



ALL THINGS BRIGHT AND BEAUTIFUL ALL CX DEV GREAT AND SMALL

SESSION 6068 | WED 7 NOV 2018



ADU 7-9 NOVEMBER 2018

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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

ADU 7-9 NOVEMBER 2018

UON SNAPSHOT



5 CAMPUSES
37,039 STUDENTS
2,722 FTE STAFF



UON SNAPSHOT

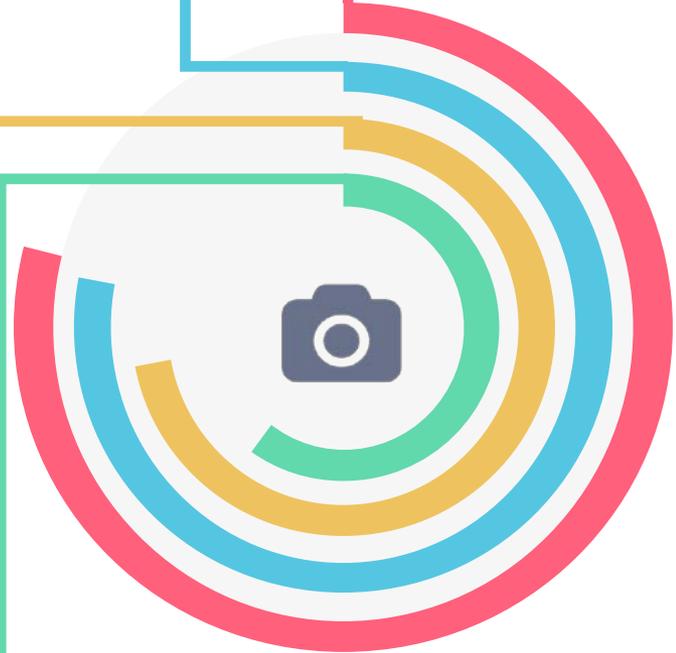


16,389
COMMENCING
STUDENTS

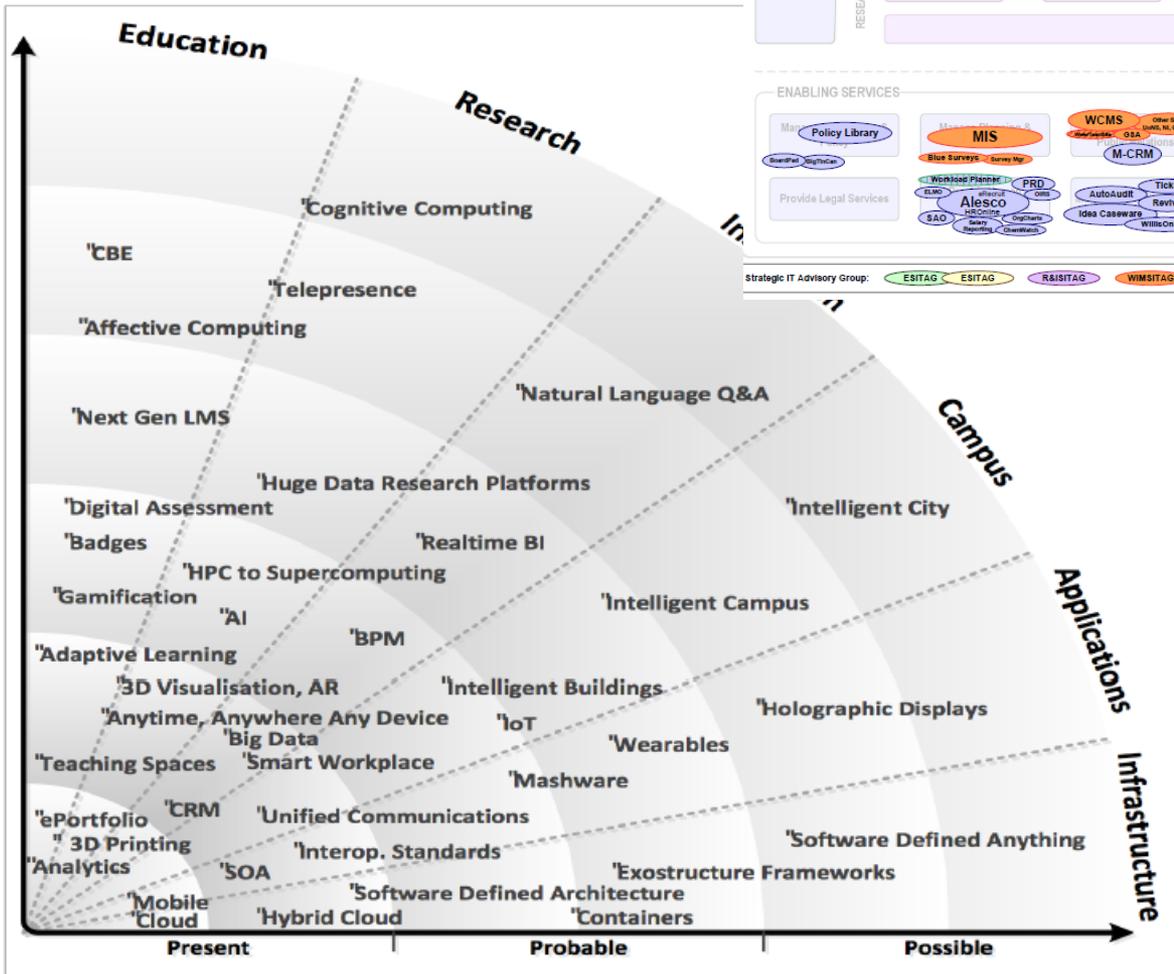
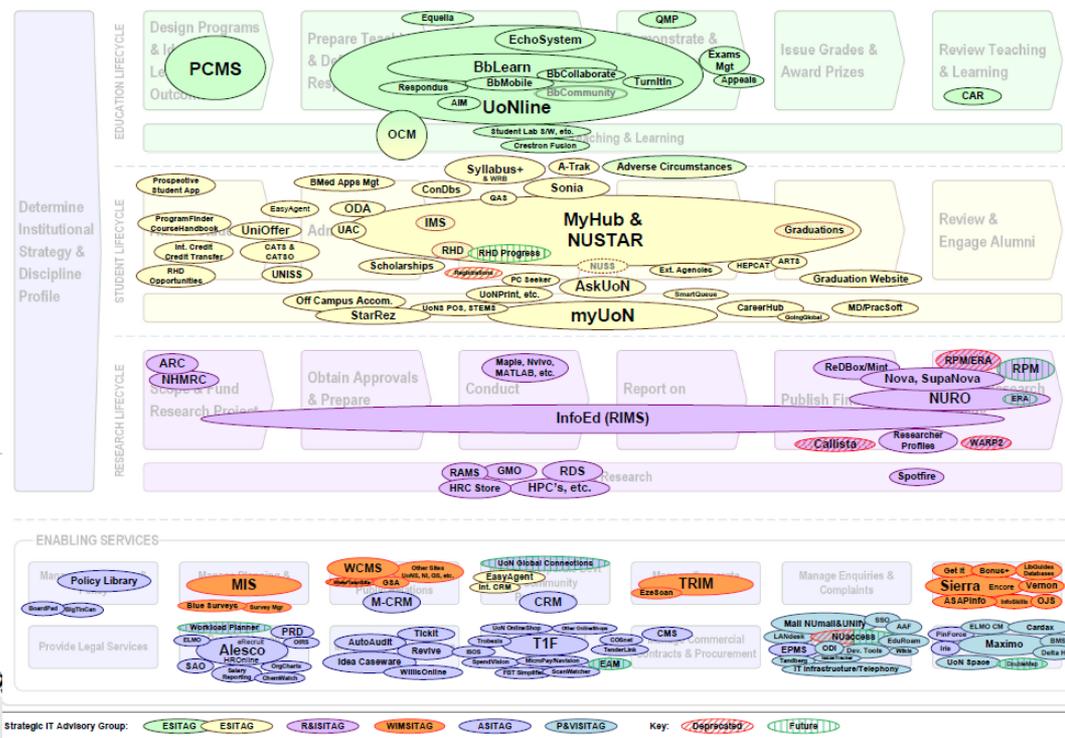
24,026
UNDERGRADUATE
5,791
POSTGRADUATE

7,084
INTERNATIONAL
STUDENTS

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



IT @ UON



Navigating Student Central

STUDENT CENTRAL @ UON



THE DIGI DEV TEAM

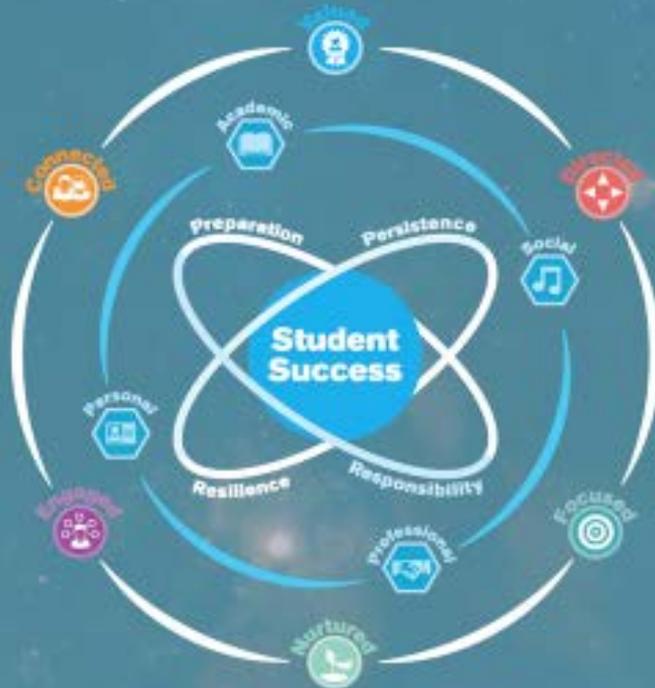
Support &
development for

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



NAVIGATING STUDENT SUCCESS

**STUDENT
CENTRAL**



TIERED SERVICE MODEL



Working in collaborative teams across locations



- Student Portal
- Mobile App
- UONline
- Social Media
- AskUON
- UON Website
- Blogs

Personalised, accurate, consistent and clear information will be pushed to targeted student cohorts to anticipate their needs.

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

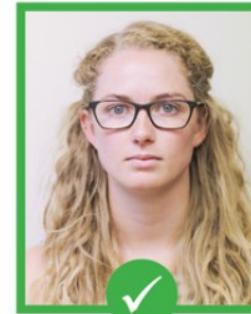
Note: All documents must be certified by a currently registered Justice of the Peace. Please ensure your mailing address listed in [myHub](#) is correct prior to completing this request.

*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



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

STUDENT ID CARD PHOTO UPLOAD



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

Card Status: Pick Up Location: Status:

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.ze...	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.tlewis@...	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 Enqui
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.mc...	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.lwood@...	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.weave...	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	Beamman	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	ashleymichael...	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	guomingjie@...	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	guokaixuan@...	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@gmail.com	3315208	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

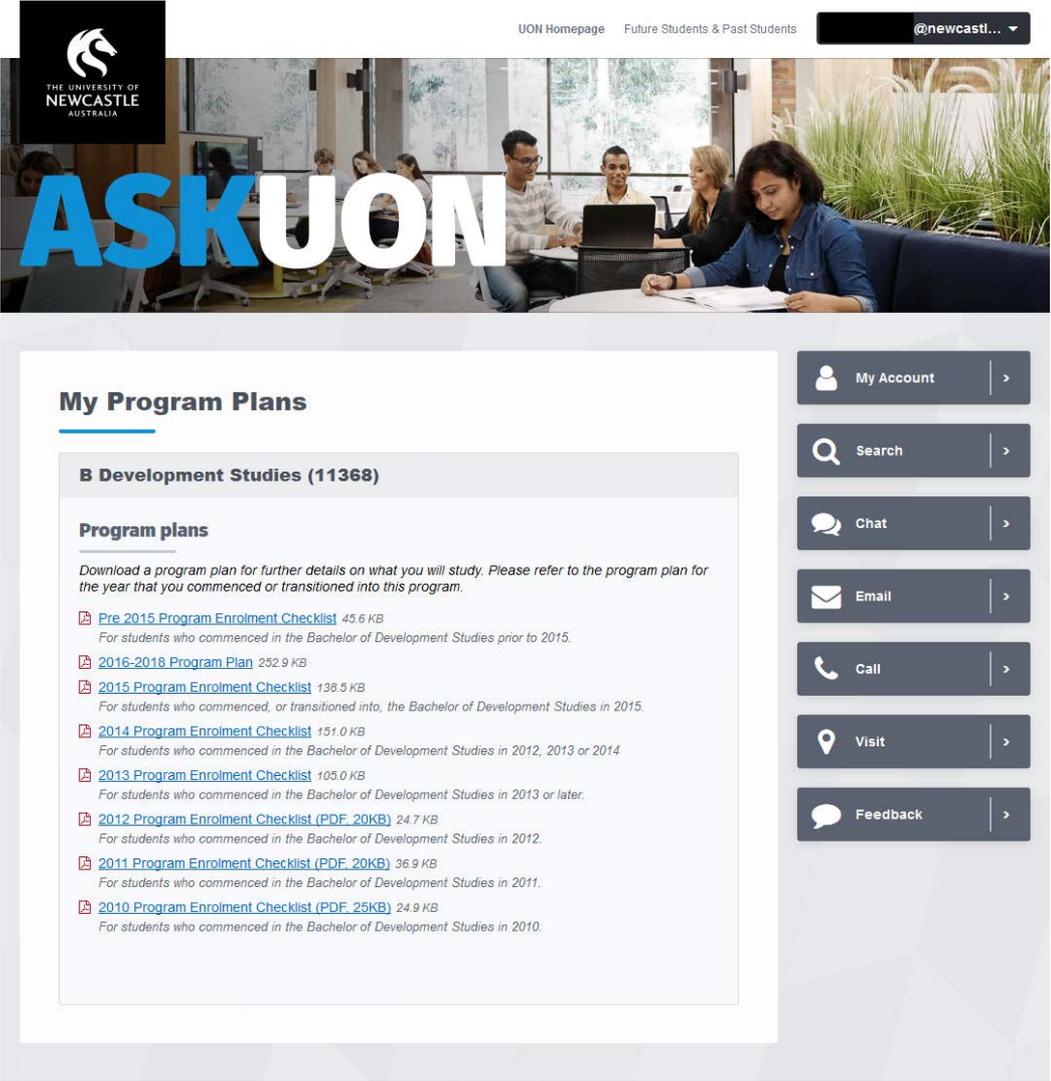


PROGRAM PLANS

Easy access to program plans for students and staff

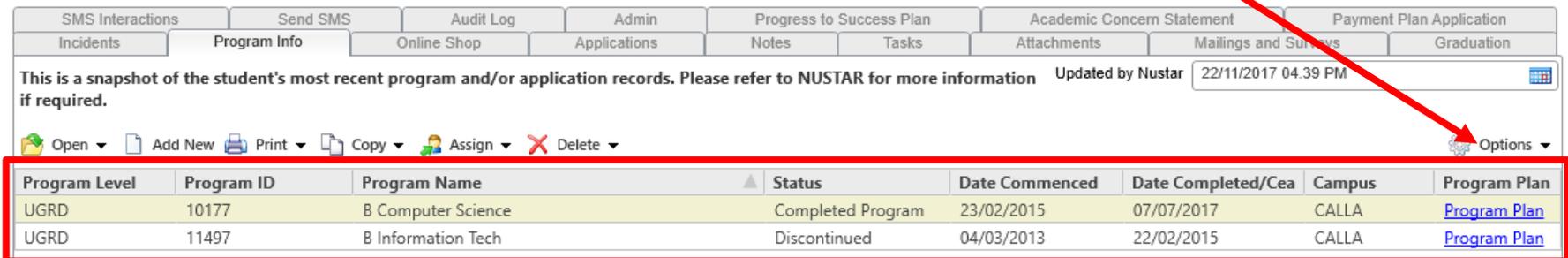
VIA CUSTOMER PORTAL

- 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 screenshot displays the University of Newcastle Australia customer portal. At the top left is the university's logo. The top right navigation bar includes links for 'UON Homepage', 'Future Students & Past Students', and a user profile dropdown labeled '@newcastl...'. A large banner image shows students in a study area with the text 'ASKUON' overlaid in large blue and white letters. Below the banner, the 'My Program Plans' section is visible, featuring a sub-section for 'B Development Studies (11368)'. Underneath, there is a 'Program plans' heading and a note: '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.' A list of links follows, each with a PDF icon and file size: 'Pre 2015 Program Enrolment Checklist' (45.6 KB), '2016-2018 Program Plan' (252.9 KB), '2015 Program Enrolment Checklist' (138.5 KB), '2014 Program Enrolment Checklist' (151.0 KB), '2013 Program Enrolment Checklist' (105.0 KB), '2012 Program Enrolment Checklist (PDF, 20KB)' (24.7 KB), '2011 Program Enrolment Checklist (PDF, 20KB)' (36.9 KB), and '2010 Program Enrolment Checklist (PDF, 25KB)' (24.9 KB). On the right side of the page, a vertical sidebar contains several utility buttons: 'My Account', 'Search', 'Chat', 'Email', 'Call', 'Visit', and 'Feedback', each with a right-pointing arrow.

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] Category Messages History

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

- 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

180319-001232

Save Save & Close Refresh New Print Send & Close Bookmark

Student Central Hubs

Contact * [No Value] **Anonymous** Category Notes History

Verified Student ID [No Value]

Domestic / International [No Value]

Hunter NeW Space Ourimbah Shortland
 Port Macquarie

Location * [No Value]

Subject [No Value]

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

STUDENT HUBS WORKSPACE

ORACLE Service Cloud

~any~



Logged Out



180319-001232

Save Save & Close Refresh New Print Send & Close Bookmark

Student Central Hubs



Contact * Angelie 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 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

FOUNDATION STUDIES BUI-ONLY

181106-000197

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

Foundation Studies Incident/Enquiry



Contact Info

Contact * [No Value] [Anonymous]

Student ID [Redacted]

[Phone call]

[Face-to-face]

Incident Info

Subject * [Redacted]

Category * [No Value]

Status * New

Assigned * Ang Test

Queue * Foundation Studies

Reference # 181106-000197

Messages Incident History Attachments Contact Info Tasks Audit Log

New Note No Channel

[Rich Text Editor: Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Undo, Redo, Bold, Italic, Underline, Strikethrough, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Undo, Redo]

Compose Response New Note Customer Entry [Sort Icon] Newest first

No Items to Display

FOUNDATION STUDIES BUI-ONLY

181106-000197 * New Contact *

Save Save & Close Refresh New Print Bookmark

Contact Record

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.

Contact Details

First Name

Last Name

Date of Birth

Address

Mobile Phone

Email Address

Student Info

Student ID

Domestic / International

Account Info

Login

Applicant

CRM Applicant

Current Student

Graduate

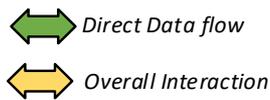
Past Student



UON DIRECT ADMISSIONS

ADU 7-9 NOVEMBER 2018

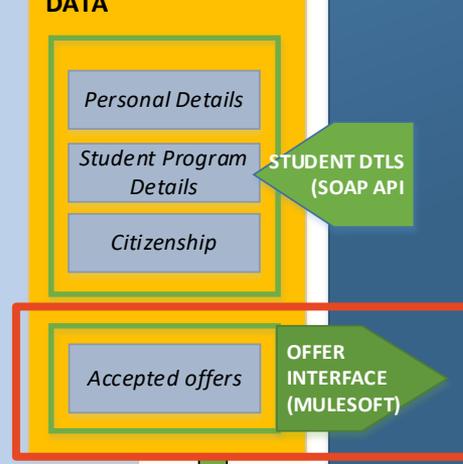
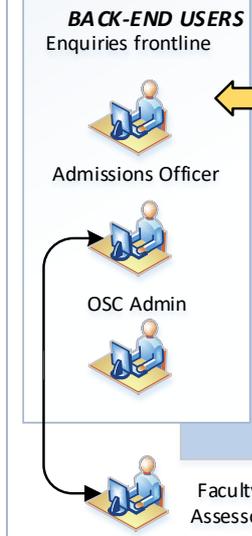
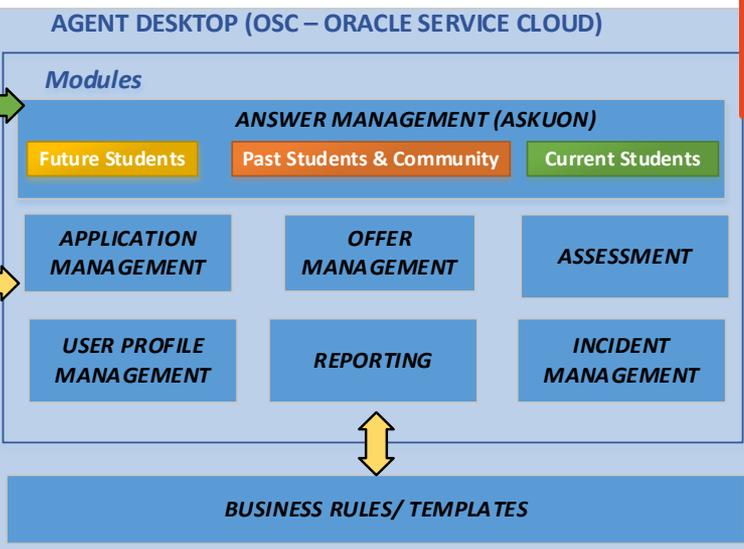
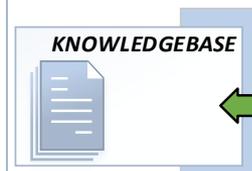
APPLICANT



COMMON LANDING PAGE DIRECTING AUTHENTICATION



Business Rules OPA (ORACLE POLICY AUTOMATION) **Business Rules**



ADMISSIONS

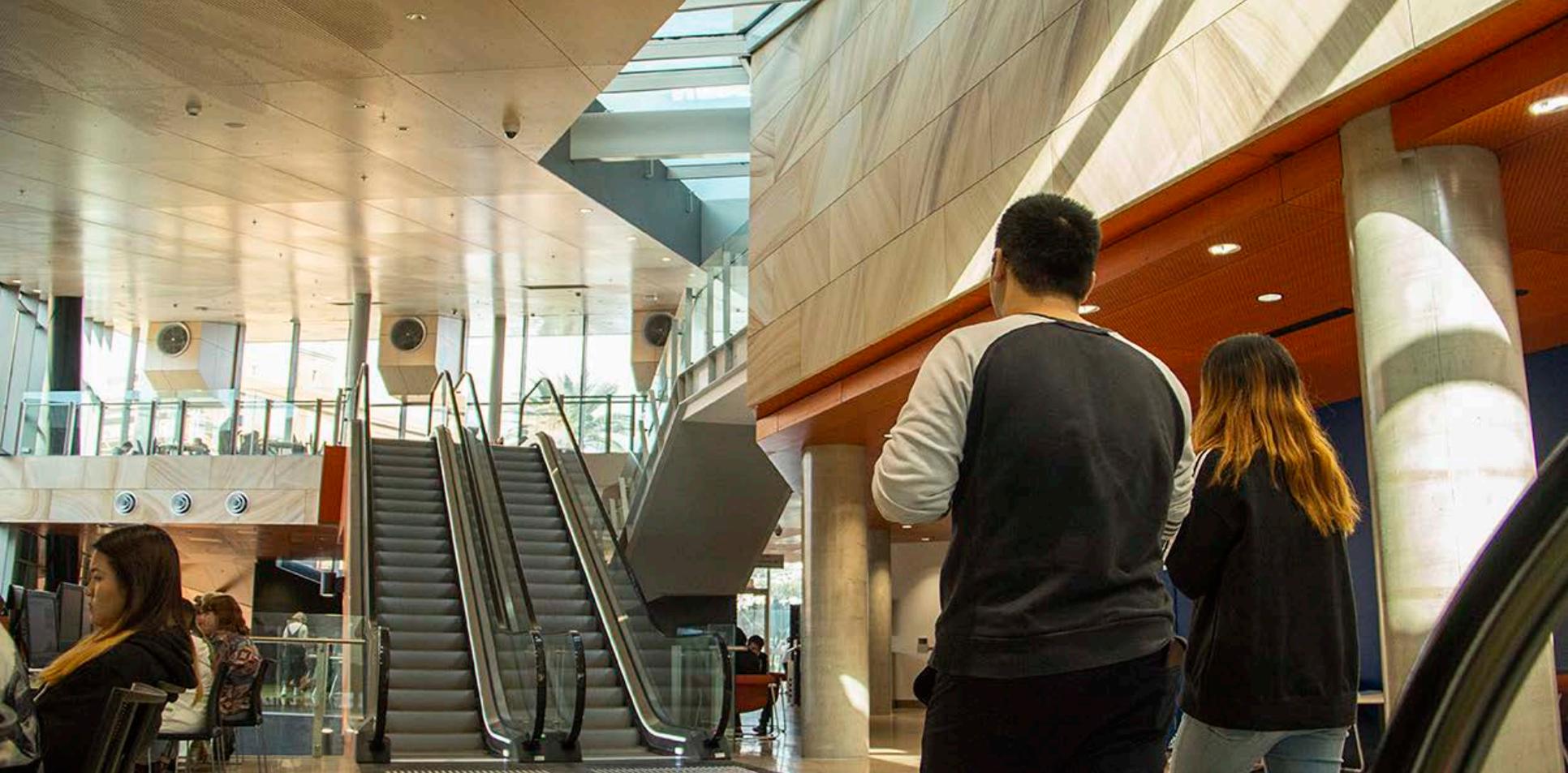
Applicants able to quickly and easily complete application and access advice, support and information throughout the entire process



Track the status and progress of all applications at all times and measure and report on the efficiency of admission processes

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

Navigation: Favorites > Main Menu > Student Admissions > UoN Student Admissions > Admission Intakes > Configure Program Intakes

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

All Search >> Advanced Search Last Search Results

Intake dates set for entire term

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

Rollover

“Rollover” function

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	+

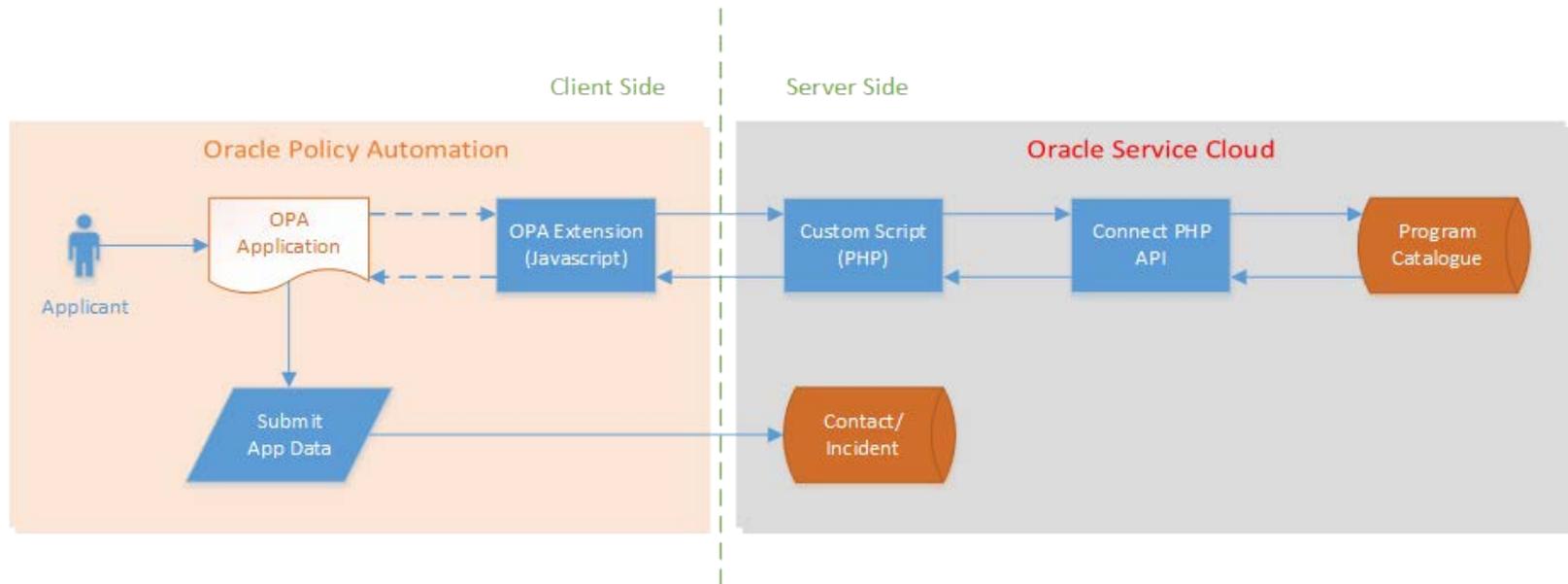
A program/campus intake combo

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

POSTGRADUATE APPLICATION

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? Yes [] 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

Student Info

Student ID []
Contact []

Program

Program [Master of Special and Inclusive]
Program Code [40123]
Specialisation [General Special Education]
Campus [ONLIN]
Term Type [Semester 1]
Year of Study [2019]

Application

Application ID []
Application Stage [Under Assessment]
Application Status [Assessment In-Progress]
Assigned []

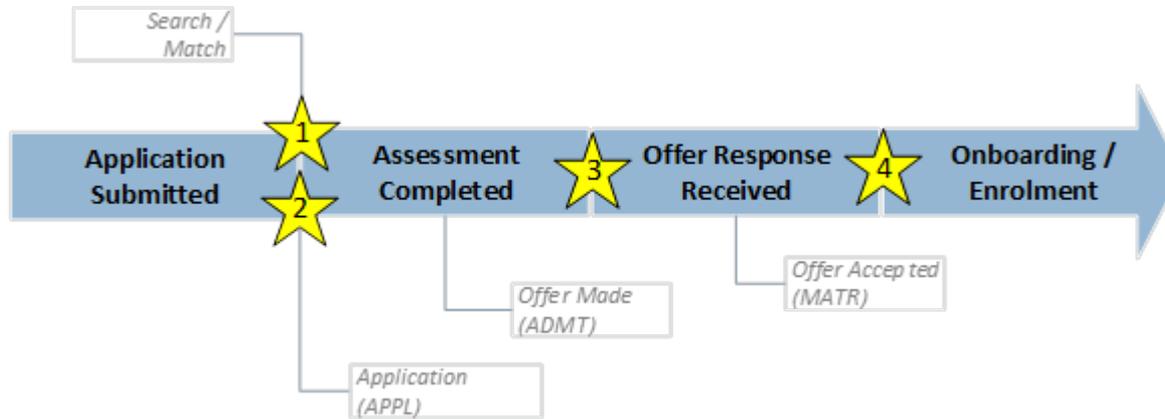
Incident

Subject [Postgraduate application]
Category * [Admissions - Postgraduate Applicant]
Status * [In Progress]
Reference # [181103-000065]
Incident ID [1068482]
Queue * [Admissions]
Interface * [uon_future]

Useful Links

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

ADMISSIONS – OFFER INTERFACE



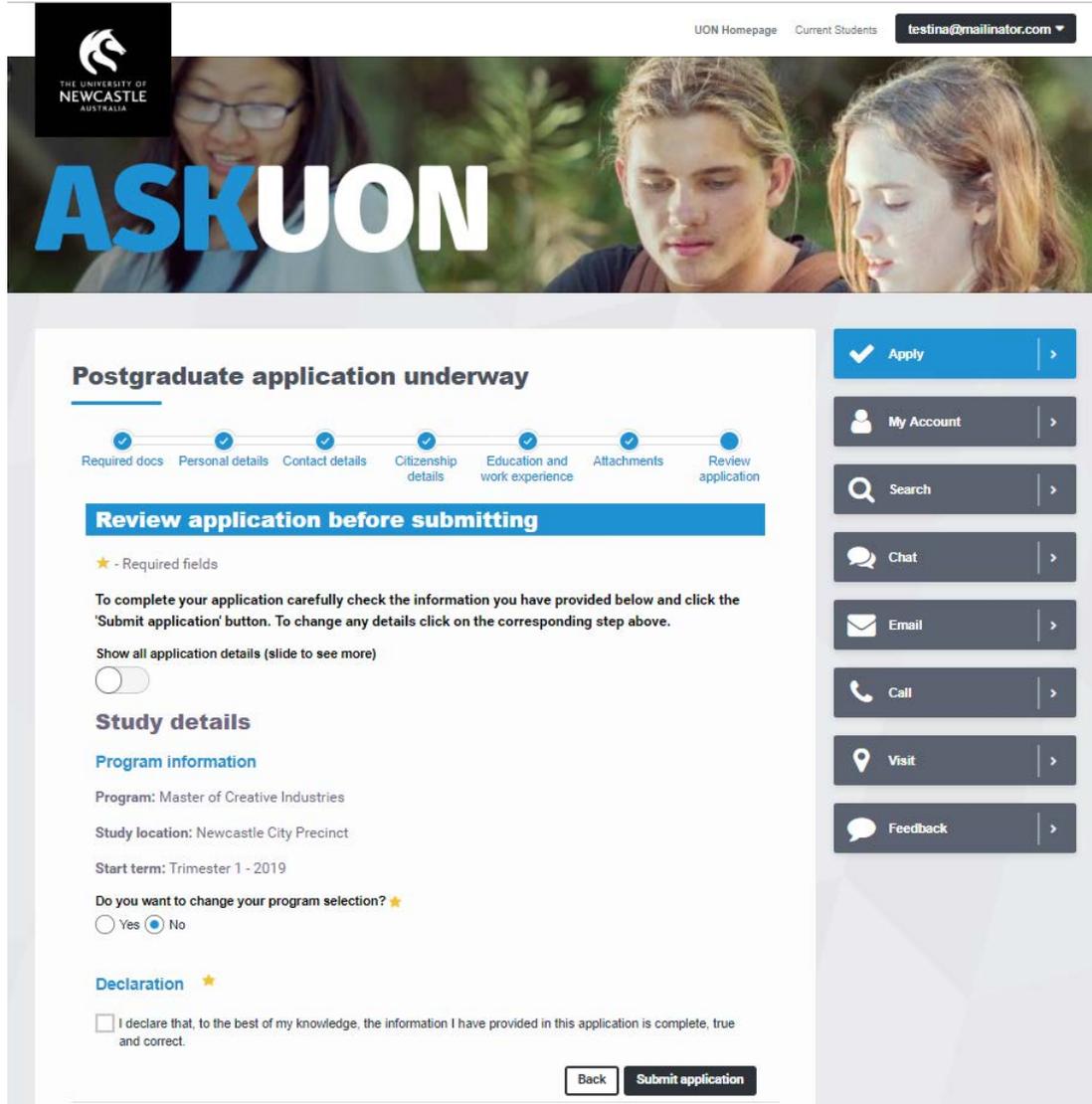
OSvC (Admissions) > MuleSoft > NUSTAR (Campus Solutions)

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

ADMISSIONS – OFFER INTERFACE

The screenshot shows the ASKUON application interface. At the top left is the University of Newcastle Australia logo. The main header features the text 'ASKUON' in large blue and white letters over a background image of students. The top right navigation includes 'UON Homepage', 'Current Students', and a user profile 'testina@mailinator.com'. The main content area is titled 'Postgraduate application underway' and includes a progress bar with steps: Required docs, Personal details, Contact details, Citizenship details, Education and work experience, Attachments, and Review application. The 'Citizenship details' section is highlighted and contains several form fields with required field indicators (stars): '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?' (radio buttons for Yes/No), and 'Citizenship Status?' (dropdown menu showing 'Permanent Resident excl NZ'). A right-hand sidebar contains navigation links: Apply, My Account, Search, Chat, Email, Call, Visit, and Feedback.

ADMISSIONS – OFFER INTERFACE



The screenshot shows the ASKUON application interface. At the top left is the University of Newcastle Australia logo. The top right navigation bar includes 'UON Homepage', 'Current Students', and a user email 'testina@mailinator.com'. The main header features the 'ASKUON' logo over a background image of three students. The central content area is titled 'Postgraduate application underway' and includes a progress bar with seven steps: 'Required docs', 'Personal details', 'Contact details', 'Citizenship details', 'Education and work experience', 'Attachments', and 'Review application'. A blue banner below the progress bar reads 'Review application before submitting'. The text below explains that required fields are marked with a star and instructs the user to check their information before clicking 'Submit application'. There is a toggle for 'Show all application details (slide to see more)'. The 'Study details' section lists program information: 'Program: Master of Creative Industries', 'Study location: Newcastle City Precinct', and 'Start term: Trimester 1 - 2019'. A question asks if the user wants to change their program selection, with 'No' selected. A 'Declaration' section has a checkbox for declaring the information is complete, true, and correct. At the bottom are 'Back' and 'Submit application' buttons. On the right side, a vertical sidebar contains navigation buttons: 'Apply', 'My Account', 'Search', 'Chat', 'Email', 'Call', 'Visit', and 'Feedback'.

Postgraduate application underway

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

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*:

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: Verified Student ID: ATSI:

First Name*: Date of Birth: Gender:

Middle Name: New Student Date of Birth: Domestic / International:

Last Name*: Country of Birth: Australian Visa Type:

Previous Last Name: Country of Citizenship: Citizenship Status:

International Visa Type:

Contact Details

Email*: Mail Address Line 1: Home Address Line 1:

Mobile Phone: Mail Address Line 2: Home Address Line 2:

Home Phone: Suburb/City: Home Suburb/City:

State: Home State:

Update Nustar Address: Mail State Free Text: Home State Free Text:

Home address same as Mail: Mail Post Code: Home Post Code:

Mail Country: Home Country:

NUSTAR Address

Open Add New Print Copy Assign Delete Options

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](#)

DOCUMENTS REQUIRED

REJECT

APPROVE

CANCEL

ADMISSIONS – OFFER INTERFACE

POSTGRADUATE APPLICATION

POSTGRADUATE STUDY

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*

Attachments	Application	Personal Details	Change of Details
System Details	Audit Log	Postgrad Application	Slipback Offer

Assessment

Assessment Result

Assesment Result Reason*

These fields are set in OPA

Mode of Attendance*

Liability Status*

Send to NUSTAR

Offer

Offer Response

Offer Response Reason*

Admit Type*

Program Transfer*

Send to NUSTAR

```

graph LR
    A((Begin)) --> B((Search Match))
    B --> C((Application Submit (APPL)))
    C --> D((Application Response (ADMT)))
    D --> E((Offer Response (MATR)))
    E --> F((Review))
            
```

» Make offer

DOCUMENTS REQUIRED

REJECT

APPROVE

CANCEL

Useful Links

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

ADMISSIONS – OFFER INTERFACE

POSTGRADUATE APPLICATION
POSTGRADUATE STUDY

Contact

Country of Citizenship: LI

Program
Program: Master of Creative Industries
Program Code: 40132
Specialisation:
Campus: NCLE
Term Type: Trimester 1
Year of Study: 2019

Application
Application ID:
Application Stage: Send to NUSTAR
Application Status: Assessment In-Progress
Assigned: Administrator
└ Emily Middleton

Incident
Subject: Postgraduate application
Category*: Admissions
└ Postgraduate Application - Docum
Status*: In Progress
Reference #: 181105-000000
Incident ID: 1028901
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

Assessment

Assessment Result: ADMT
Assement 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 Response: MATR
Offer Response Reason*: AM01 - Met Requirements – Direc

Admit Type*: DIR - Direct Local Applicants
Program Transfer*: NA - Not Applicable

» 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

Useful Links

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

DOCUMENTS REQUIRED

REJECT

APPROVE

CANCEL

ADMISSIONS – OFFER INTERFACE

POSTGRADUATE APPLICATION
POSTGRADUATE STUDY

Testina Tester

Student Info

Student ID: 3312468

Contact: Testina Tester

Country of Citizenship: LI

Program

Program: Master of Creative Industries

Program Code: 40132

Specialisation:

Campus: NCLE

Term Type: Trimester 1

Year of Study: 2019

Application

Application ID: 00476122

Application Stage: Nustar Data Entry Complete

Application Status: Application Approved

Assigned: Administrator
Emily Middleton

Incident

Subject: Postgraduate application

Category*: Admissions
Postgraduate Application - Docum

Status*: In Progress

Reference #: 181105-000000

Incident ID: 1028901

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

Assessment

Assessment Result: ADMT

Assesment 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

Offer

Offer Response: MATR

Offer Response Reason*: AM01 - Met Requirements – Direc

Admit Type*: DIR - Direct Local Applicants

Program Transfer*: NA - Not Applicable

Send to NUSTAR

```

graph LR
    A((Begin)) --- B((Search Match))
    B --- C((Application Submit (APPL)))
    C --- D((Application Response (ADMT)))
    D --- E((Offer Response (MATR)))
    E --- F((Review))
    style E fill:#007bff,color:#fff
    
```

- ✔ Offer submitted
 Application ID: 00476122
- ✔ New Student Created
 Student ID: 3312468
- i Info
 - New student record. Search match will be bypassed and result action set to Add

Useful Links

- [UAC](#)
- [AHPR](#)
- [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 |

Benjamin 9611440 Benjamin 9611440
 Walter Walter
 Mueller Mueller

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
 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
Mr

First name **Other names**
Training

Last name
Training

Gender **Date of birth**
Male 01/01/1980

Australian residency status
Permanent Resident excl NZ

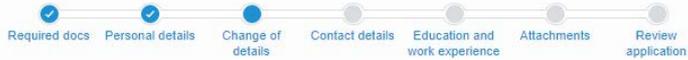
Have any of the above details changed? ★
 Yes No

[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

Last name
Training

Country of citizenship
Aruba

Other names

Australian residency status
Permanent Resident excl NZ

New details

Title
Mr

First name ★
Training

Last name ★
Training

Country of citizenship
Australia

Other names
John

Australian residency status ★
Australian Citizen

- 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

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 ID: 3321869

Contact: Training Training

Country of Citizenship: AW

Program

Program: Master of Professional Engineering (Computer Syst

Program Code: 40060

Specialisation:

Campus: CALLA

Term Type: Semester 1

Year of Study: 2019

Application

Application ID:

Application Stage: Under Assessment

Application Status: Assessment In-Progress

Assigned: Administrator
Emily Middleton

Incident

Subject: Postgraduate application

Category*: Admissions
Postgraduate Application - Documents Pendi

Status*: In Progress

Reference #: 181105-000002

Incident ID: 1028903

Queue*: Admissions

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

First Name: Training | **Date of Birth**: 01/01/1980 | **Gender**: Male

Middle Name: | **New Student Date of Birth**: | **Domestic / International**: Domestic

Last Name: Training | **Country of Birth**: AL | **Australian Visa Type**: Student Visa

Previous Last Name: | **Country of Citizenship**: AW | **Citizenship Status**: [No Value]

International Visa Type: Permanent Resident excl NZ

Contact Details

Email: training@mailinator.com.invalid | **Mail Address Line 1**: 20 Fletcher St | **Home Address Line 1**: 20 Fletcher St

Mobile Phone: 0512345678 | **Mail Address Line 2**: | **Home Address Line 2**: |

Home Phone: | **Suburb/City**: | **Home Suburb/City**: |

State: NSW | **Home State**: NSW

Update Nustar Address: No | **Mail State Free Text**: | **Home State Free Text**: |

Home address same as Mail: Yes | **Mail Post Code**: 2289 | **Home Post Code**: 2289

Mail Country: Australia | **Home Country**: Australia

NUSTAR Address

Open | Add New | Print | Copy | Assign | Delete | Options

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 NUSTAR 05/11/2018 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](#)

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

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

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 Details

Change of Details Approved/Updated

Current Details

Title	<input type="text" value="Mr"/>	Gender	<input type="text" value="Male"/>
First Name	<input type="text" value="Training"/>	Date of Birth	<input type="text" value="01/01/1980"/>
Middle Name	<input type="text"/>	Country of Citizenship	<input type="text" value="AW"/>
Last Name	<input type="text" value="Training"/>	Citizenship Status Nustar	<input type="text" value="Permanent Resident excl NZ"/>

New Details

Title	<input type="text" value="Mr"/>	Gender	<input type="text"/>
First Name	<input type="text" value="Training"/>	Date of Birth	<input type="text"/>
Middle Name	<input type="text" value="John"/>	Country of Citizenship	<input type="text" value="AU"/>
Last Name Change of Details	<input type="text" value="Training"/>	Citizenship Status	<input type="text" value="1 - Australian Citizen"/>

Student Info

Student ID

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 *

Useful Links

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

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 ID: 3321869

Contact: [Training Training](#)

Country of Citizenship: AW

Program

Program: Master of Professional Engineering (Compu

Program Code: 40060

Specialisation:

Campus: CALLA

Term Type: Semester 1

Year of Study: 2019

Application

Application ID:

Application Stage: Send to NUSTAR

Application Status: Assessment In-Progress

Assigned: Administrator
└ Emily Middleton

Incident

Subject: Postgraduate application

Category*: Admissions
└ Postgraduate Application - Document

Status*: In Progress

Reference #: 181105-000002

Incident ID: 1028903

Queue*: Admissions

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

Assessment

Assessment Result: ADMT

Assesment 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 Response: MATR

Offer Response Reason*: AM01 - Met Requirements – Direc

Admit Type*: DIR - Direct Local Applicants

Program Transfer*: TRFR - Program Transfer

```

graph LR
    A((Begin)) --- B((Search Match))
    B --- C((Application Submit (APPL)))
    C --- D((Application Response (ADMT)))
    D --- E((Offer Response (MATR)))
    E --- F((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](#)

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 page.

Training Training
3321869 STUDENT ID

Student Info
Student ID: 3321869
Contact: Training Training

Program

Attachments
System Details
Assessment
Assessment Result
Assesment Result Reason
These fields are set in OPA
Mode of Attendance *

Name Type History

Name History

Type of Name Primary

Names Detail

Effective Date	Status	Display Name	Formal Name	Name	Last Update Date/Time
06/11/2018	Active	Training Training	Mr Training Training	Training, Training John	06/11/2018 13:08:33
		Training Training	Mr Training Training	Training, Training	30/10/2018 13:51:27

passed and result action set to Update

Ethnicity

Regulatory Region	Ethnic Group	Description
AUS	B	Aboriginal

Citizenship History

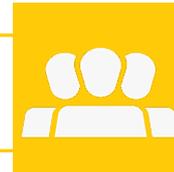
Effective Date	Citizenship Status
06/11/2018	Australian Citizen
30/10/2018	Permanent Resident excl NZ

Tax File Number

Enter Tax File Number TFN Verified

CHALLENGES / WHAT'S NEXT

Aligning strategic vision across divisions and teams



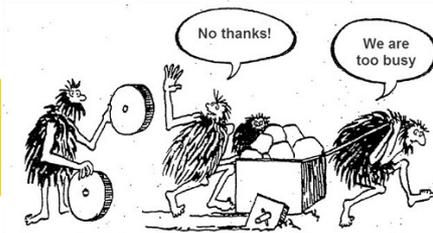
Data integration



Balancing “business as usual”



Continuous improvement



QUESTIONS?





THANK YOU!



ADU 7-9 NOVEMBER 2018