAM INTAKES IN OPA

- Complex data model makes it difficult to display and filter programs in OPA
- In addition, applicants are required to choose in order:
 - Program
 - Specialisation (if applicable)
 - Campus
 - Term
- Interview Extensions required to fetch data from the catalogue and filter program intakes as the applicant progresses through the application

FETCHING PROGRAM INTAKES IN OPA



FILTERING PROGRAM INTAKES

```
OraclePolicyAutomation.AddExtension({
  customOptions: function(control, interview) {
    if (control.getProperty('name') == 'my_control') {
      return {
        options: // Array or function,
        controlType: // One of 'Dropdown', 'searching-combo',
                     'text-button-group', 'Radiobutton'
      };
    }
  }
});
```

- Apply an extension to the study area, program, specialisation, campus, and term fields
- options attribute is a function which filters available choices depending on the previous choices. This function runs every time a field changes in OPA.
- Extensions run on all input controls so best to give each a unique name to identify it in code

SAVING PROGRAM INTAKES

- Once applicant has chosen an intake it needs to be recorded on the incident
- Use onSubmit event handler to save intake when Next or Submit button is clicked
- Filter list of all intakes based on current selections

```
OraclePolicyAutomation.AddExtension({
  onSubmit: function(evt) {
    if (globalInterview) {
      // Fetch the current intake selections
      var program = globalInterview.getValue('program');
      var major = globalInterview.getValue('major') ? globalInterview.
        getValue('major') : null;
      var campus = globalInterview.getValue('campus');
      var term = globalInterview.getValue('term');

      // Find the intake catalogue objects associated with the selections
      var intakes = _.filter(programIntakes, {
        'program_id': program,
        'major_id': major,
        'campus_id': campus,
        'term_id': term
      });

      // Find the intake with the lowest round number
      var intake = _.minBy(intakes, 'round');

      // Set the intake ID field if a catalogue object was found
      if (intake) {
        globalInterview.setInputValue('intake_id', parseInt(intake.ID));
      }
    }
  }
});
```


END RESULT

181103-000065

POSTGRADUATE APPLICATION

Student Info

Student ID

Contact

Program

Program

Program Code

Specialisation

Campus

Term Type

Year of Study

Application

Application ID

Application Stage

Application Status

Assigned

Incident

Subject

Category *

Status *

Reference #

Incident ID

Queue *

Interface *

System Details

Audit Log

Postgrad Application

Slipback Offer

Offer Interface

Interface Logs

Admin

Attachments

Application

Personal Details

Change of Details

Messages

Private Notes

Application Details

Previously Studied at UON? Previous Tertiary Study? Student ID (entered on app)

Education Qualifications

Open Add New Print Copy Assign Delete Options

Level of Study	Name	Institution	Country	Year of Completion
Bachelor	Bachelor of Education	University of Wollongong	Australia	1991

Employment Details

Open Add New Print Copy Assign Delete Options

Company Name	Job Position	Employer Type	Employment Status	Hours Worked	Country	From Date	To Date
There are no items to show in this view.							

English Language Proficiency

Is English first language?	English Proficiency Qualification	Language used at home
Yes		

Program Details

Program Code	Field of Education	Program	Program Specialisation	Campus	Start Term
40123		Master of Special and Inclusive Education	General Special Education	ONLIN	Semester 1 - 2019

Useful Links

[UAC](#)

[AHPRA](#)

[NOOSR](#)

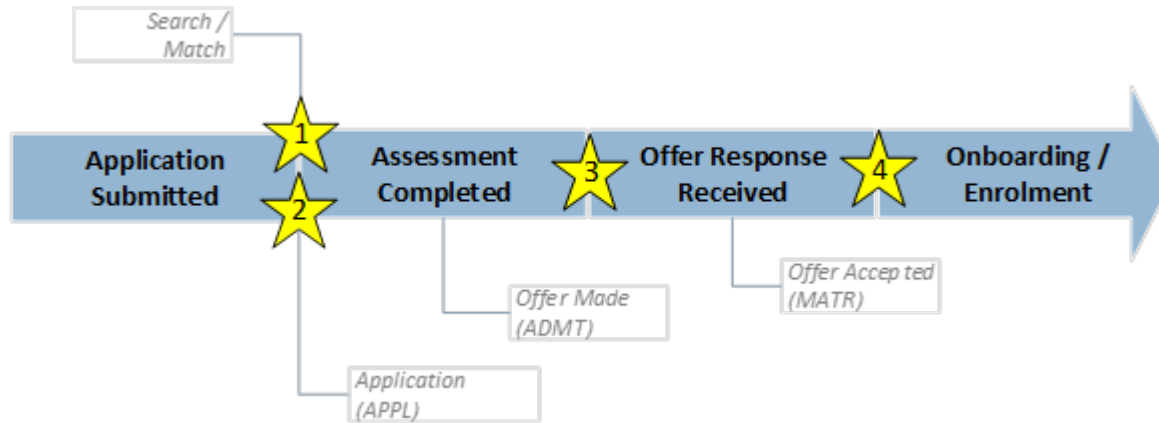
[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov.au](#)


ADMISSIONS – OFFER INTERFACE



OSvC (Admissions) > MuleSoft > NUSTAR (Campus Solutions)

Creation of person record, application record, student record in student management system on offer of admission

ADMISSIONS — OFFER INTERFACE



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

UON Homepage Current Students [testina@mailinator.com](#)

ASKUON

Postgraduate application underway

✓

✓

✓

●

●

●

●

Required docs Personal details Contact details Citizenship details Education and work experience Attachments Review application

Citizenship details

★ - Required fields

English proficiency - What you need to provide (slide to see more)

☐

Citizenship details - What you need to provide (slide to see more)

☐

Is Australia your country of birth? ★

☐ Yes ☐ No

Citizenship Status? ★

Permanent Resident excl NZ

✓ Apply

My Account

Search

Chat


Email

Call


Visit

Feedback

ADMISSIONS — OFFER INTERFACE



UON HomepageCurrent Studentstestina@mailinator.com



Postgraduate application underway

✓

✓

✓

✓

✓

✓

○

Required docsPersonal detailsContact detailsCitizenship detailsEducation and work experienceAttachmentsReview application

Review application before submitting

★ - Required fields

To complete your application carefully check the information you have provided below and click the 'Submit application' button. To change any details click on the corresponding step above.

Show all application details (slide to see more)

☐

Study details

Program information

Program: Master of Creative Industries

Study location: Newcastle City Precinct

Start term: Trimester 1 - 2019

Do you want to change your program selection? ★

☐ Yes ☒ No

Declaration ★

☐ I declare that, to the best of my knowledge, the information I have provided in this application is complete, true and correct.

Back

Submit application

✓ Apply

My Account

Search

Chat

Email

Call

Visit

Feedback

ADMISSIONS — OFFER INTERFACE

POSTGRADUATE APPLICATION

Contact

Country of Citizenship

Program

Program

Program Code

Specialisation

Campus

Term Type

Year of Study

Application

Application ID

Application Stage

Application Status

Assigned

Incident

Subject

Category *

Status *

Reference #

Incident ID

Queue *

Interface *

DOCUMENTS REQUIRED

REJECT

APPROVE

CANCEL

POSTGRADUATE STUDY

System Details	Audit Log	Postgrad Application	Slipback Offer	Offer Interface	Interface Logs	Admin
Attachments	Application	Personal Details	Change of Details	Messages	Private Notes	

Personal Details

Title	<input type="text"/>	Verified Student ID	<input type="text"/>	ATSI	<input type="text" value="Neither"/>
First Name *	<input type="text" value="Testina"/>	Date of Birth	<input type="text" value="01/01/1980"/>	Gender	<input type="text" value="Female"/>
Middle Name	<input type="text"/>	New Student Date of Birth	<input type="text"/>	Domestic / International	<input type="text" value="Domestic"/>
Last Name *	<input type="text" value="Tester"/>	Country of Birth	<input type="text" value="LI"/>	Australian Visa Type	<input type="text" value="[No Value]"/>
Previous Last Name	<input type="text"/>	Country of Citizenship	<input type="text" value="LI"/>	Citizenship Status	<input type="text" value="3 - Permanent Resident excl NZ"/>
				International Visa Type	<input type="text" value="[No Value]"/>

Contact Details

Email *	<input type="text" value="testina@mailinator.com"/>	Mail Address Line 1	<input type="text" value="22 Testy Road"/>	Home Address Line 1	<input type="text" value="22 Testy Road"/>
Mobile Phone	<input type="text" value="0413559320"/>	Mail Address Line 2	<input type="text"/>	Home Address Line 2	<input type="text"/>
Home Phone	<input type="text"/>	Suburb/City	<input type="text" value="Test Heights"/>	Home Suburb/City	<input type="text" value="Test Heights"/>
		State	<input type="text" value="NSW"/>	Home State	<input type="text" value="NSW"/>
Update Nustar Address	<input type="text" value="[No Value]"/>	Mail State Free Text	<input type="text"/>	Home State Free Text	<input type="text"/>
Home address same as Mail	<input type="text" value="Yes"/>	Mail Post Code	<input type="text" value="2285"/>	Home Post Code	<input type="text" value="2285"/>
		Mail Country	<input type="text" value="Australia"/>	Home Country	<input type="text" value="Australia"/>

NUSTAR Address

Address Type	address_line_1	address_line_2	address_line_3	address_line_4	city	state	post_code	Country
There are no items to show in this view.								

NUSTAR Program Information

This is a snapshot of the student's most recent program and/or application records. Please refer to NUSTAR for more information if required.

Updated by NUSTAR

Program Level	Program ID	Program Name	Status	Date Commence	Date Completed/Ce	Campus	Program Plan
No Value	No Value	No Value	No Value	No Value			Program Plan

Useful Links

[UAC](#)

[AHPRA](#)

[NOOSR](#)

[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov](#)

ADMISSIONS — OFFER INTERFACE

POSTGRADUATE APPLICATION

POSTGRADUATE STUDY

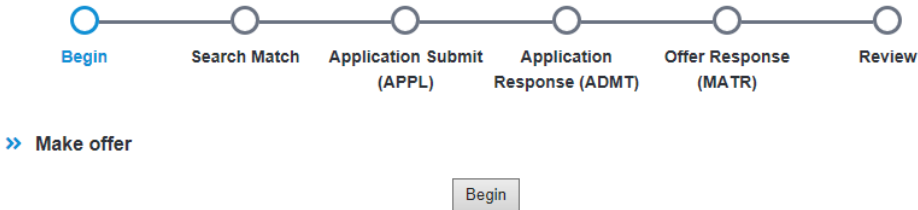
Contact	<input type="text" value="Testina Tester"/>
Country of Citizenship	<input type="text" value="LI"/>
Program	
Program	<input type="text" value="Master of Creative Industries"/>
Program Code	<input type="text" value="40132"/>
Specialisation	<input type="text"/>
Campus	<input type="text" value="NCLE"/>
Term Type	<input type="text" value="Trimester 1"/>
Year of Study	<input type="text" value="2019"/>
Application	
Application ID	<input type="text"/>
Application Stage	<input type="text" value="Send to NUSTAR"/>
Application Status	<input type="text" value="Assessment In-Progress"/>
Assigned	<input type="text" value="Administrator
Emily Middleton"/>
Incident	
Subject	<input type="text" value="Postgraduate application"/>
Category *	<input type="text" value="Admissions
Postgraduate Application - Docum"/>
Status *	<input type="text" value="In Progress"/>
Reference #	<input type="text" value="181105-000000"/>
Incident ID	<input type="text" value="1028901"/>
Queue *	<input type="text" value="Admissions"/>
Interface *	<input type="text" value="uon_future"/>

DOCUMENTS REQUIRED

REJECT

APPROVE

CANCEL

Attachments	Application	Personal Details	Change of Details	Messages	Private Notes
System Details	Audit Log	Postgrad Application	Slipback Offer	Offer Interface	Interface Logs
Assessment			Offer		
Assessment Result	<input type="text" value="ADMT"/>	Offer Response	<input type="text" value="MATR"/>		
Assesment Result Reason *	<input type="text" value="29 - Other Basis"/>	Offer Response Reason *	<input type="text" value="AM01 - Met Requirements – Direc"/>		
These fields are set in OPA					
Mode of Attendance *	<input type="text" value="1 - Internal Mode of Attendance"/>	Admit Type *	<input type="text" value="DIR - Direct Local Applicants"/>		
Liability Status *	<input type="text" value="302 - Full Fee Domestic Student"/>	Program Transfer *	<input type="text" value="NA - Not Applicable"/>		
Send to NUSTAR					
					

Useful Links

[UAC](#)

[AHPRA](#)

[NOOSR](#)

[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov](#)

ADMISSIONS — OFFER INTERFACE

POSTGRADUATE APPLICATION

Contact

Country of Citizenship

Program

Program

Program Code

Specialisation

Campus

Term Type

Year of Study

Application

Application ID

Application Stage

Application Status

Assigned

Incident

Subject

Category *

Status *

Reference #

Incident ID

Queue *

Interface *

DOCUMENTS REQUIRED

REJECT

APPROVE

CANCEL

Attachments

System Details

Application

Audit Log

Personal Details

Postgrad Application

Change of Details

Slipback Offer

Offer Interface

Messages

Interface Logs

Private Notes

Admin

Assessment

Assessment Result

Assesment Result Reason *

Mode of Attendance *

Liability Status *

Send to NUSTAR

Offer

Offer Response

Offer Response Reason *

Admit Type *

Program Transfer *

Begin

Search Match

Application Submit (APPL)

Application Response (ADMT)

Offer Response (MATR)

Review

>> match found in NUSTAR. Rule number 51

Student ID	First Name	Last Name	D.O.B.	Gender	Emails
3312433	Testy	Tester	1980-01-01	X	testy12@mailinator.com

Rerun

Create new student

Useful Links

[UAC](#)

[AHPRA](#)

[NOOSR](#)

[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov](#)

ADMISSIONS — OFFER INTERFACE

POSTGRADUATE APPLICATION

Testina Tester

Student Info

Student ID3312468

ContactTestina Tester

Country of CitizenshipLI

Program

ProgramMaster of Creative Industries

Program Code40132

Specialisation

CampusNCLE

Term TypeTrimester 1

Year of Study2019

Application

Application ID00476122

Application StageNustar Data Entry Complete

Application StatusApplication Approved

AssignedAdministrator
Emily Middleton

Incident

SubjectPostgraduate application

Category *Admissions
Postgraduate Application - Docum

Status *In Progress

Reference #181105-000000

Incident ID1028901

Queue *Admissions

Interface *uon_future

Attachments

Application

Personal Details

Change of Details

Messages

Private Notes

System Details

Audit Log

Postgrad Application

Slipback Offer

Offer Interface

Interface Logs

Admin

Assessment

Offer

Assessment ResultADMT

Offer ResponseMATR

Assesment Result Reason *29 - Other Basis

Offer Response Reason *AM01 - Met Requirements – Direc

These fields are set in OPA

Mode of Attendance *1 - Internal Mode of Attendance

Admit Type *DIR - Direct Local Applicants

Liability Status *302 - Full Fee Domestic Student

Program Transfer *NA - Not Applicable

Send to NUSTAR

Begin

Search Match

Application Submit
(APPL)

Application
Response (ADMT)

Offer Response
(MATR)

Review

✔ Offer submitted

Application ID: 00476122

✔ New Student Created

Student ID: 3312468

Info

New student record. Search match will be bypassed and result action set to Add

Useful Links

[UAC](#)

[AHPRA](#)

[NOOSR](#)

[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov](#)

ADMISSIONS — OFFER INTERFACE

Biographical Details | Addresses | Regional | Application Program Data | Application Regional | Biographical Details | Addresses | Regional | Application Program Data | Application Regional | Application Data | Application School/Recruiting |

Benjamin Walter Mueller 9611440 Benjamin Walter Mueller 9611440

Person Information

Biographical Details | Addresses | Regional | Application Program Data | Application Regional | Application Data | Application School/Recruiting |

Benjamin Walter Mueller 9611440

Academic Institution The University of Newcastle Application Number 00476116
Academic Career Postgraduate Coursework Career Number 0

Program Data Find | View All First 3 of 3 Last

Program Number 0 *Effective Date 15/10/2018
*Admit Term 5940 2019 Sem 1 Effective Sequence 1
*Academic Program 12382 M InfoTech Expected Graduation Term
*Academic Load Full-Time *Campus CALLA Callaghan
☐ Joint Program

Program Enrollment

Cohort Tag APT Instance
Year of Program 01 - First Year

Program Status

Status Applicant Action Date 15/10/2018
*Program Action APPL Application Action Reason APPL Application entered

Program Status

Status Admitted Action Date 15/10/2018
*Program Action ADMT Offer Made Action Reason 29 Other Basis

Program Status


Status Active Action Date 15/10/2018
*Program Action MATR Matriculation Action Reason AM01 Met Requirements - Direct
Last Updated On 15/10/2018 10:31:50 By UN_ADMISSIONS Evaluation
Create Program

Personalize | Find | First 1 of 1 Last
c Group Description
Aboriginal
Find | View All First 1 of 2 Last
Citizenship Status Australian Citizen


For current students also may include :

- Email, address, phone number updates
- + VDIS
- + Transfer of existing course enrolments

ADMISSIONS — CHANGE OF DETAILS



UON Homepage Current Students [training@mailinator.com...](#)



Postgraduate application underway

✓

Required docs Personal details Contact details Education and work experience Attachments Review application

Personal details

★ - Required fields

Title

First name

Last name

Gender

Australian residency status

Have any of the above details changed? ★
☐ Yes ☐ No

Other names

Date of birth

[Next step > Contact details](#)

☒ Apply

☐ My Account

☐ Search

☐ Chat

☐ Email

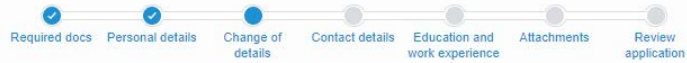
☐ Call

☐ Visit

☐ Feedback

ASKUON

Postgraduate application underway



Change of details

★ - Required fields

Current details on UON record

Title

Mr

First name

Training

Other names

Last name

Training

Australian residency status

Permanent Resident excl NZ

Country of citizenship

Aruba

New details

Title

Mr

First name ★

Training

Other names

John

Last name ★

Training

Australian residency status ★

Australian Citizen

Country of citizenship

Australia

✓ Apply

My Account

Search

Chat

Email

Call

Visit

Feedback

You will be required to provide the following documents on the 'Attachments' page of this application

Change of Name (two of the below, one showing previous name and one showing new name)

- Passport
- Birth certificate
- Marriage Certificate (No commemorative certificates can be accepted)
- Driver's Licence
- Deed Poll/Change of Name

Country of Citizenship

- Citizenship Certificate

All copies of documents must be certified. The University of Newcastle accepts documents that have been certified by:

- An authorised person of a tertiary or higher education institution who will sign and stamp the copies. Student Central staff can perform this service.
- A Justice of the Peace, who will stamp and sign the copies and include their name, registration number and state of registration.
- A person currently employed as:
 - an accountant
 - a bank manager
 - a credit union branch manager
 - a barrister, solicitor or attorney
 - a police officer of the rank of sergeant or above
 - a postal manager
 - a principal of an Australian secondary college, high school or primary school.

Each certified copy must include an official stamp from the notary's employing institution.

[Next step > Contact details](#)

Back

Save & continue

ADMISSIONS — CHANGE OF DETAILS

Postgraduate application underway



Attachments

★ - Required fields

Citizenship details - What you need to provide (slide to see more)



Before we are able to assess your application, you must provide supporting documentation. Please ensure you review the information above, and attach the required documentation with your application.

As you have indicated that your name has changed you need to provide two of the below, one showing previous name and one showing new name:

- Passport
- Birth certificate
- Marriage Certificate (No commemorative certificates can be accepted)
- Driver's Licence
- Deed Poll/Change of Name

As you have indicated that your citizenship has changed you need to provide a certified copy of your Citizenship Certificate.

Do you need to upload supporting documentation? (employment, education or identification) ⓘ ★

☐ No ☐ Yes ☐ Add later

[Next step > Review application](#)

[Back](#)

[Save & continue](#)

Postgraduate application underway



Review application before submitting

★ - Required fields

To complete your application carefully check the information you have provided below and click the 'Submit application' button. To change any details click on the corresponding step above.

Show all application details (slide to see more)



Study details

UON student ID number: 3321869

You are currently enrolled in:

Current program

M Business Administration

Program status

Active in Program

Do you expect to complete your degree in the current term of enrolment? ★

☐ Yes ☒ No

If you are successful in gaining admission, do you wish to discontinue your enrolment in the above program?

★
☒ Yes ☐ No

Program information

Program: Master of Professional Engineering (Computer Systems)

Study location: Callaghan

Start term: Semester 1 - 2019

Do you want to change your program selection? ★

☐ Yes ☒ No

Declaration ★

☒ I declare that, to the best of my knowledge, the information I have provided in this application is complete, true and correct.

Back

Submit application

ADU 7-9 NOVEMBER 2018

ADMISSIONS — CHANGE OF DETAILS

POSTGRADUATE APPLICATION

POSTGRADUATE STUDY

This applicant has requested to change some of their details. Please check and action on the Change of Details tab.

Training Training

3321869 STUDENT ID

Student Info

Student ID3321869

ContactTraining Training

Country of CitizenshipAW

Program

ProgramMaster of Professional Engineering (Computer Syst

Program Code40060

Specialisation

CampusCALLA

Term TypeSemester 1

Year of Study2019

Application

Application ID

Application StageUnder Assessment

Application StatusAssessment In-Progress

AssignedAdministratorEmily Middleton

Incident

SubjectPostgraduate application

Category*AdmissionsPostgraduate Application - Documents Pendi

Status*In Progress

Reference #181105-000002

Incident ID1028903

Queue*Admissions

AttachmentsApplicationPersonal DetailsChange of DetailsMessagesPrivate NotesSystem DetailsAudit LogPostgrad ApplicationSlipback OfferOffer InterfaceInterface LogsAdmin

First NameTraining

Middle Name

Last NameTraining

Previous Last Name

Date of Birth01/01/1980

New Student Date of Birth

Country of BirthAL

Country of CitizenshipAW

GenderMale

Domestic / InternationalDomestic

Australian Visa TypeStudent Visa

Citizenship Status[No Value]

International Visa TypePermanent Resident excl NZ

Contact Details

Emailtraining@mailinator.com.invalid

Mobile Phone0512345678

Home Phone

Mail Address Line 120 Fletcher St

Mail Address Line 2

Suburb/City

StateNSW

Update Nustar AddressNo

Home address same as MailYes

Mail State Free Text

Mail Post Code2289

Mail CountryAustralia

Home Address Line 120 Fletcher St

Home Address Line 2

Home Suburb/City

Home StateNSW

Home State Free Text

Home Post Code2289

Home CountryAustralia

NUSTAR Address

OpenAdd NewPrintCopyAssignDelete

Address Type	address_line_1	address_line_2	address_line_3	address_line_4	city	state	post_code	Country
Home	20 Fletcher St	No Value	No Value	No Value	Adamstown	NSW	2289	AUS
Mail	20 Fletcher St	No Value	No Value	No Value	Adamstown	NSW	2289	AUS

NUSTAR Program Information

This is a snapshot of the student's most recent program and/or application records. Please refer to NUSTAR for more information if required.

Updated by NUSTAR05/11/2018 01:22 PM

Program Level	Program ID	Program Name	Status	Date Commenced	Date Completed/Cease	Campus	Program Plan
PGCW	40137	M Business Administration	Active in Program	30/10/2018		NCLE	Program Plan

Useful Links

[UAC](#)[AHPRA](#)[NOOSR](#)[NARIC](#)[VEVO](#)[TEQSA](#)[Training.gov](#)

ADU 7-9 NOVEMBER 2018

ADMISSIONS — CHANGE OF DETAILS

POSTGRADUATE APPLICATION

POSTGRADUATE STUDY

This applicant has requested to change some of their details. Please check and action on the Change of Details tab.

Training Training

3321869 STUDENT ID

Student Info

Student ID3321869

ContactTraining Training

Country of CitizenshipAW

Program

ProgramMaster of Professional Engineering (Computer Syst

Program Code40060

Specialisation

CampusCALLA

Term TypeSemester 1

Year of Study2019

Application

Application ID

Application StageUnder Assessment

Application StatusAssessment In-Progress

AssignedAdministratorEmily Middleton

Incident

SubjectPostgraduate application

Category *AdmissionsPostgraduate Application - Documents Pendi

Status *In Progress

Reference #181105-000002

Incident ID1028903

Queue *Admissions

AttachmentsApplicationPersonal DetailsChange of DetailsMessagesPrivate NotesSystem DetailsAudit LogPostgrad ApplicationSlipback OfferOffer InterfaceInterface LogsAdmin

Change of Details:

Please confirm below that documentary evidence has been sighted and approved. NUSTAR will be updated with approved changes when Offer Interface runs.

Change of DetailsYes

Change of Details Approved/Updated[No Value]

Current Details

TitleMrGenderMale

First NameTrainingDate of Birth01/01/1980

Middle NameCountry of CitizenshipAW

Last NameTrainingCitizenship Status NustarPermanent Resident excl NZ

New Details

TitleMrGender

First NameTrainingDate of Birth

Middle NameJohnCountry of CitizenshipAU

Last Name Change of DetailsTrainingCitizenship Status1 - Australian Citizen

Useful Links

[UAC](#)

[AHPRA](#)

[NOOSR](#)

[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov](#)

ADMISSIONS — CHANGE OF DETAILS

POSTGRADUATE APPLICATION

This applicant has requested to change some of their details. Please check and action on the Change of Details tab.

Training Training

3321869 STUDENT ID

Student Info

Student ID3321869

ContactTraining Training

Country of CitizenshipAW

Program

ProgramMaster of Professional Engineering (Compu

Program Code40060

Specialisation

CampusCALLA

Term TypeSemester 1

Year of Study2019

Application

Application ID

Application StageSend to NUSTAR

Application StatusAssessment In-Progress

AssignedAdministratorEmily Middleton

Incident

SubjectPostgraduate application

Category*AdmissionsPostgraduate Application - Document

Status*In Progress

Reference #181105-000002

Incident ID1028903

Queue*Admissions

AttachmentsSystem Details

ApplicationAudit Log

Personal DetailsPostgrad Application

Change of DetailsSlipback Offer

MessagesOffer Interface

Private NotesInterface Logs

Admin

Assessment

Assessment ResultADMT

Assessment Result Reason*29 - Other Basis

These fields are set in OPA

Mode of Attendance*1 - Internal Mode of Attendance

Liability Status*302 - Full Fee Domestic Student

Send to NUSTAR

Offer

Offer ResponseMATR

Offer Response Reason*AM01 - Met Requirements – Direc

Admit Type*DIR - Direct Local Applicants

Program Transfer*TRFR - Program Transfer

Begin

Search Match

Application Submit (APPL)

Application Response (ADMT)

Offer Response (MATR)

Review

✖ An error was encountered

This student has a change of details request that must be verified to continue

Useful Links

[UAC](#)

[AHPRA](#)

[NQOSR](#)

[NARIC](#)

[VEVO](#)

[TEQSA](#)

[Training.gov](#)

ADU 7-9 NOVEMBER 2018

ADMISSIONS — CHANGE OF DETAILS

POSTGRADUATE APPLICATION

This applicant has requested to change some of their details. Please check and action on the Change of Details request.

Training Training

3321869 STUDENT ID

Student Info

Student ID 3321869

Contact Training Training

Program

Favorites ▾ Main Menu ▾ Campus Community ▾ Personal Information (Student) ▾ Add/Update a Person

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

All ▾ Search >> Advanced Search Last Search Results

Attachments

System Details

Assessment

Assessment Result

Assessment Result Reason

These fields are set in OPA

Mode of Attendance *

Name Type History

Name History

Type of Name Primary

Names Detail

Effective Date 06/11/2018

Status Active

Display Name Training Training

Formal Name Mr Training Training

Name Training, Training John

Last Update Date/Time 06/11/2018 13:08:33

Display Name Training Training

Formal Name Mr Training Training

Name Training, Training

Last Update Date/Time 30/10/2018 13:51:27

Biographical Details

Addresses

Regional

Training 3321869

John

Training

Australia

Ethnicity

Personalize Find 1 of 1 Last

Regulatory Region AUS Ethnic Group B Description Aboriginal

Citizenship History

Effective Date 06/11/2018 Citizenship Status Australian Citizen

Effective Date 30/10/2018 Citizenship Status Permanent Resident excl NZ

Tax File Number

Enter Tax File Number

TFN Verified

Save Return to Search Notify Refresh Update/Display Include History Correct History

/passed and result action set to Update

CHALLENGES / WHAT'S NEXT

Aligning strategic vision across divisions and teams



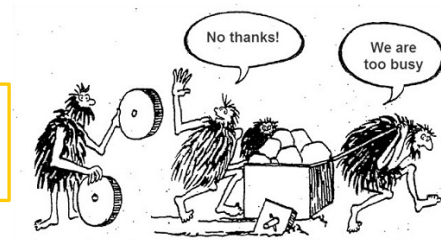
Data integration



Balancing “business as usual”



Continuous improvement



QUESTIONS?



ADU 7-9 NOVEMBER 2018



THANK YOU!



ADU 7-9 NOVEMBER 2018