ALL THINGS BRIGHT AND BEAUTIFUL
ALL CX DEV GREAT AND SMALL

SESSION 6068 | WED 7 NOV 2018

BULDING THE FUTURE
ALLIANCE DOWN UNDER

ADU 7-9 NOVEMBER 2018

Mitchell Harris
Technology & Systems Officer

mitchell.harris@newcastle.edu.au

Emily Middleton
Technology & Systems Analyst

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Digital Development & Projects
Student Central
Academic Division

PRESENTERS

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

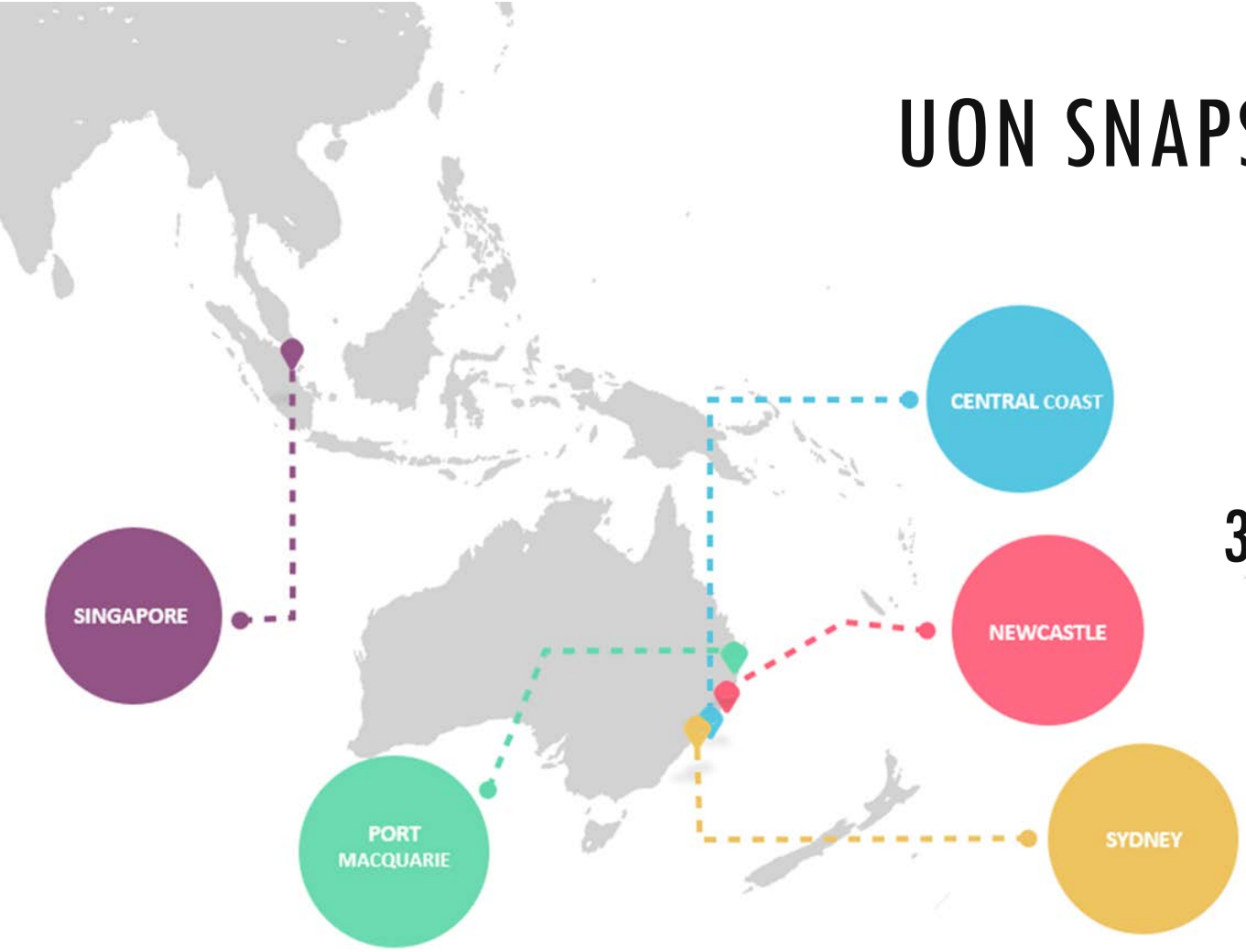
STUDENT CENTRAL

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

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

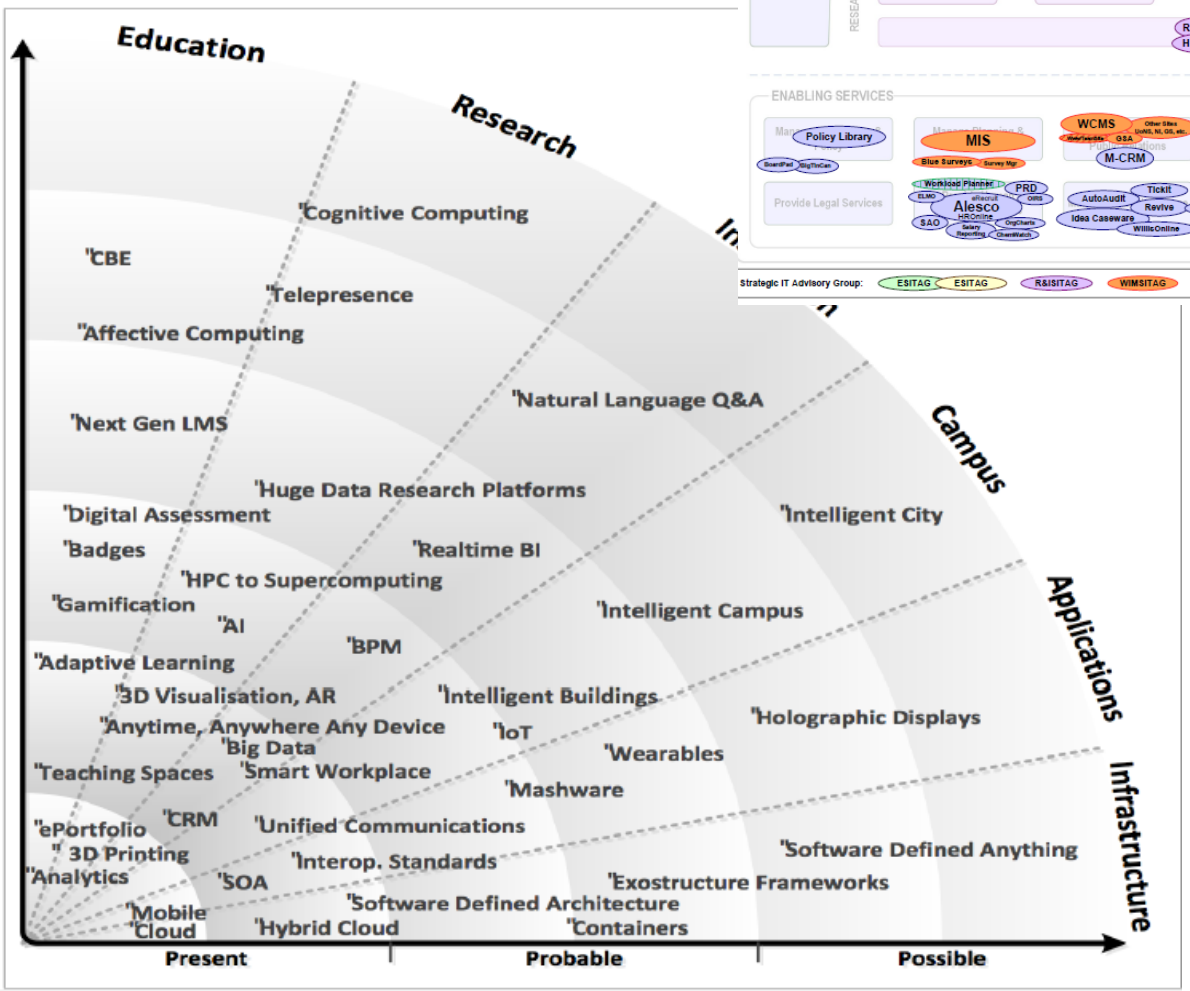
16,389
COMMENCING
STUDENTS

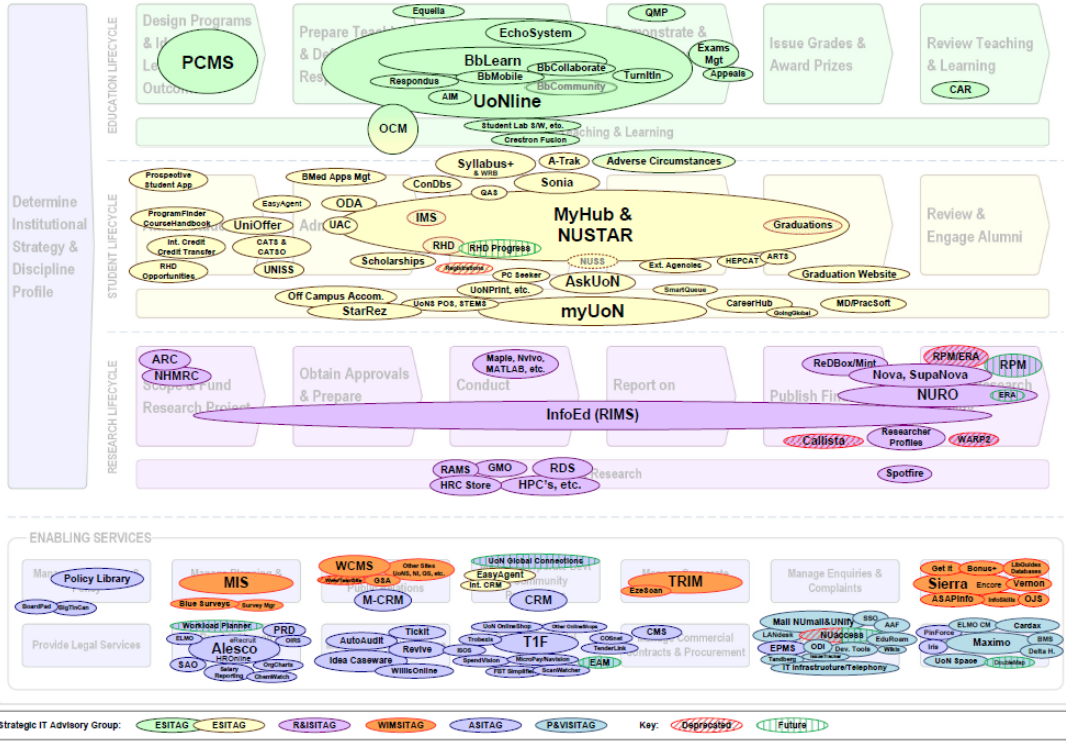
24,026
UNDERGRADUATE
5,791
POSTGRADUATE

7,084
INTERNATIONAL
STUDENTS

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

IT @ UON


Education
Research
Campus
Applications
Infrastructure
Present
Probable
Possible
Cognitive Computing
CBE
Telepresence
Affective Computing
Natural Language Q&A
Next Gen LMS
Huge Data Research Platforms
Digital Assessment
Intelligent City
Badges
Realtime BI
HPC to Supercomputing
Gamification
AI
Intelligent Campus
BPM
Adaptive Learning
3D Visualisation, AR
Intelligent Buildings
Anytime, Anywhere Any Device
IoT
Holographic Displays
Big Data
Wearables
Teaching Spaces
Smart Workplace
Mashware
ePortfolio
CRM
Unified Communications
3D Printing
Software Defined Anything
Analytics
Interop. Standards
SOA
Exostructure Frameworks
Software Defined Architecture
Mobile
Cloud
Hybrid Cloud
Containers


PCMS
UoNline
BbLearn
EchoSystem
OCM
MyHub & NUSTAR
AskUoN
myUoN
InfoEd (RIMS)
ENABLING SERVICES
Policy Library
MIS
WCMS
M-CRM
CRM
TRIM
T1F
Alesco
Maximo
Sierra
Strategic IT Advisory Group:

STUDENT CENTRAL @ UON

THE DIGI DEV TEAM

Support & development for

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

NAVIGATING STUDENT SUCCESS

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

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

1. All students must abide by the Code of Conduct when uploading a photo.

2. 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

3. **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.

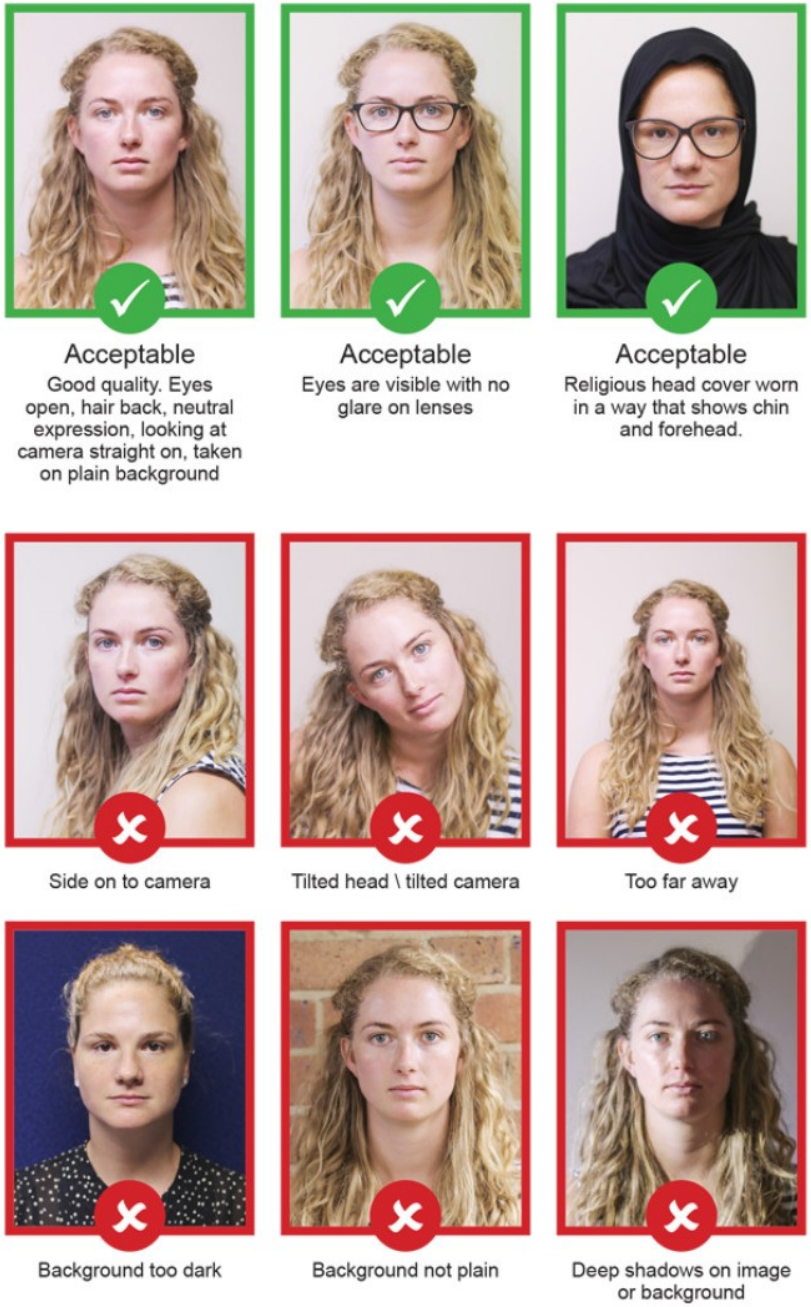
   *Singapore cards will be posted to the Singapore Campus.
   *UNE - JMP cards will be posted to the School of Rural Medicine at UNE.

4. **UNE - JMP students** must upload the completed Student ID form along with certified documents as outlined above.

5. You will be required to present another form of photo ID at the time of collection to verify your identity.

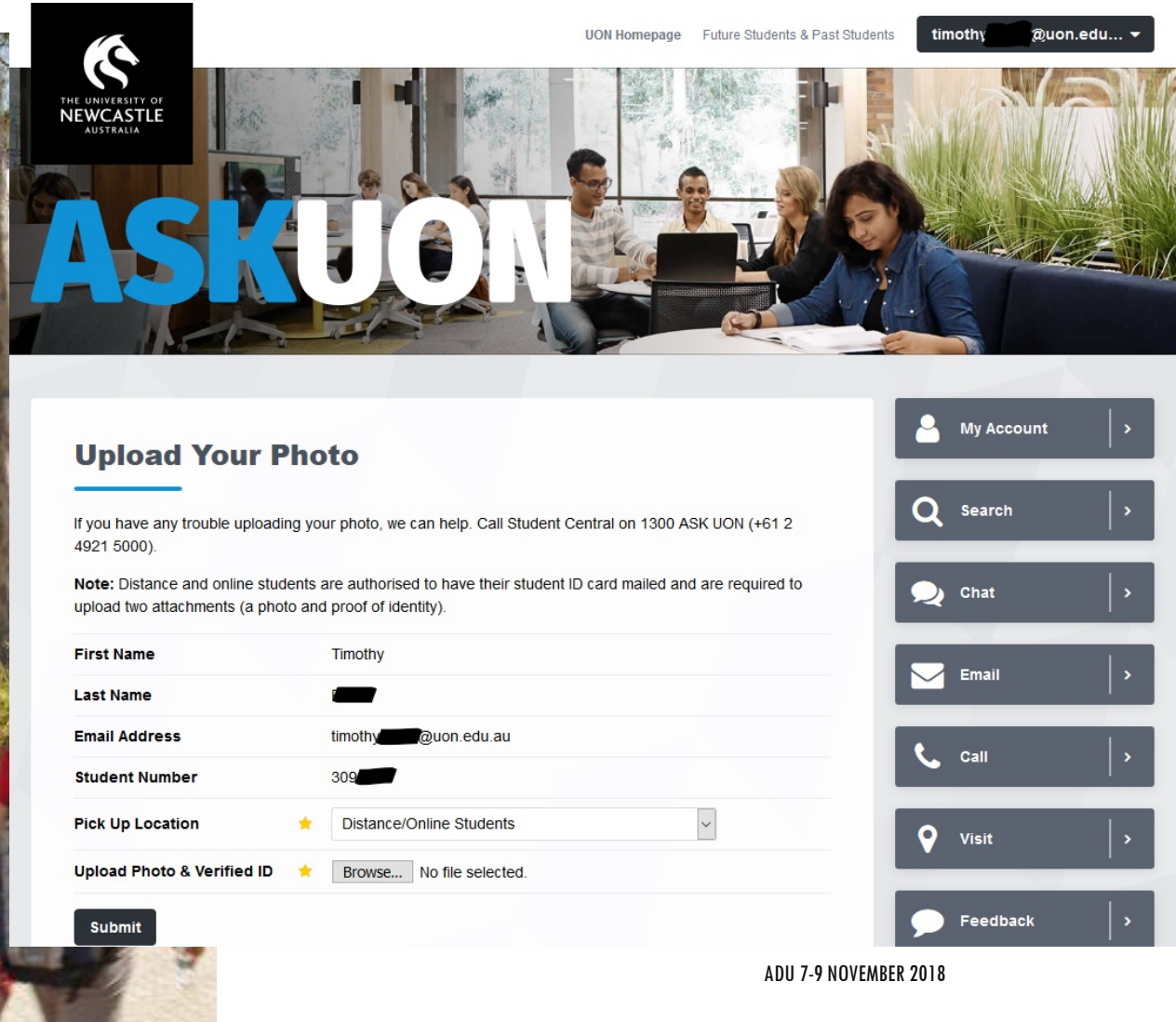
6. If you have lost your Student ID card, there is a $10 replacement fee which should be paid via our Student Payment System prior to uploading your photo.

My Account
Search
Chat
Email
Call
Visit
Feedback



Upload Your Photo Now

STUDENT ID CARD PHOTO UPLOAD



STUDENT ID CARD PHOTO UPLOAD

UON Homepage | Future Students & Past Students | timothy.roots@uon.edu...

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

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

Mon 26/03/2018 5:43 PM

University of Newcastle <newcastle_tst@mailsy.custhelp.com>

Student ID Card Photo Upload

To Emily Middleton; madeline

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

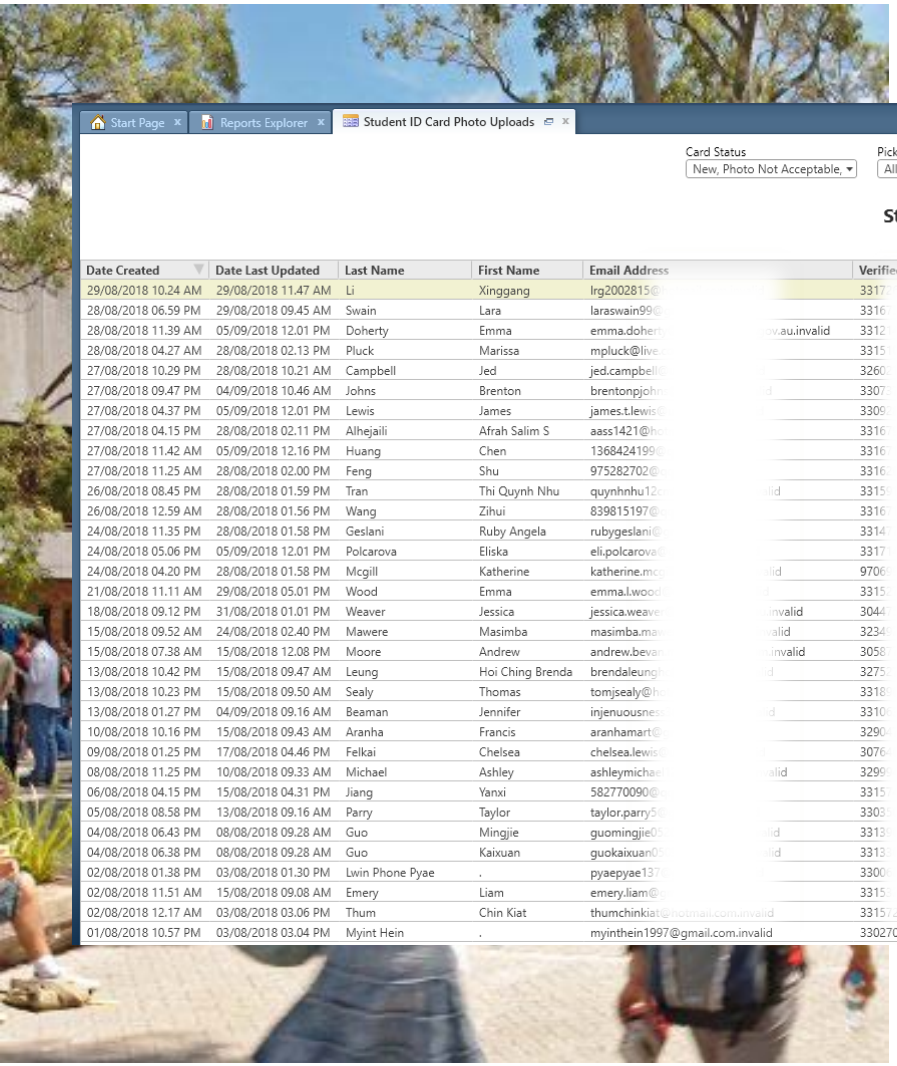
Hi, Madeline

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



Start 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 I	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.doher	.au.invalid	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	brentonpjohn	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.t.lewis	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@h	3316	No Value	Callaghan	Student Central - Shortland (Callaghan)	In Progress	Printed	Hannah Hill UON Enquirie
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	id	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	id	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.l.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.weave	nvalid	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.ma	alid	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.bevar	nvalid	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	d	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@h	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	d	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	ashleymicha	alid	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.parry5	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	guomingjie0	id	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	guokaixuan0	id	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.invalid	3315728	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.invalid	3302708	No Value	Singapore	Distance/Online Students	In Progress	Identification Not Acceptable	Georgina Draxler UON En

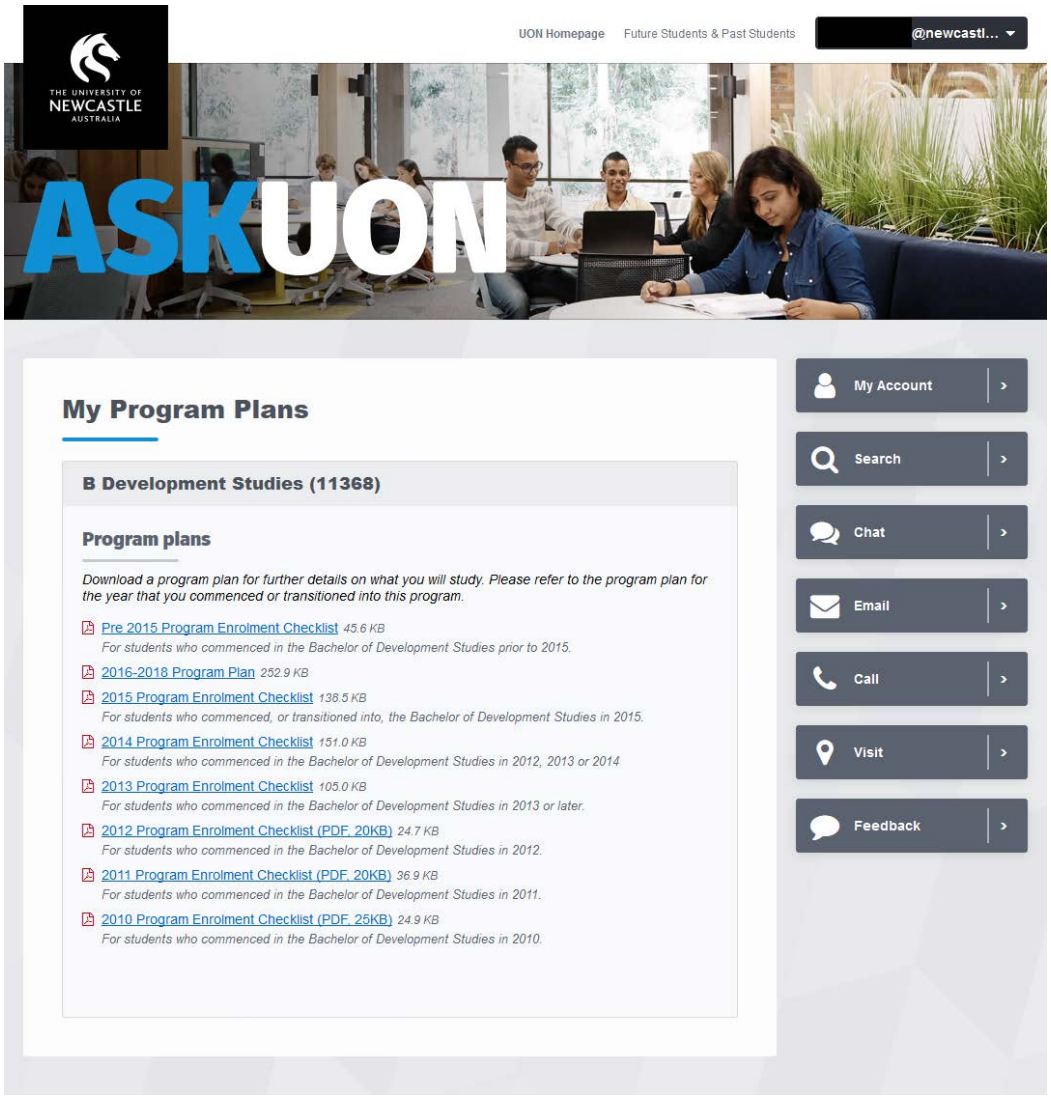
PROGRAM PLANS

Easy access to program plans for students and staff

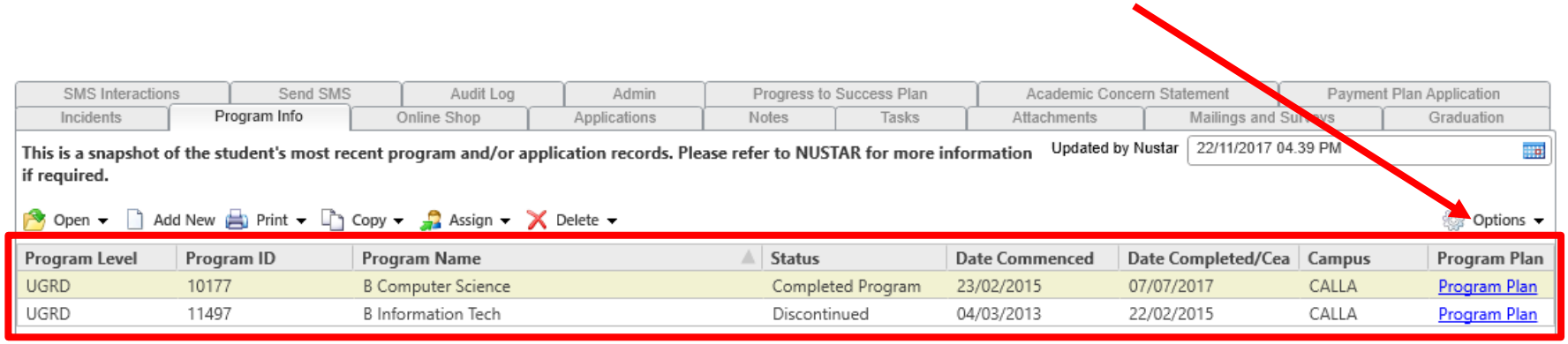
ADU 7-9 NOVEMBER 2018

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!



VIA RIGHTNOW CONSOLE

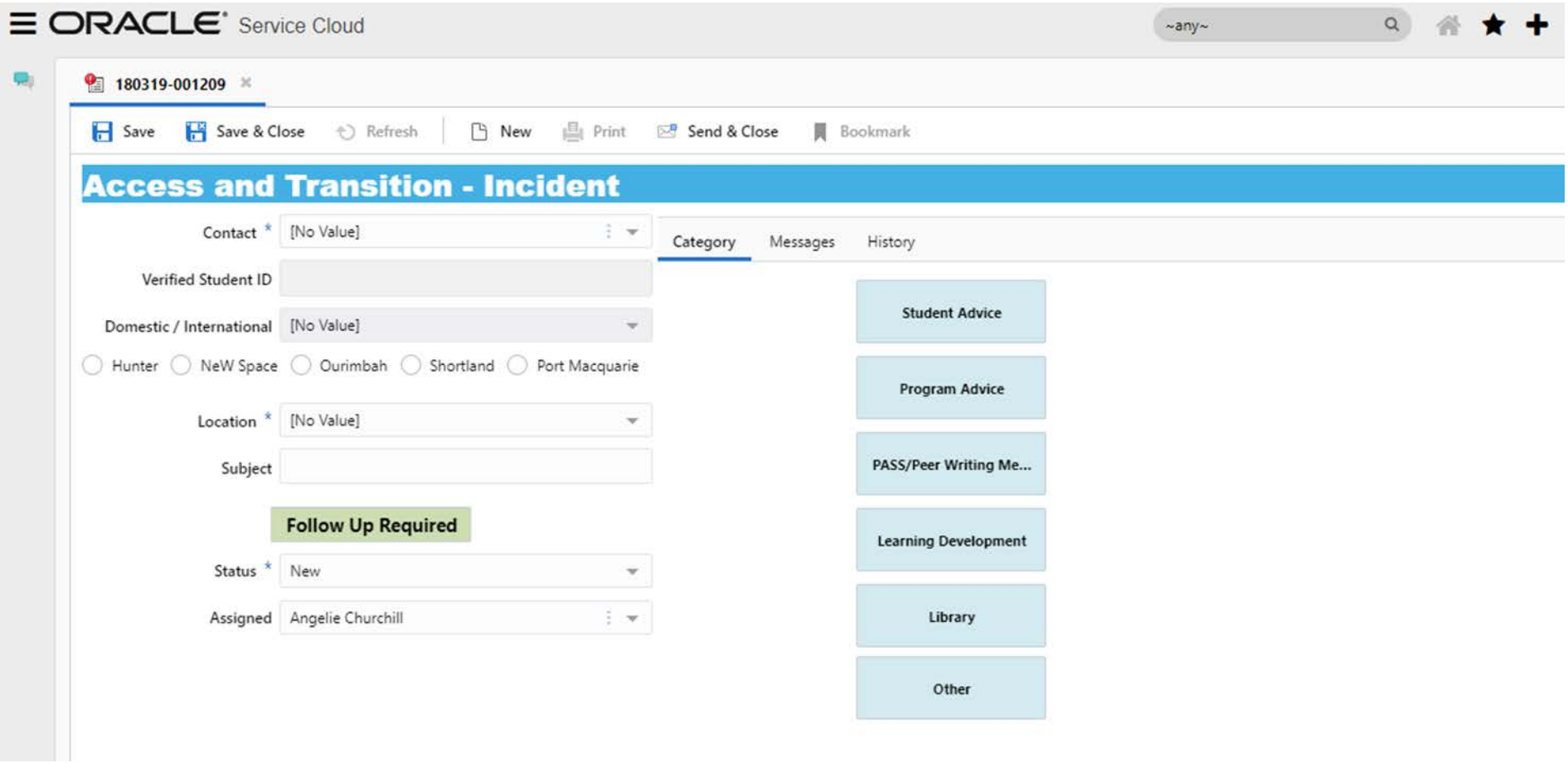


- Links to the program plan feed available on Contact record
- Used by frontline staff daily to quickly access list program course lists and provide enrolment advice

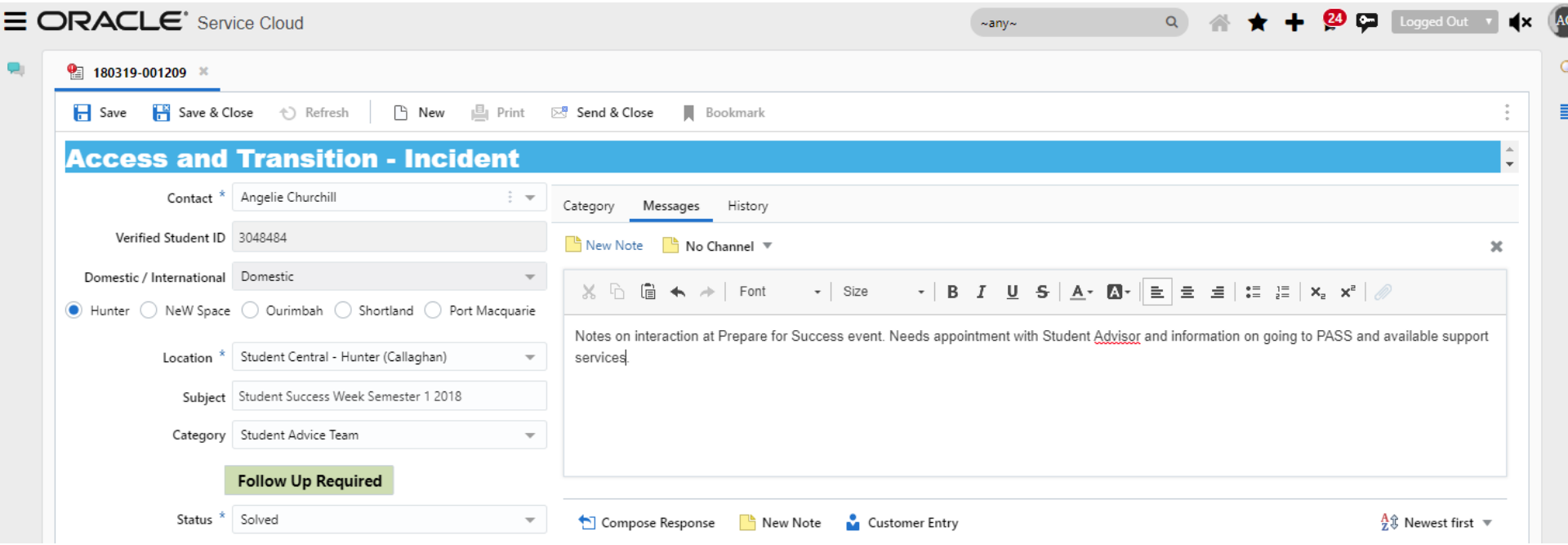
BROWSER UI STAFF WORKSPACES

ADU 7-9 NOVEMBER 2018

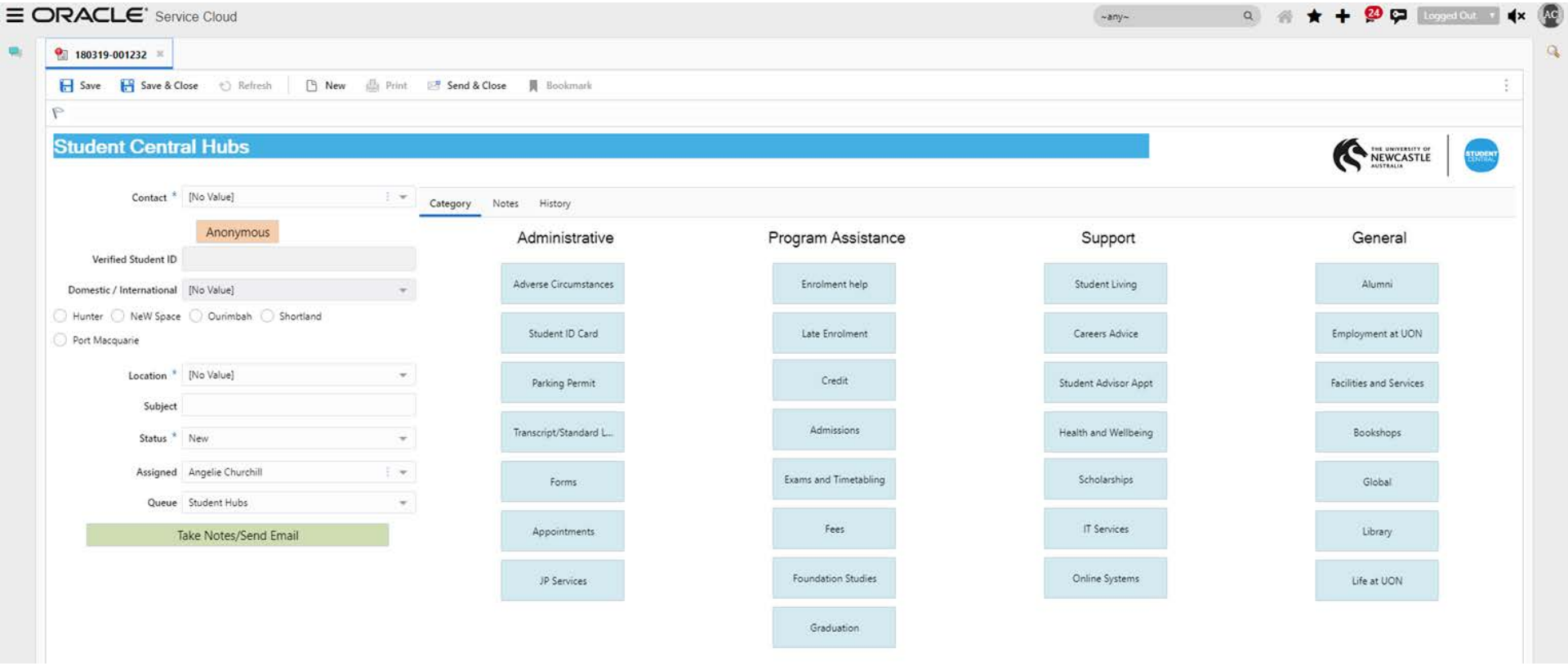
PREPARE FOR SUCCESS EVENT WORKSPACE



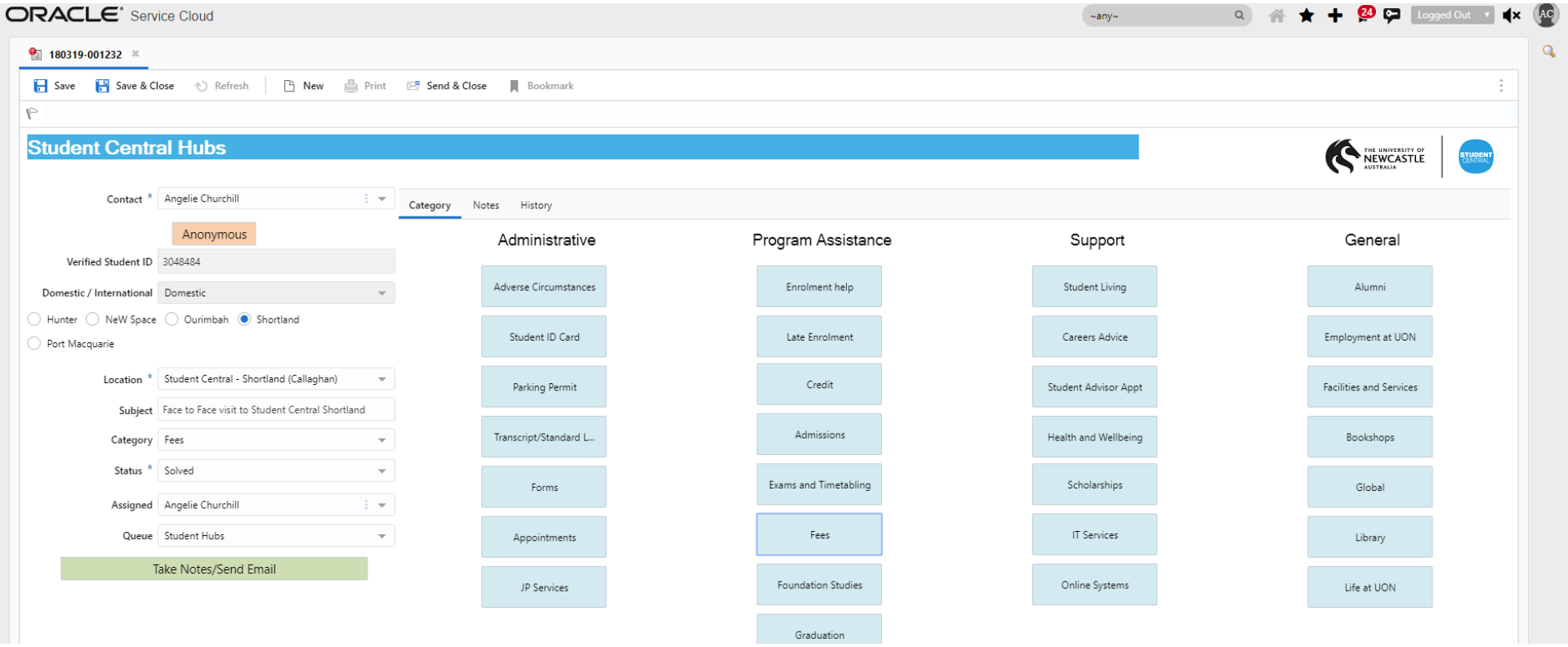
PREPARE FOR SUCCESS EVENT WORKSPACE



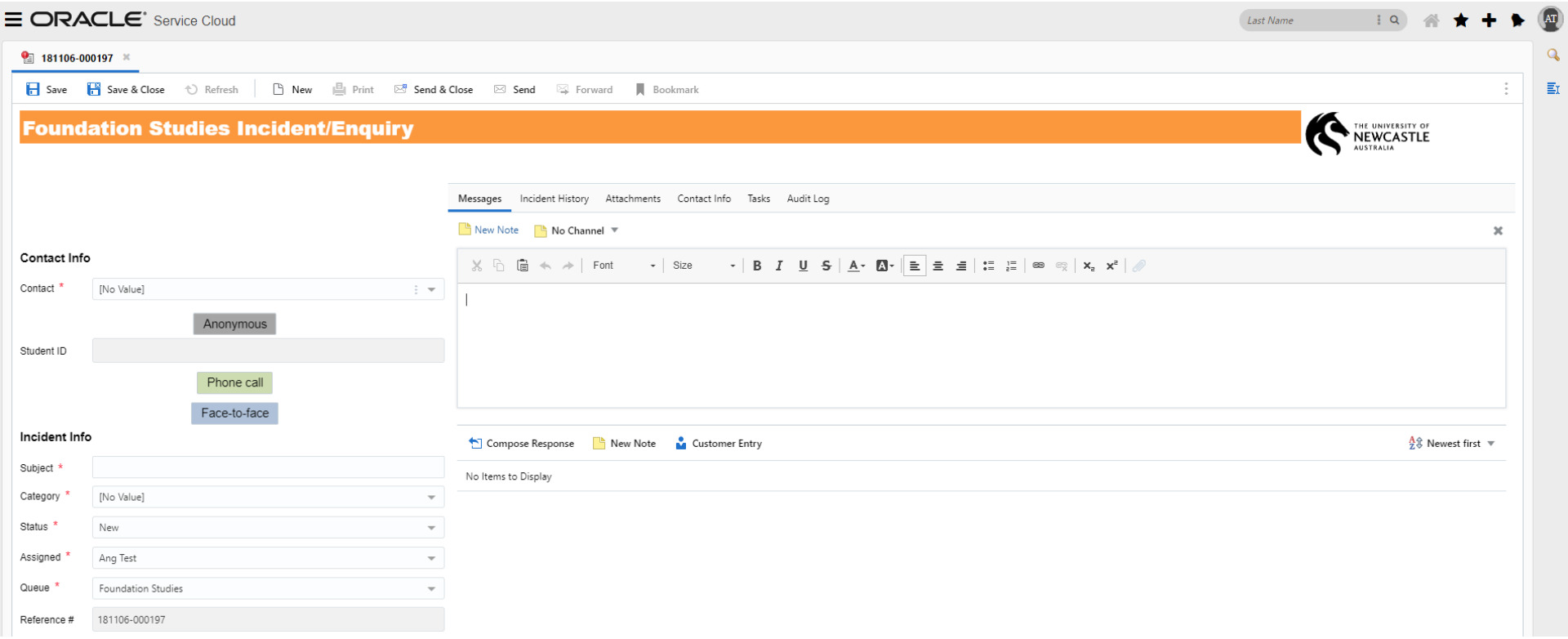
STUDENT HUBS WORKSPACE



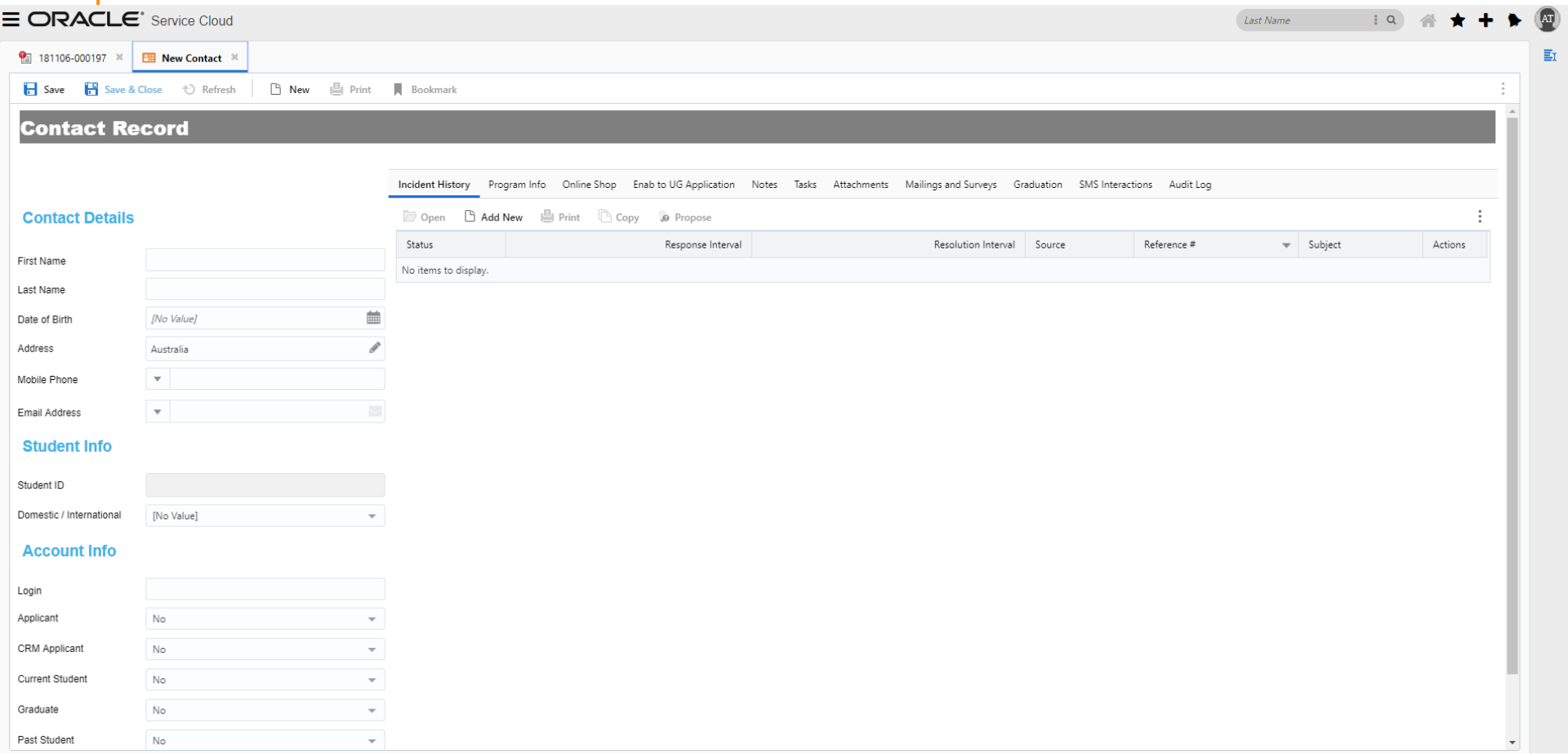
STUDENT HUBS WORKSPACE



FOUNDATION STUDIES BUI-ONLY

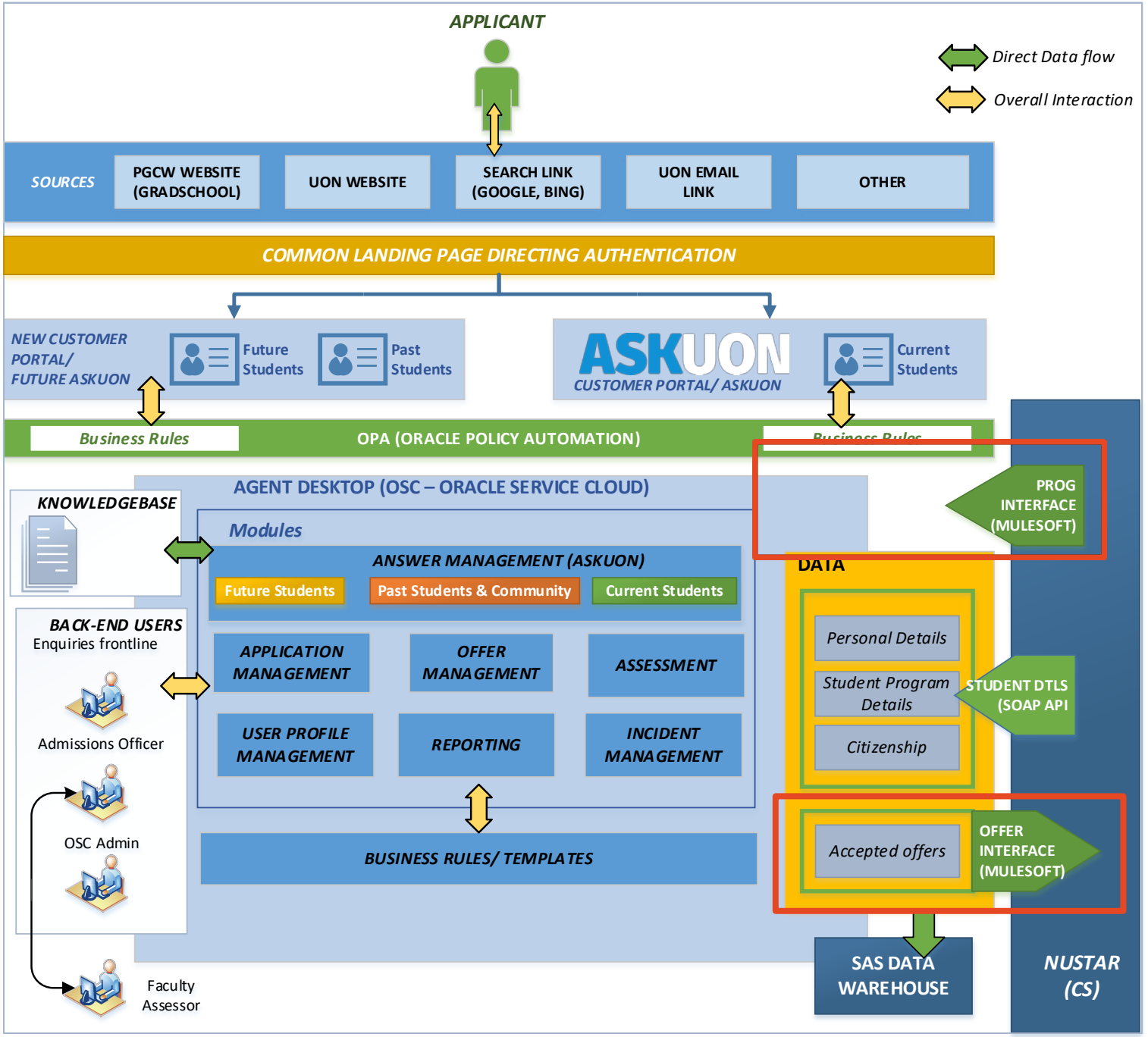


FOUNDATION STUDIES BUI-ONLY



UON DIRECT ADMISSIONS

ADU 7-9 NOVEMBER 2018


APPLICANT
Direct Data flow
Overall Interaction
SOURCES
PGCW WEBSITE (GRADSCHOOL)
UON WEBSITE
SEARCH LINK (GOOGLE, BING)
UON EMAIL LINK
OTHER
COMMON LANDING PAGE DIRECTING AUTHENTICATION
NEW CUSTOMER PORTAL/ FUTURE ASKUON
Future Students
Past Students
ASKUON
CUSTOMER PORTAL/ ASKUON
Current Students
Business Rules
OPA (ORACLE POLICY AUTOMATION)
Business Rules
AGENT DESKTOP (OSC – ORACLE SERVICE CLOUD)
KNOWLEDGEBASE
Modules
ANSWER MANAGEMENT (ASKUON)
Future Students
Past Students & Community
Current Students
APPLICATION MANAGEMENT
OFFER MANAGEMENT
ASSESSMENT
USER PROFILE MANAGEMENT
REPORTING
INCIDENT MANAGEMENT
BUSINESS RULES/ TEMPLATES
BACK-END USERS
Enquiries frontline
Admissions Officer
OSC Admin
Faculty Assessor
PROG INTERFACE (MULESOFT)
DATA
Personal Details
Student Program Details
Citizenship
STUDENT DTLS (SOAP API
Accepted offers
OFFER INTERFACE (MULESOFT)
SAS DATA WAREHOUSE
NUSTAR (CS)

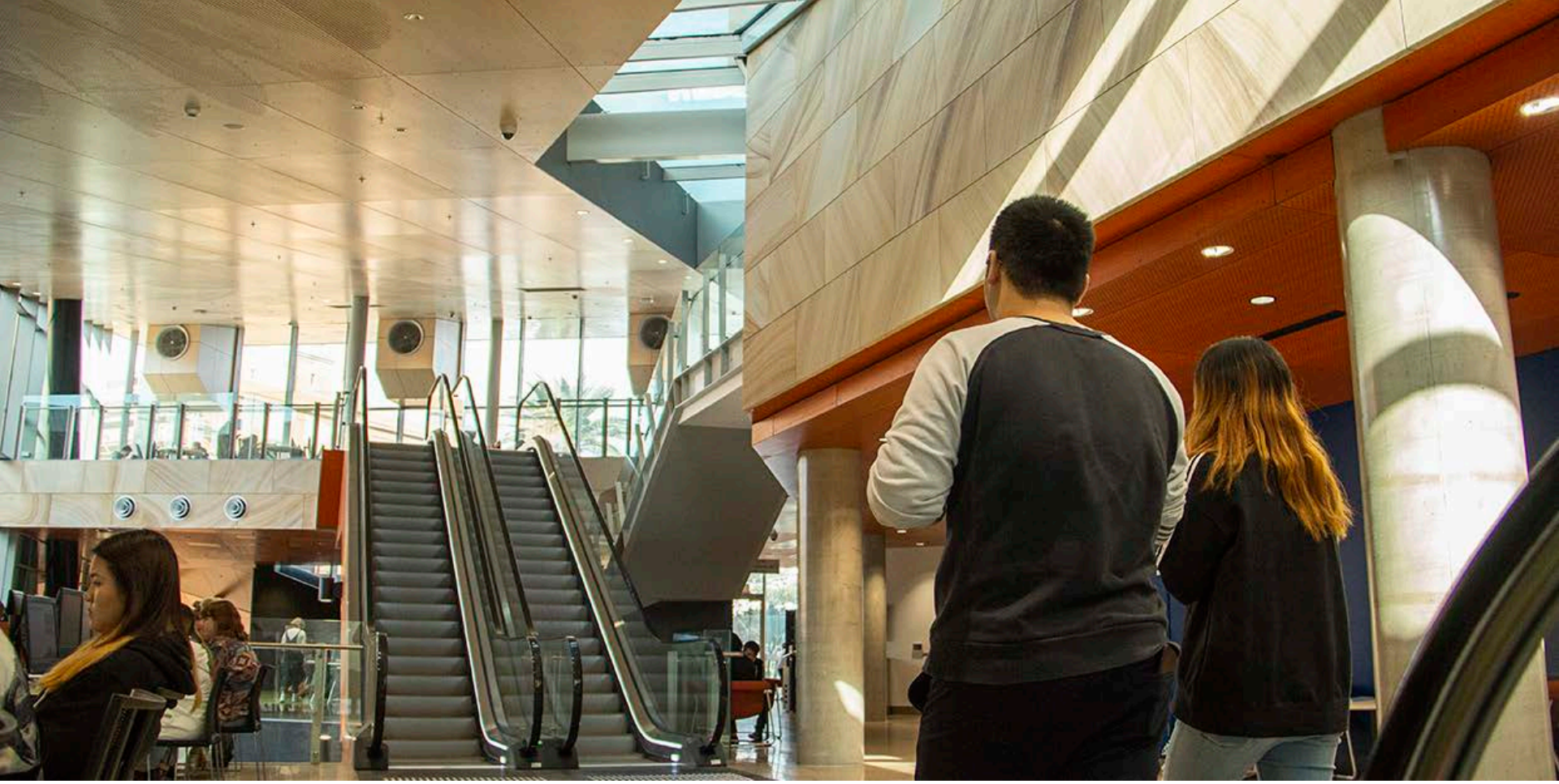
ADMISSIONS

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

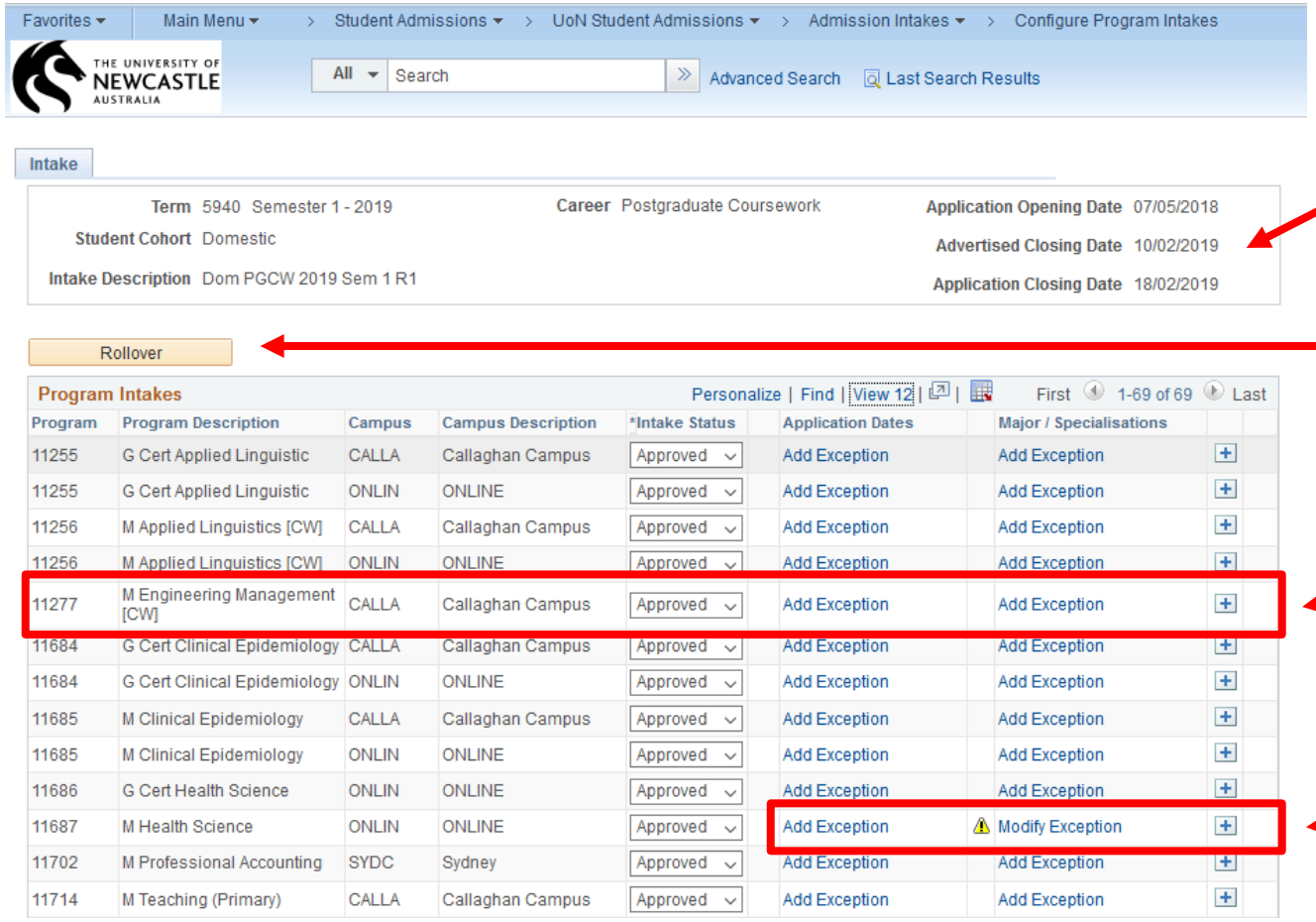
GETTING INTAKES INTO OPA

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

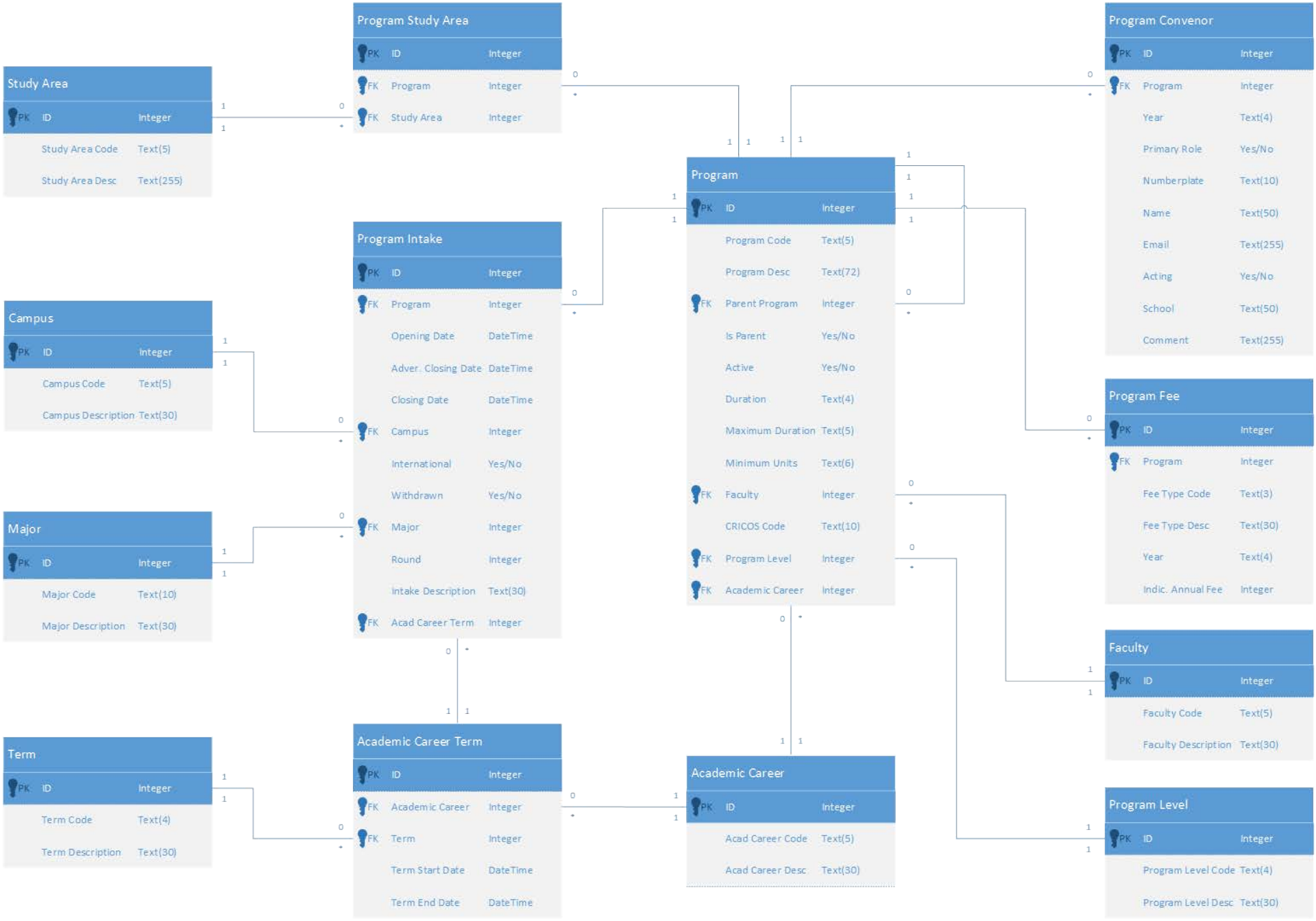


Intake dates set for entire term

"Rollover" function

A program/campus intake combo

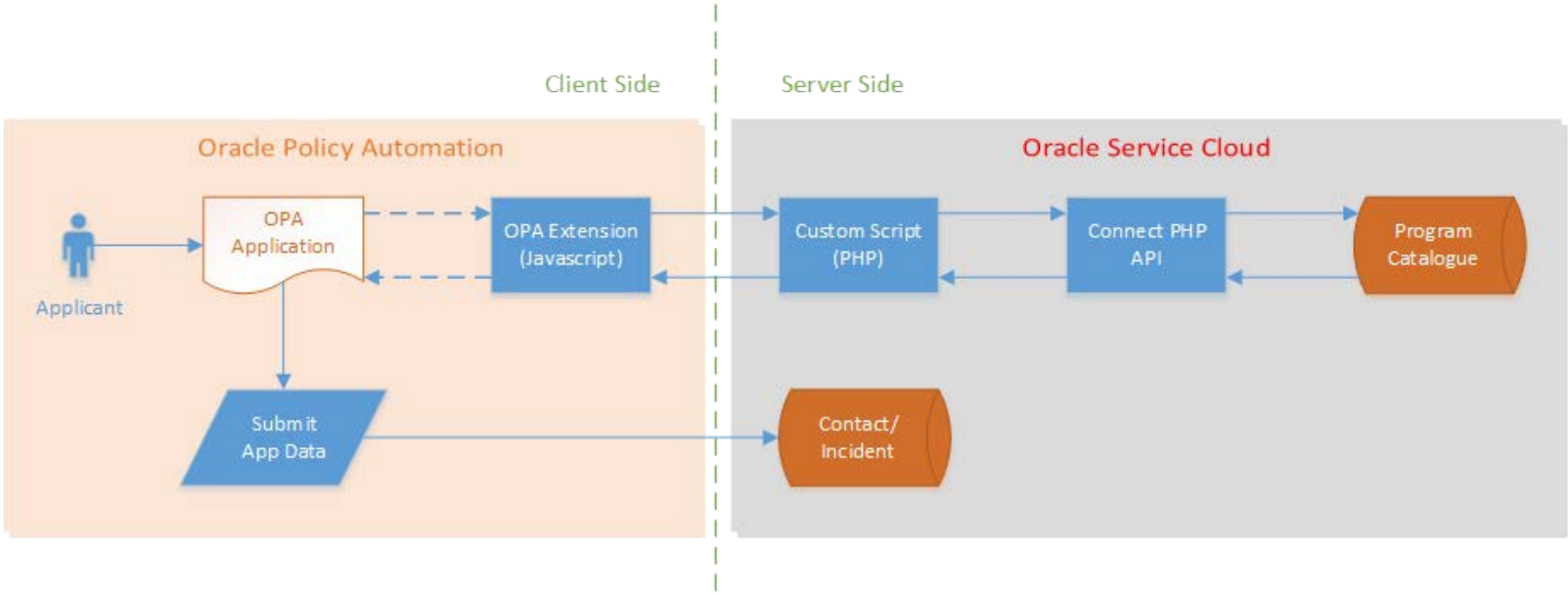
Date and specialisation exceptions configuration


Study Area
PK ID Integer
Study Area Code Text(5)
Study Area Desc Text(255)
Program Study Area
PK ID Integer
FK Program Integer
FK Study Area Integer
Program Convenor
PK ID Integer
FK Program Integer
Year Text(4)
Primary Role Yes/No
Numberplate Text(10)
Name Text(50)
Email Text(255)
Acting Yes/No
School Text(50)
Comment Text(255)
Program
PK ID Integer
Program Code Text(5)
Program Desc Text(72)
FK Parent Program Integer
Is Parent Yes/No
Active Yes/No
Duration Text(4)
Maximum Duration Text(5)
Minimum Units Text(6)
FK Faculty Integer
CRICOS Code Text(10)
FK Program Level Integer
FK Academic Career Integer
Program Intake
PK ID Integer
FK Program Integer
Opening Date DateTime
Adver. Closing Date DateTime
Closing Date DateTime
FK Campus Integer
International Yes/No
Withdrawn Yes/No
FK Major Integer
Round Integer
Intake Description Text(30)
FK Acad Career Term Integer
Campus
PK ID Integer
Campus Code Text(5)
Campus Description Text(30)
Major
PK ID Integer
Major Code Text(10)
Major Description Text(30)
Program Fee
PK ID Integer
FK Program Integer
Fee Type Code Text(3)
Fee Type Desc Text(30)
Year Text(4)
Indic. Annual Fee Integer
Faculty
PK ID Integer
Faculty Code Text(5)
Faculty Description Text(30)
Academic Career Term
PK ID Integer
FK Academic Career Integer
FK Term Integer
Term Start Date DateTime
Term End Date DateTime
Academic Career
PK ID Integer
Acad Career Code Text(5)
Acad Career Desc Text(30)
Program Level
PK ID Integer
Program Level Code Text(4)
Program Level Desc Text(30)
Term
PK ID Integer
Term Code Text(4)
Term Description Text(30)

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'
            };
        }
    }
});
```

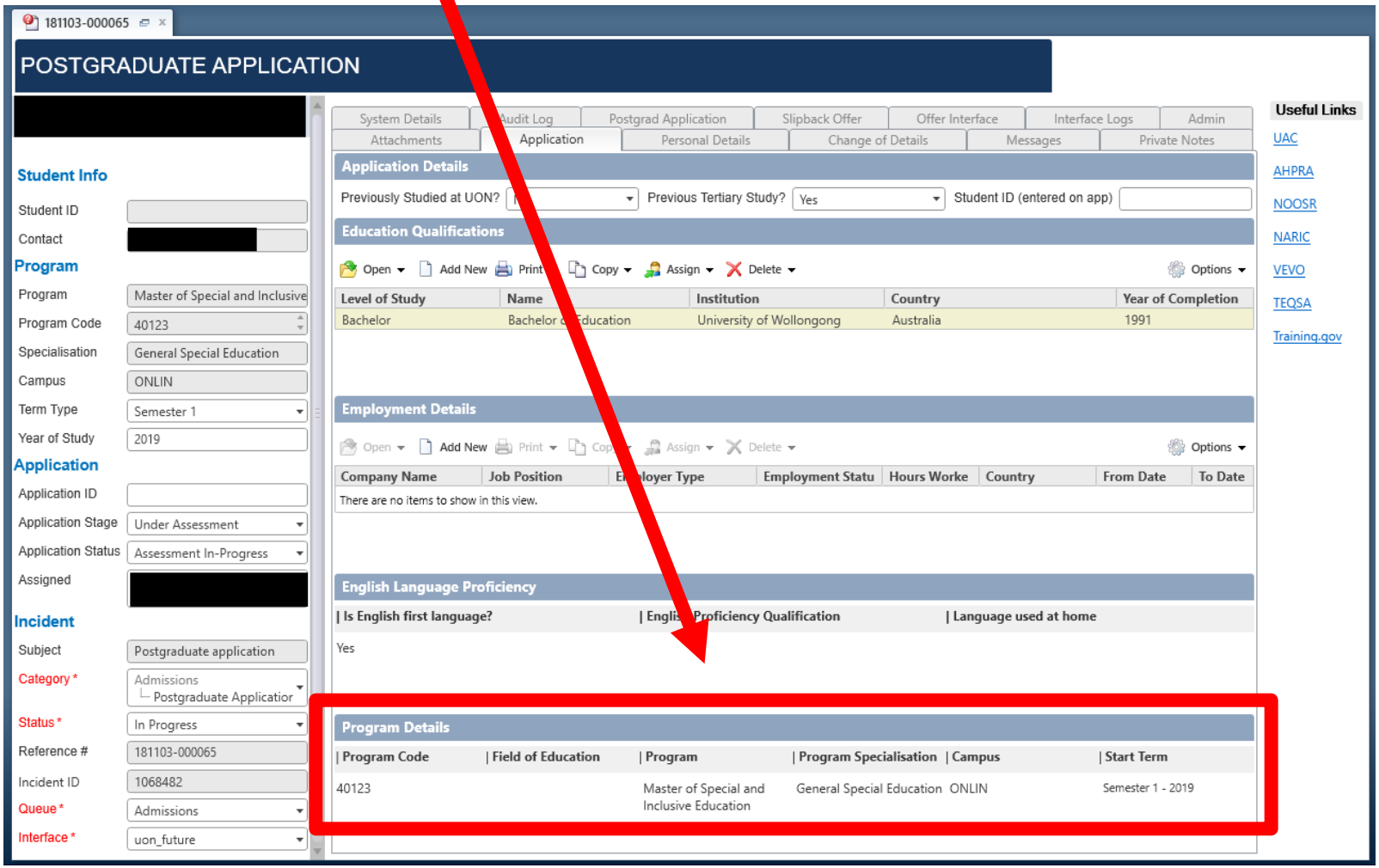
- Apply an extension to the study area, program, specialisation, campus, and term fields
- `options` attribute is a function which filters available choices depending on the previous choices. This function runs every time a field changes in OPA.
- Extensions run on all input controls so best to give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

SAVING PROGRAM INTAKES

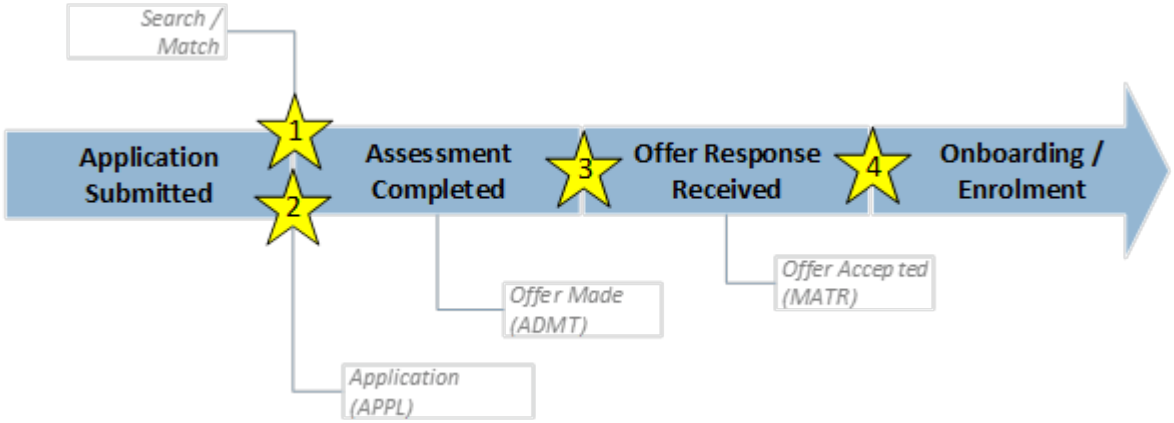
- Once applicant has chosen an intake it needs be recorded on the incident
- Use `onSubmit` event handler to save intake when Next or Submit button is clicked
- Filter list of all intakes based on current selections

```
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
[redacted]
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 Applicatior
Status *
In Progress
Reference #
181103-000065
Incident ID
1068482
Queue *
Admissions
Interface *
uon_future
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
Company Name
Job Position
Employer Type
Employment Statu
Hours Worke
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

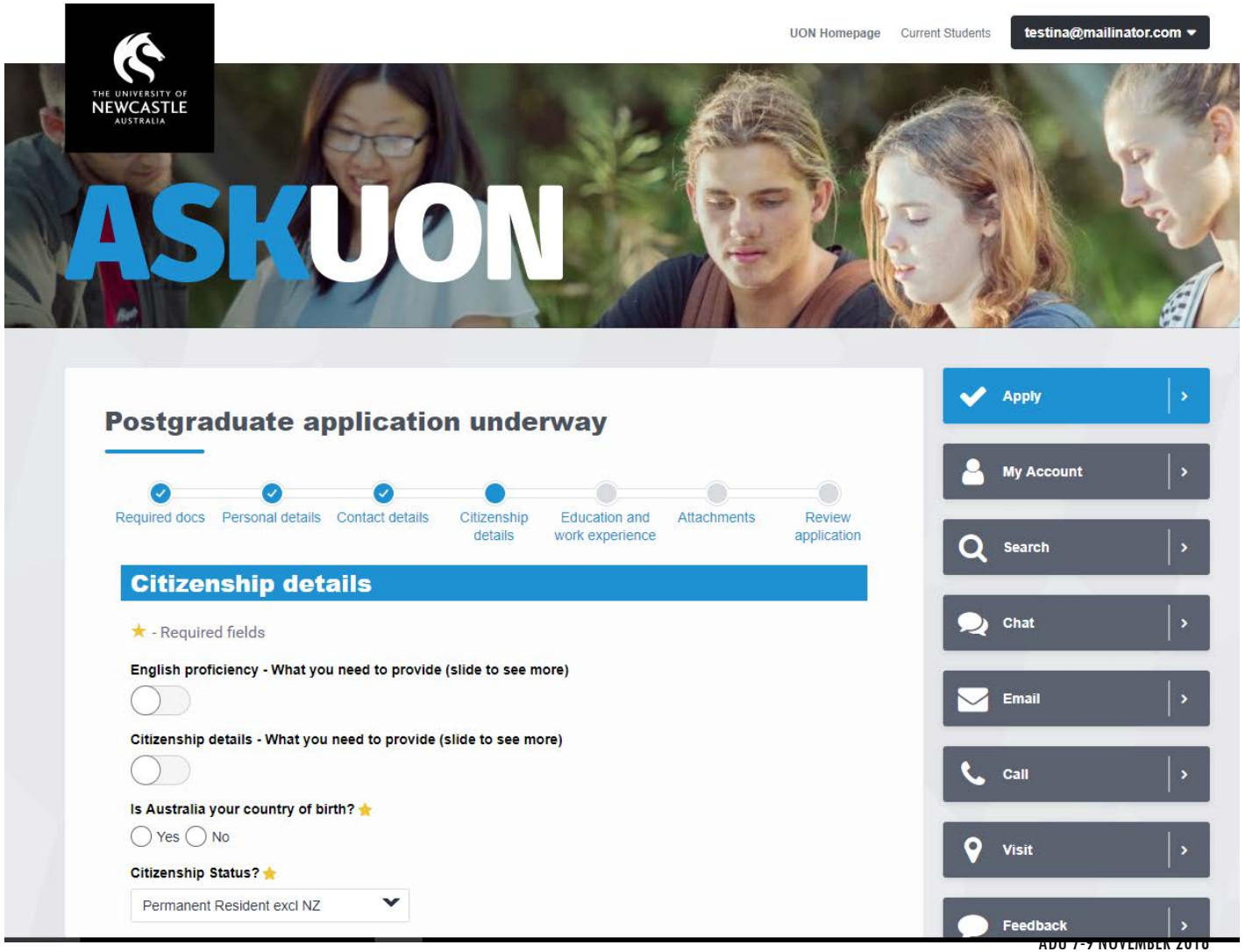
ADMISSIONS – OFFER INTERFACE



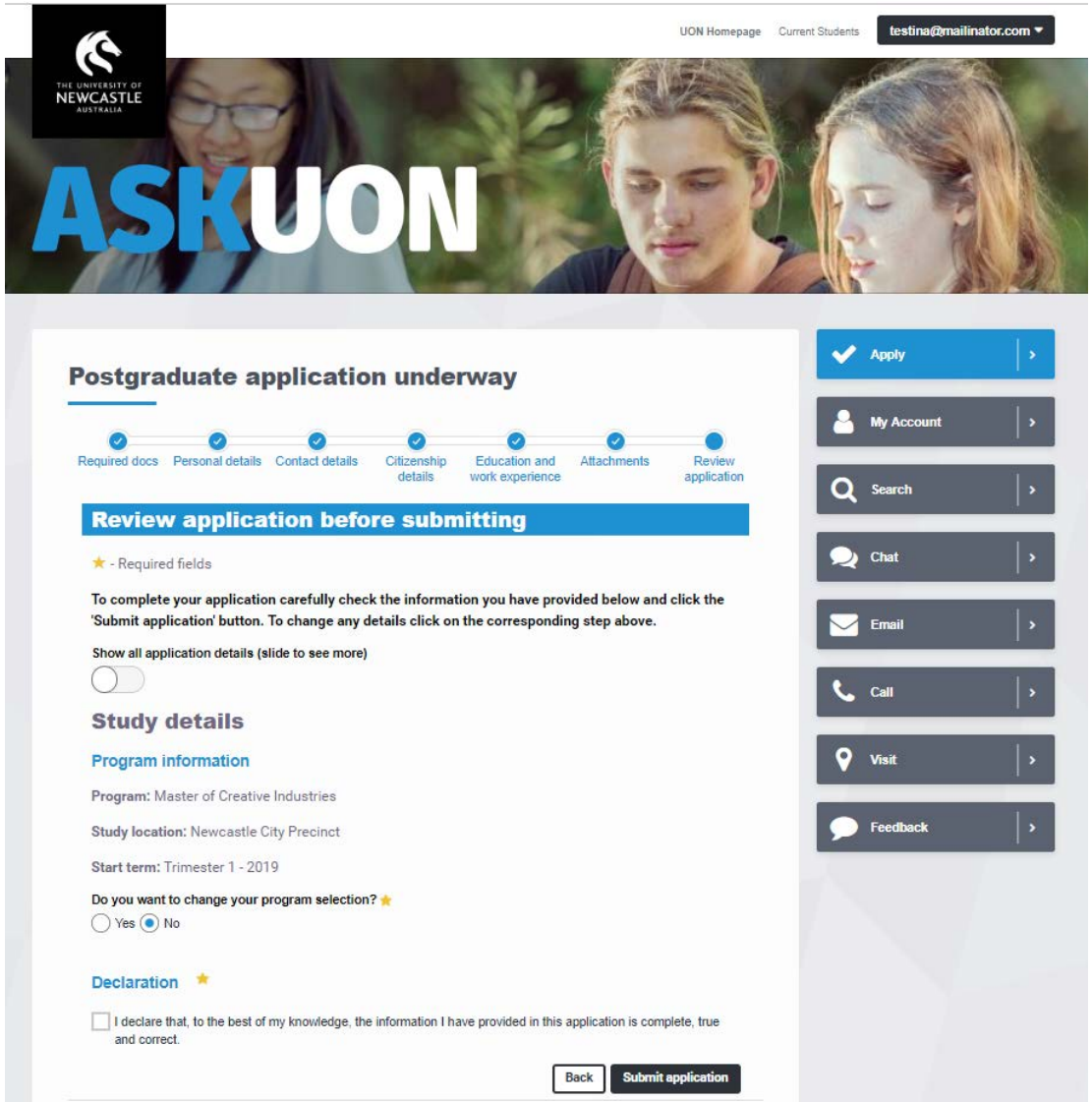
OSvC (Admissions) > MuleSoft > NUSTAR (Campus Solutions)

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

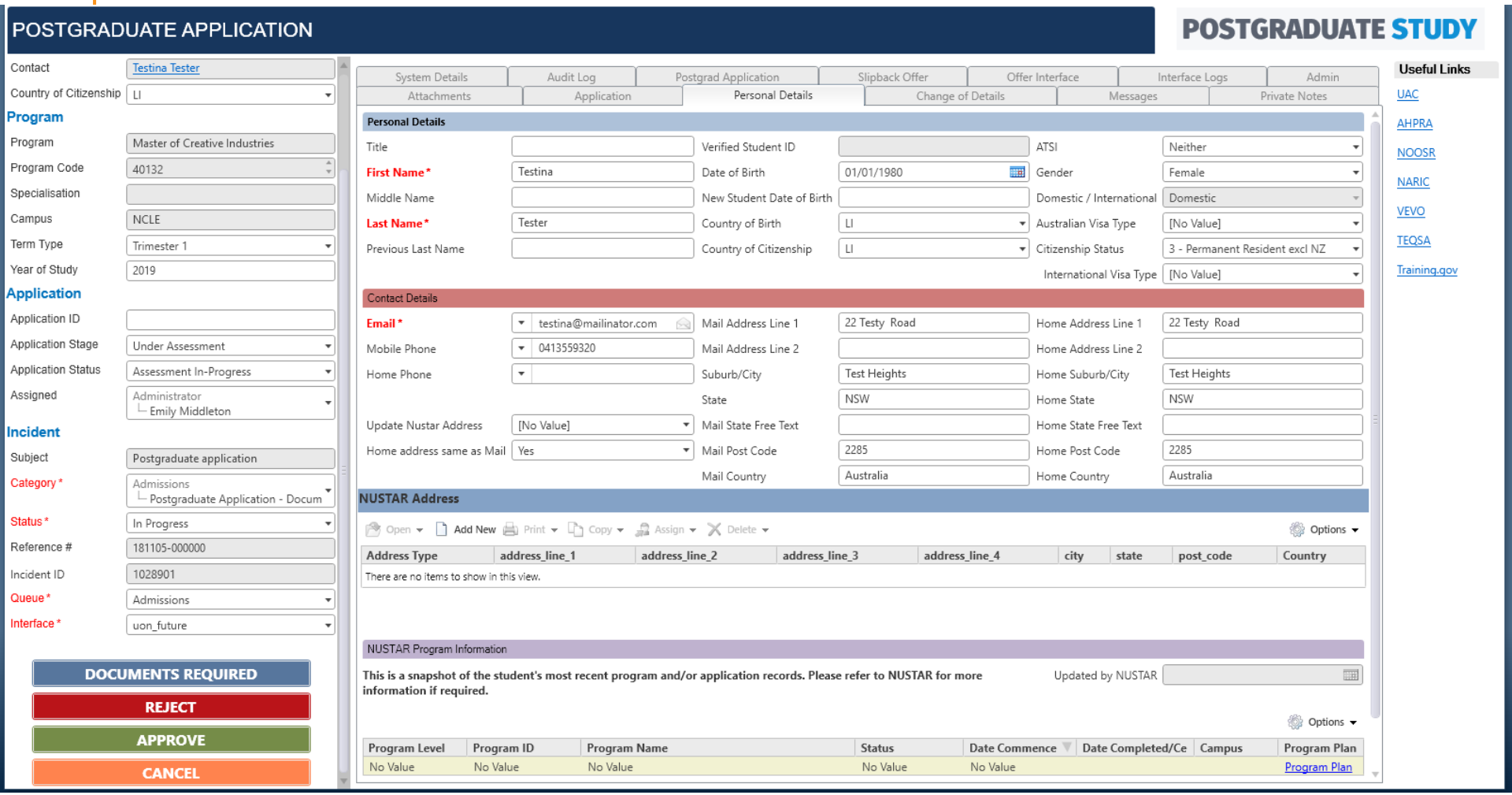
ADMISSIONS – OFFER INTERFACE



ADMISSIONS – OFFER INTERFACE



ADMISSIONS – OFFER INTERFACE



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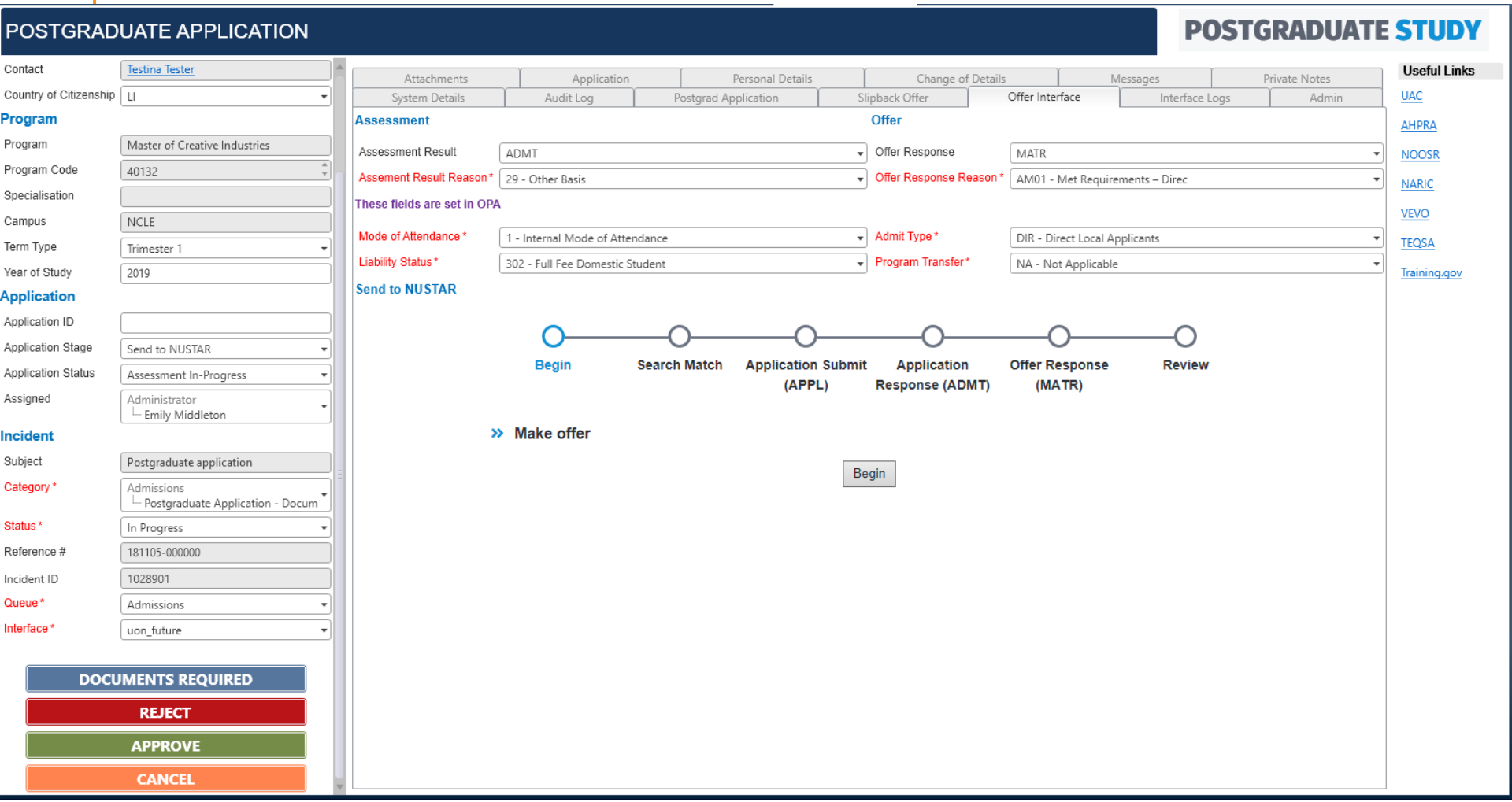

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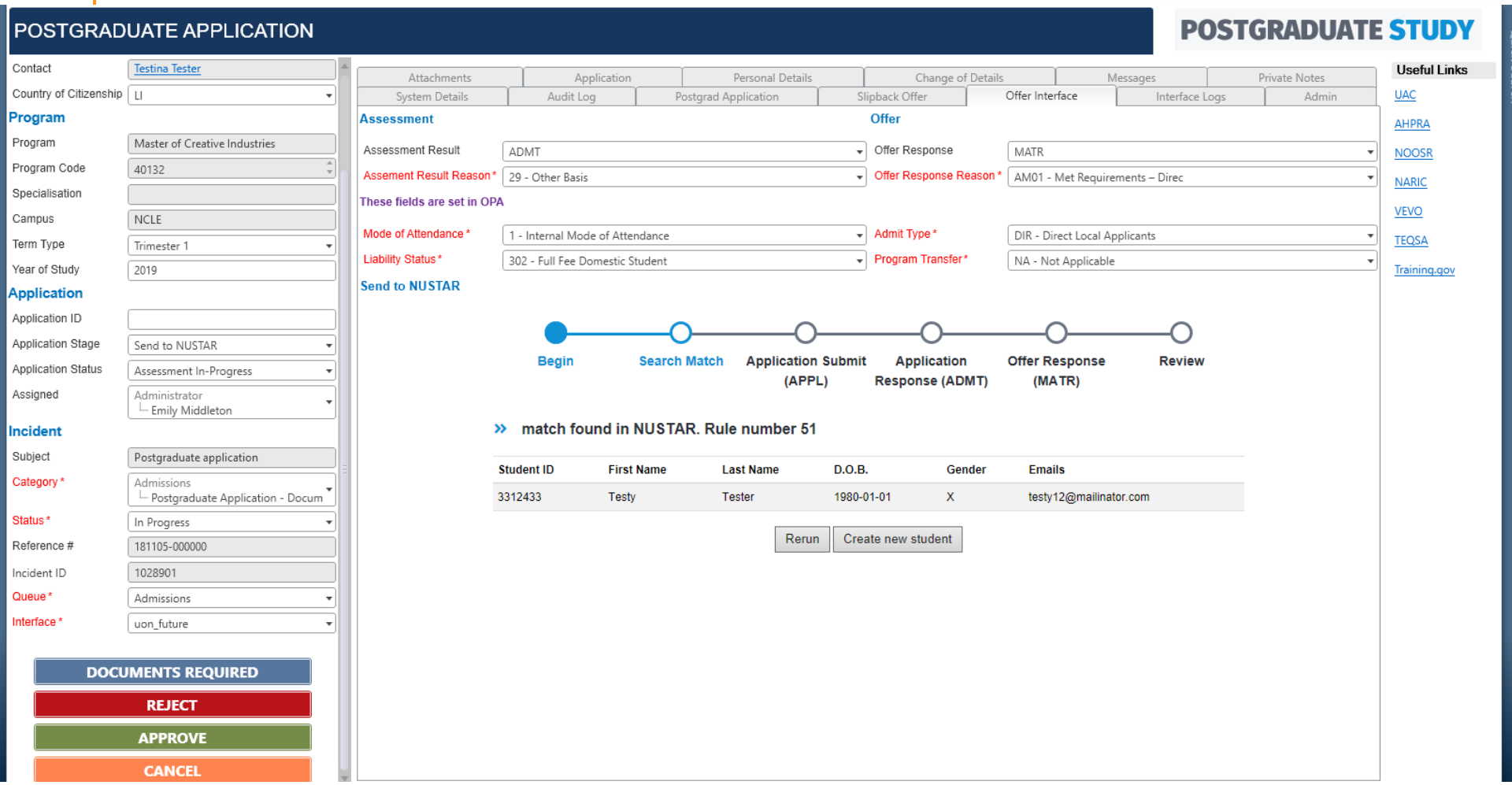

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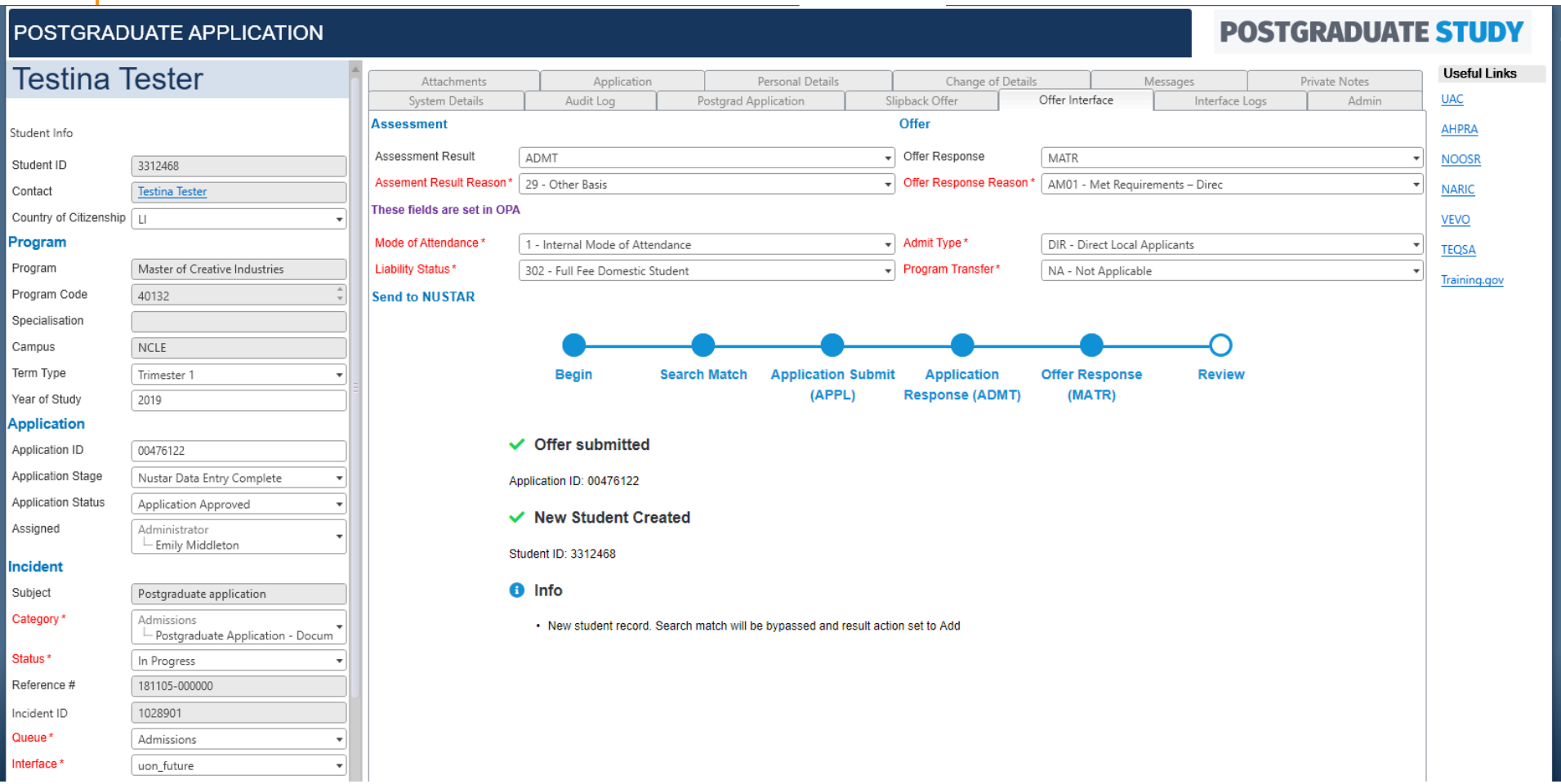
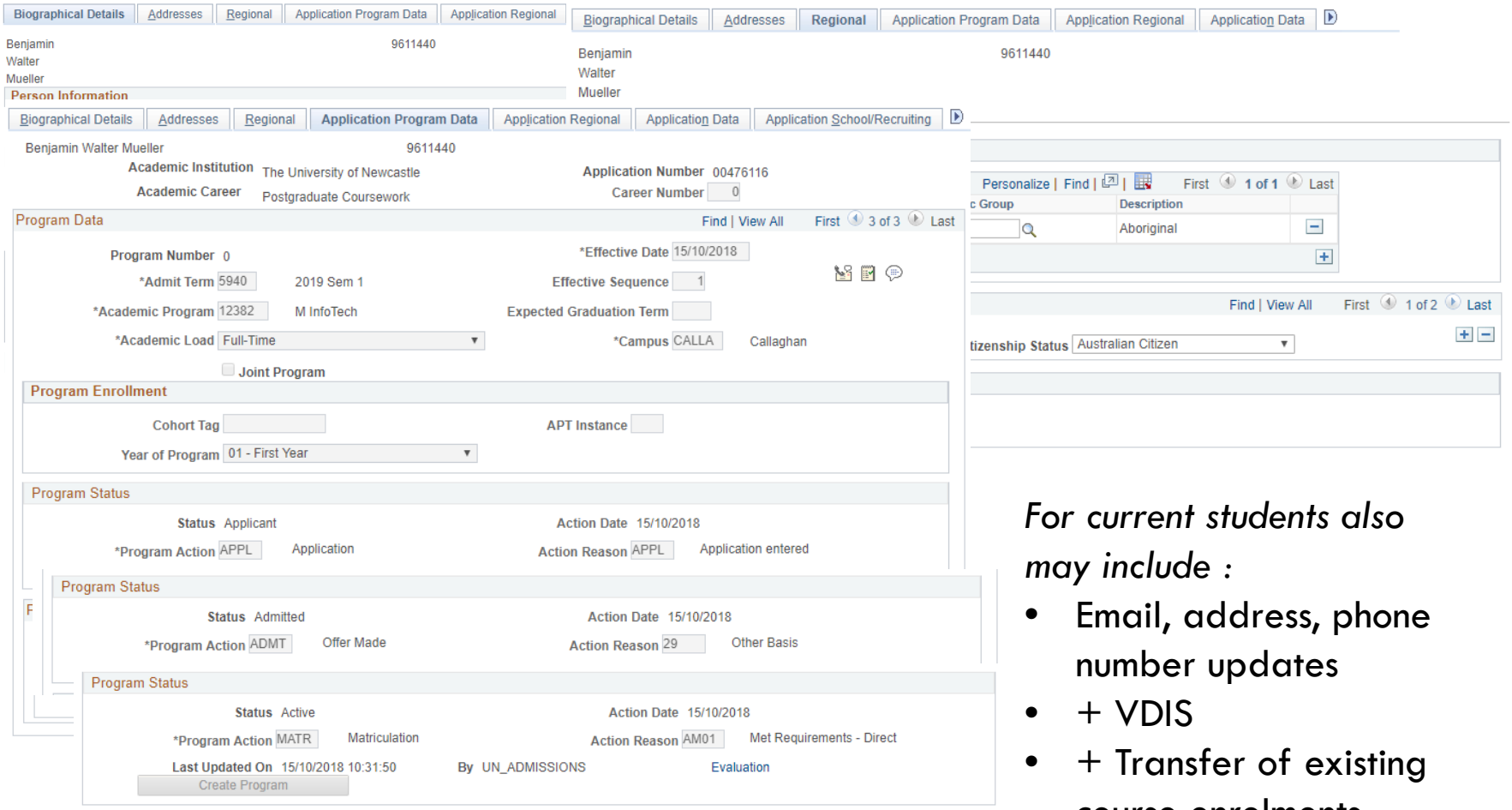


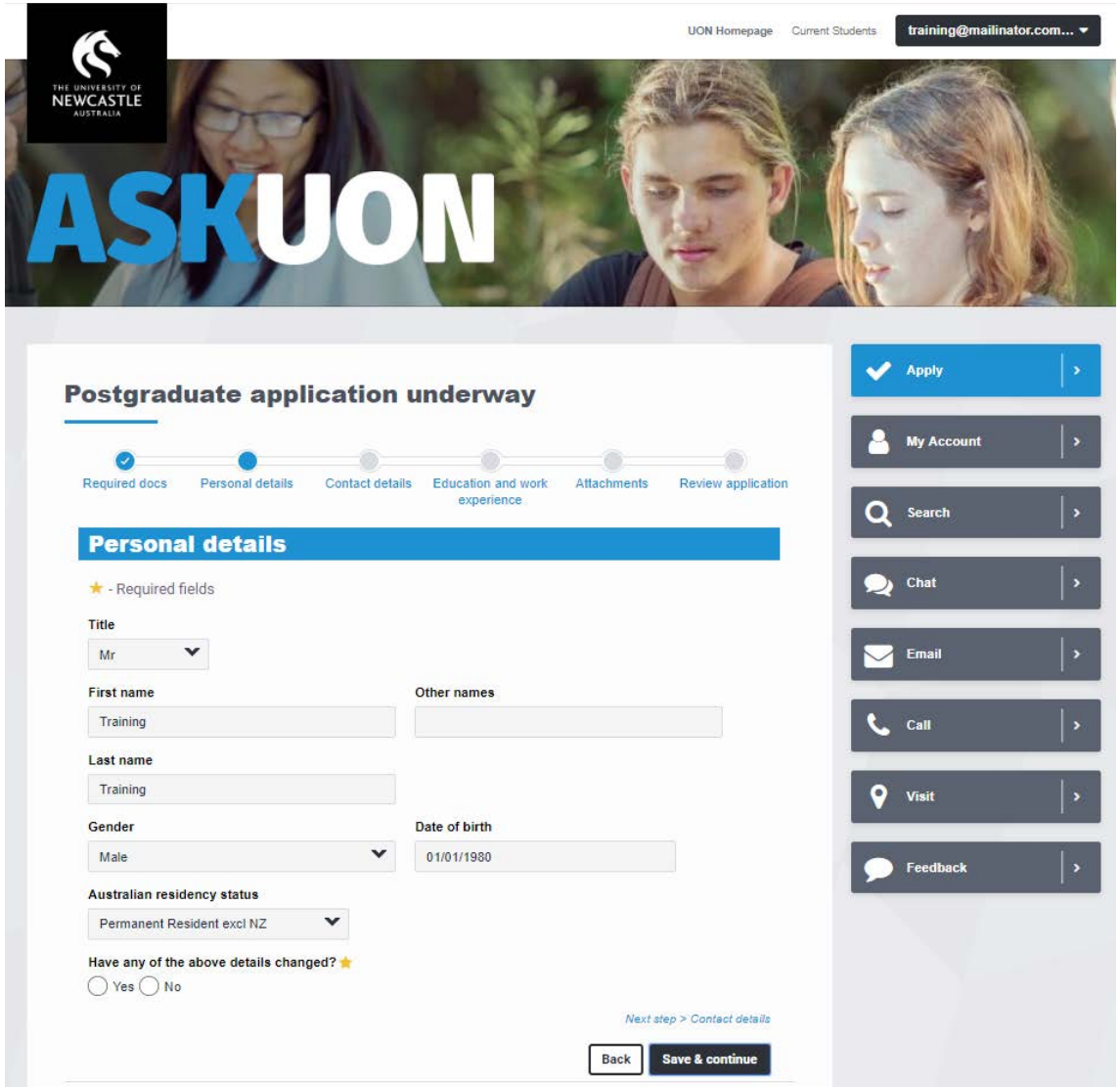
ADMISSIONS – OFFER INTERFACE



For current students also may include :

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

ADMISSIONS – CHANGE OF DETAILS



Postgraduate application underway

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

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 Certficate

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

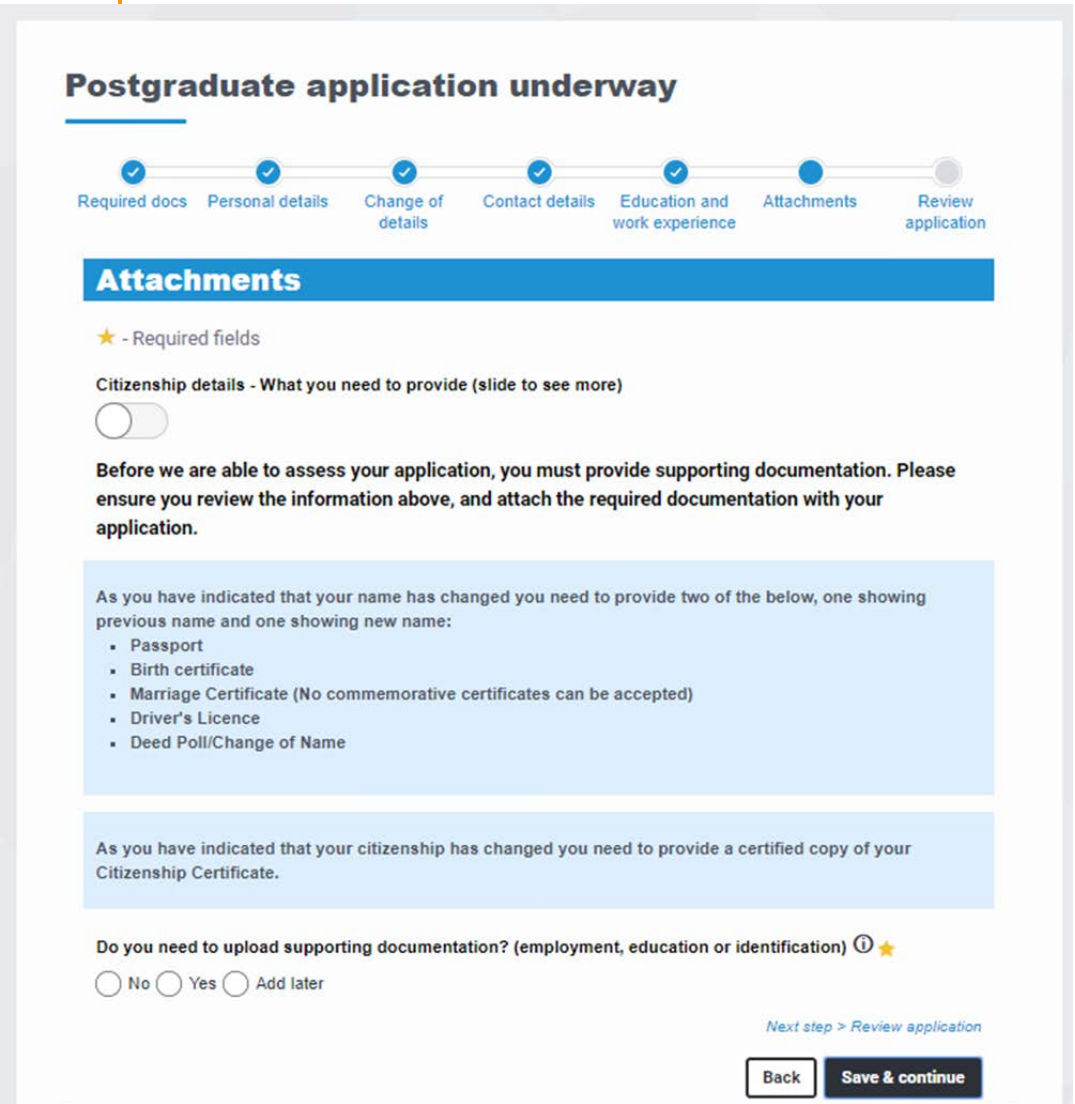
- An authorised person of a tertiary or higher education institution who will sign and stamp the copies. Student Central staff can perform this service.
- A Justice of the Peace, who will stamp and sign the copies and include their name, registration number and state of registration.
- A person currently employed as:
  - an accountant
  - a bank manager
  - a credit union branch manager
  - a barrister, solicitor or attoney
  - 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

Required docs | Personal details | Change of details | Contact 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

UON student ID number: 3321869

You are currently enrolled in:

Current program	Program status
M Business Administration	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? ★

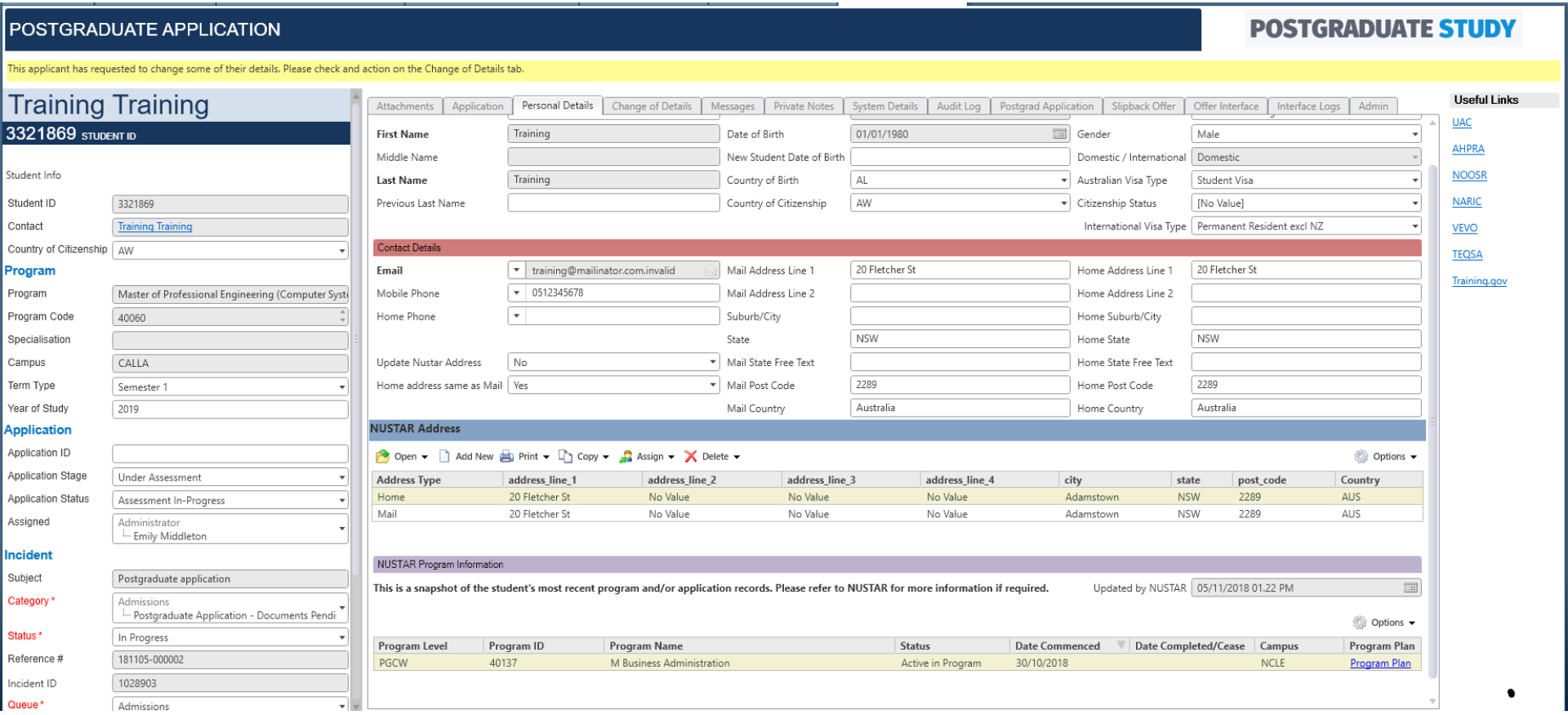
○ Yes ◉ No

Declaration ★

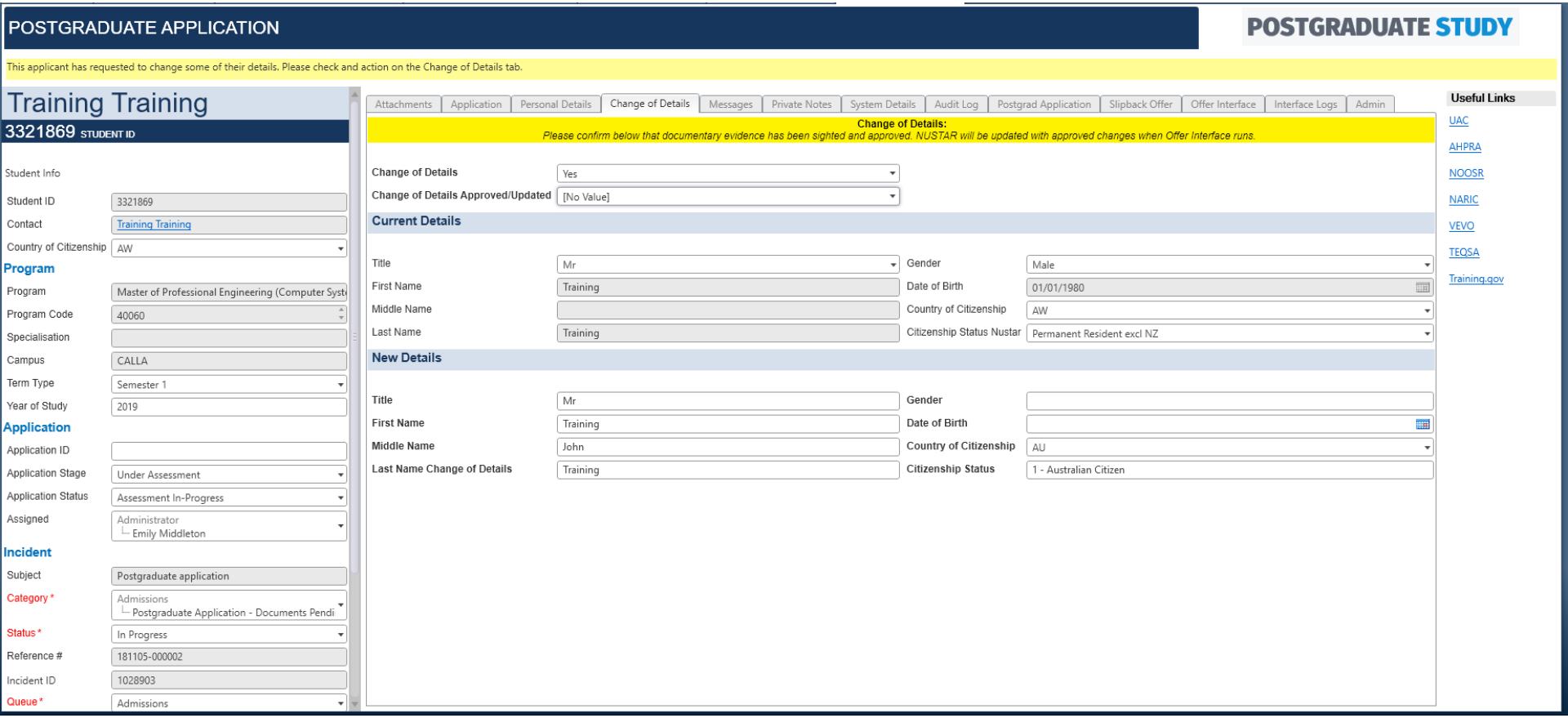
☑ I declare that, to the best of my knowledge, the information I have provided in this application is complete, true and correct.

Back | Submit application

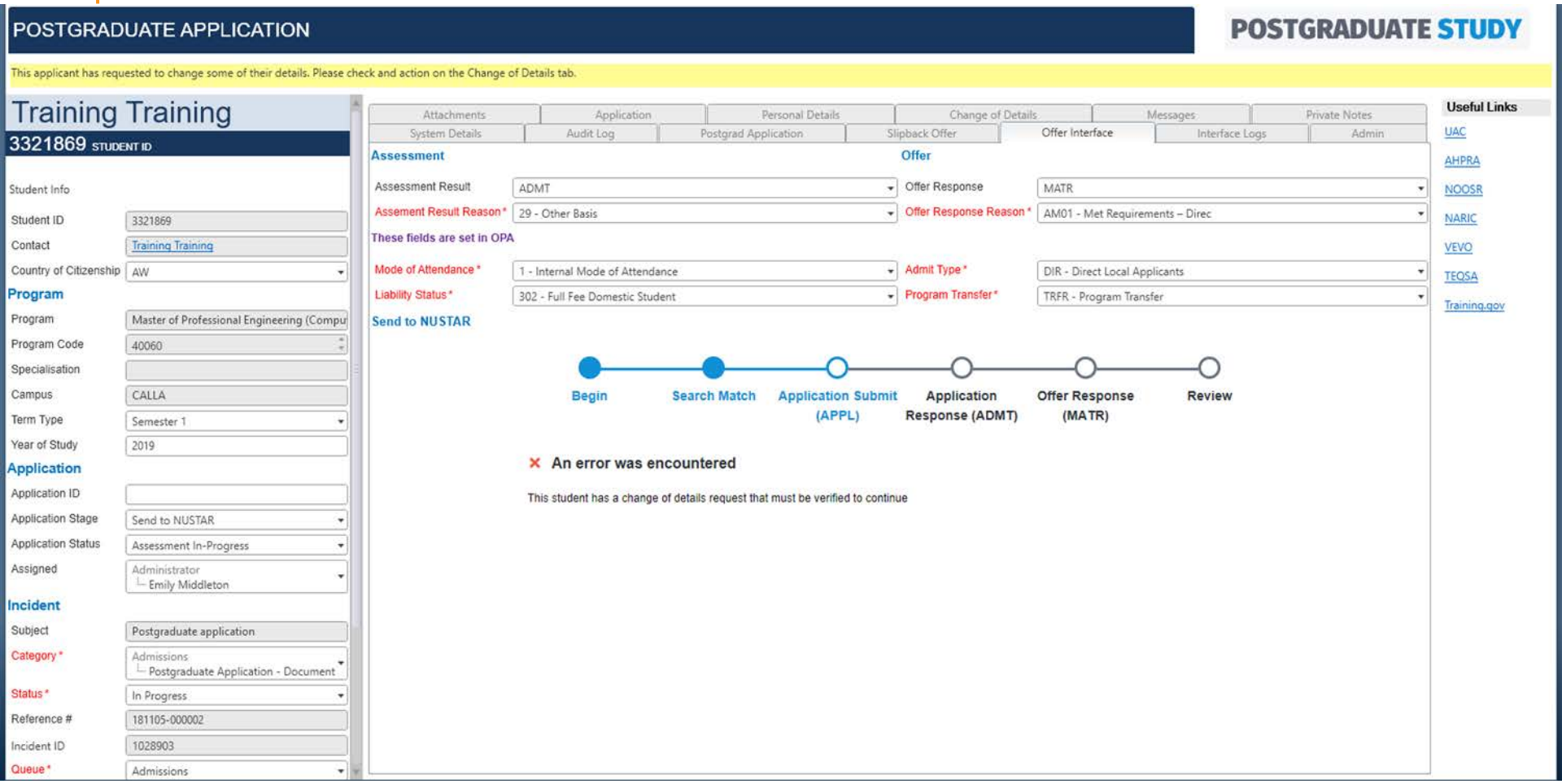
ADMISSIONS – CHANGE OF DETAILS



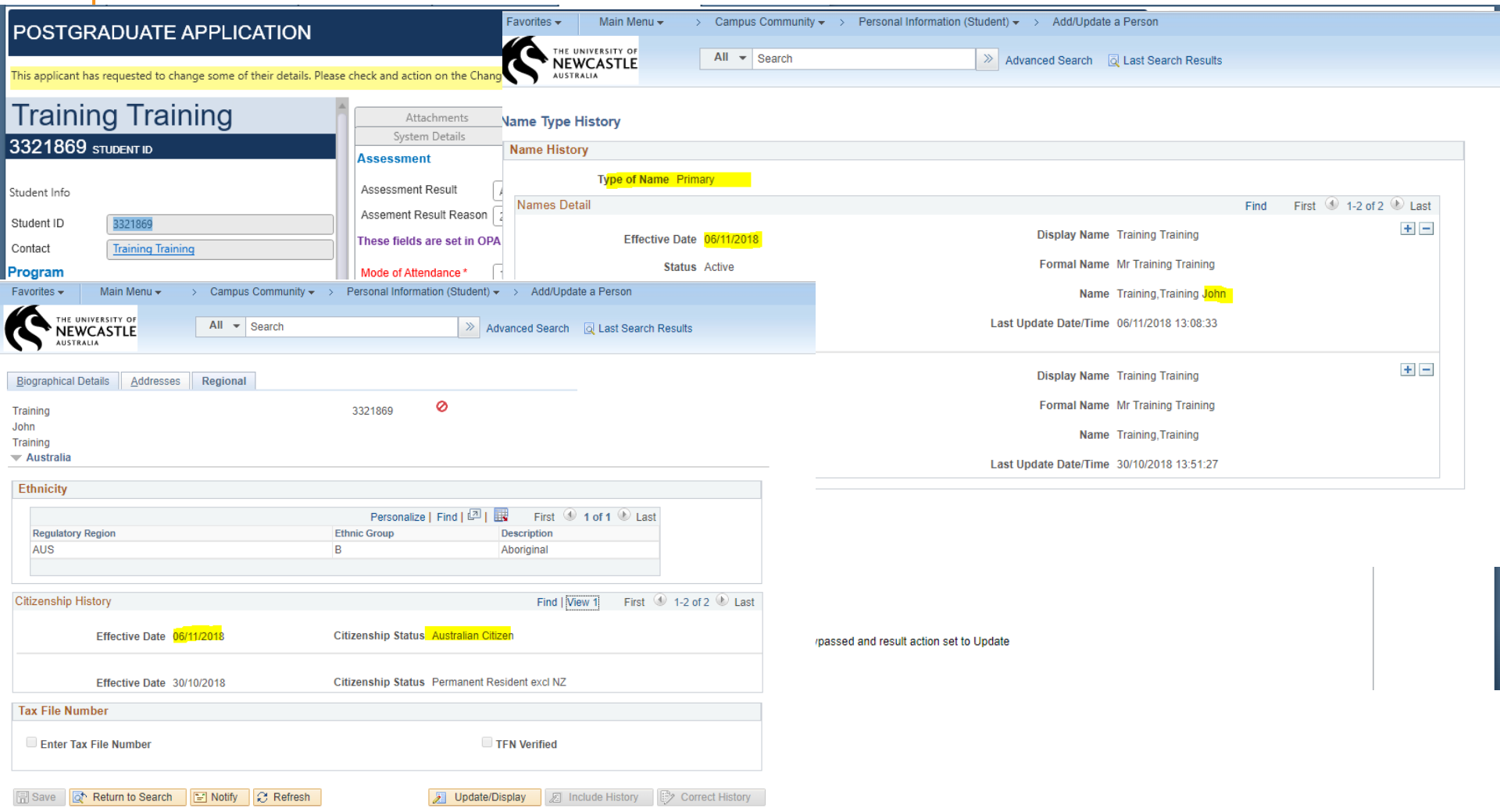
ADMISSIONS – CHANGE OF DETAILS



ADMISSIONS – CHANGE OF DETAILS

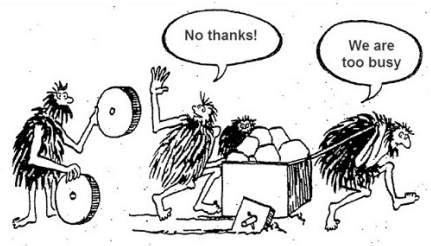


ADMISSIONS – CHANGE OF DETAILS



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