

2002

## **Administration Network**

### ***Background***

#### *Theory*

The bottom-up approach to Staff Development to build on the 'top-bottom' approach concentrated on over the past 2 years focusing on Managers and Heads of School as identified as the first priority in the Working Party report.

#### *Practice*

Two launches involving the Marketing Reference Group as the guest speakers  
- 19<sup>th</sup> September 2002 and 11<sup>th</sup> October 2002  
Attendances – 31 people and 24 people.

All participants added to Email Explode list 'Admin-Network'. Staff invited to add themselves/delete themselves from this list as they see fit.

Used directly by two members so far – one to ask how other faculties organise information on students results, another regarding another filing system.  
Central admin list – to keep 'key people' in schools and faculties updated on central admin policies and procedures also established by Student Financials (Sarah Long and Di Charnley attended admin launches.)

Used by staff development to clarify communications with us – admin staff should join both [admin-network@explode.unsw.edu.au](mailto:admin-network@explode.unsw.edu.au) to talk to each other and to be kept updated with admin staff specific courses and admin network related emails and also join [staff-development@explode.unsw.edu.au](mailto:staff-development@explode.unsw.edu.au) to keep updated with everything happening at staff development.

Expressions of interest asked for an Administration Network Committee – names on a spreadsheet.

Feedback from launches sent to [admin-network@explode.unsw.edu.au](mailto:admin-network@explode.unsw.edu.au) by both SDU (Staff Development Unit) and MRG (Marketing Reference Group)

### ***Promotion***

Emails to existing network (JT)  
FOCUS advertising  
Flyers at other SDU training sessions  
Internal mail – to Faculties and Faculty Clerks at SISO

### ***Plans for the remainder of 2002 – expand the network, form the committee***

#### **Follow up on these launches.**

Video Sessions (start November 2002)

Last call for people interested being on the committee  
Contact committee and set up initial meeting with agenda. (December 2002)

Promote usage of the Email list – keep adding people to this list.

Regular ‘What’s on at Staff Development’ Emails to the list.

Use feedback on ‘What can Staff Development do for YOU?’ to plan Administration Network courses for 2003.

### **Plans for 2003**

Operational Plan - More certificate courses

More customer service courses

Online training options

Increased marketing of SDU

Guest speakers – lunches

Public speaking and report writing courses

Writing marketing material (MRG) and possibly other MRG run courses?

Operational Plan - SD representatives – possibly coordinated through this network?

AGSM executive programs, Institute of administration courses – greater promotion and management of details of these and who participates in them

Learning Alliance – closely linked with admin. Staff attending

2002/2003 – VIDEO SESSIONS eg. Customer Service

Bulletin Board technology ready for mid-2003 for Administration Network.