<table>
<thead>
<tr>
<th>Area</th>
<th><strong>Q136 List the three greatest strengths of this University</strong></th>
<th><strong>Q137 List three ways this University or your particular School/Unit could be improved</strong></th>
</tr>
</thead>
</table>
| 06. Academic & Student Services Division | - Innovation  
  - Freedom (relative)  
  - Insight  | - Greater follow-up of complaints regarding HR issues |
| 06. Academic & Student Services Division | - Teaching quality  
  - A University that caters for and embraces students from disadvantaged backgrounds  
  - Generally a supportive workplace | - Increased resources  
  - Increased access to training  
  - Higher levels of technological support |
| 06. Academic & Student Services Division | - Good working conditions for employees.  
  - Good Benefits for employees. | - Make teaching staff more accountable.  
  - More focus on what students need from teachers. |
| 06. Academic & Student Services Division | - Social justice principles  
  - Access and Equity  
  - Diversity | - A few more team leaders  
  - More room  
  - More integration with other areas - it's very compartmentalised  |
| 06. Academic & Student Services Division | - Beautiful environment;  
  - Strong research background | - More flexible career development opportunities for general staff that include the prospect of genuine promotion. The classification regime stifles innovation, rewards those who do just enough and provides no tangible incentive for those who excel or perform at a high level. |
| 06. Academic & Student Services Division | - Sense of community and caring  
  - Sufficiently small to allow useful connections between staff  
  - Staff morale is high | - Physical space could be upgraded  
  - Lunch room provided  |
| 06. Academic & Student Services Division | - Campus  
  - Friendly community  
  - Quality teaching and research | - More space  
  - More social activities  |
| 06. Academic & Student Services Division | - Unique location and therefore learning atmosphere  
  - Broad range of study available  
  - Good working arrangements for working mothers | - More relevant field placements leading to employment for students  
  - Continued upgrades of building and facilities (bring back the pool please!) especially access issues  
  - Increased support for staff wishing to build a career at the University (ie increase opportunities to change from contracts to permanent, and support for additional study) |
| 06. Academic & Student Services Division | - Currently developing a strong Senior management team.  
  - Maintaining niche courses  
  - Always improving its profile worldwide | - Upgrade facilities for students  
  - Provide tangible incentives for work well done  
  - Additional staff at peak times  |
| 06. Academic & Student Services Division | - Student oriented  
  - Some excellent courses and research  
  - Good student services | - Funding for physical upgrading  
  - Better salaries/recognition for good work  
  - Additional staff |
<table>
<thead>
<tr>
<th>Area</th>
<th>Q136 List the three greatest strengths of this University</th>
<th>Q137 List three ways this University or your particular School/Unit could be improved</th>
</tr>
</thead>
</table>
| 06. Academic & Student Services Division | A beautiful campus, onsite student accommodation, car parking, research and teaching staff | More external study options for undergraduate and postgraduate students.  
* More money for marketing the positives of the university |
| 06. Academic & Student Services Division | - The willingness of the University to ‘see outside the square’ and to take risks (providing innovation in teaching and learning)  
* - The facilities (including on-site accommodation) are excellent  
* - The University services for students are very good. | - There needs to be greater communication and cooperation between Faculties, particularly in regard to developing consistency across the University e.g. some Faculties allow students to submit work late and receive a 5% or 10% deduction of their grade for |
| 06. Academic & Student Services Division | 1. Quality staff with whom to collaborate on research.  
* 2. EO commitment. Appreciate having someone from EO to talk to confidentially about issues related to bullying and harassment. These people have helped our unit talk through issues so that we don't lose good staff completely unnecessarily.  
* 3. Decent working conditions. For example - enough sick leave each year. While you don't often use all of it, so nice to have it so that if and when you are sick you can stay home. For example - some flexibility possible, so that as an academic if you need to leave early occasionally for family reasons you can accommodate that and complete work at home. | 1. Commitment to progression of part-time staff by employing part-time people in continuing positions and encouraging them (according to performance) to progress up the academic levels scale from A to B, B to C, etc. For example - some parents of young children do not want to be full-time but may still have a lot to offer to the University. Some of these people may well look to increase the fraction they work as kids get older. Others may want to make a solid contribution to the University but in a .5, .6 or .8 position. I think the University loses a lot of potential benefit, and also discourages talented women from academic careers, if it only looks to promote full-time staff.  
* 2. Educating supervisors about the importance of work/life balance. For example - some supervisors work 70 hour weeks and assume that their staff will look to do the same if they want to be promoted. Many of these supervisors are, in my view, actually quite inefficient because they lack necessary downtime and work much more slowly than if they took that downtime. They also tend to lose the capacity for vision and creative thinking because they are too bogged down in day to day work. I think people who work hard to maintain a good work/life balance are an asset to the University. Also, when a supervisor works 70 hours a week, a lot of people look at him/her and think 'I wouldn't want that job'. We need supervisors who are committed to good time management because they are better role models for upcoming staff.  
* 3. Quality food on offer. :) Seriously ... it is not that hard to cook decent food. Why is it so hard to provide fresh, healthy, quality food at a reasonable price? I can get better food quality and better value for money in food halls in town, for example, with all their overheads, than I can at Flinders, and that doesn't make sense. |
| 06. Academic & Student Services Division | - Location (brilliant views and surroundings)  
* - Dedication & commitment of the staff that work here.  
* - Friendly, approachable & relaxed learning environment | Additional skilled staff to do the things you don't find time to do, but which will greatly improve efficiencies and work processes across the university. |
<table>
<thead>
<tr>
<th>Area</th>
<th>Q136 List the three greatest strengths of this University</th>
<th>Q137 List three ways this University or your particular School/Unit could be improved</th>
</tr>
</thead>
</table>
| 06. Academic & Student Services Division | Drama School  
* School of Medicine  
* Politics School | More public funding  
* more co-operative arrangements with other universities  
* less money spent on ‘branding’  
* |
| 06. Academic & Student Services Division | xxxx | xxxx |
| 06. Academic & Student Services Division | diversity of students and staff  
* ISSU  
* welcoming attitude | positive forward looking attitude  
* change away from risk averse culture  
* Faculties working for the University not against it |
| 06. Academic & Student Services Division | Social justice vision, acces & equity, support for students | Better research culture, collaboration more encouraged, independence and entrepreneurhsip encouraged |
| 06. Academic & Student Services Division | Potential - the University has a huge opportunity to grow and establish itself as a major player if it could decide where it was going and what its strengths were and then promote them - no one knows what we stand for  
* Large campus provides varied opportunities for expansion both for teaching and also accommodation whilst still retaining a feeling of space - also good opportunity for leading edge industry to come onto campus cf incubators  
* Prominent teaching staff who need to be promoted, however we are losing quality staff and they need to be replaced as we are in danger of just retaining the dead wood | Create a brand that means something to people outside the University and promote that brand  
* Develop stronger links with government and industry to raise our profile, create a stronger attraction for students who are career opportunity savvy and access funding from industry  
* Amend the budget/funding model for the International Office so additional revenue brought into the University by the I/O is reflected in a proportional increase in budget funding |
| 06. Academic & Student Services Division | Decentralised organisation enables units/individuals to take the initiative to meet the needs of their stakeholders.  
* The university is not just the Bedford Park campus - this provides opportunities for staff and students, and means that a diverse range of people interact with the university.  
* The size of the university means that there has to be more focus (for example what courses, what research) - this encourages continual renewal. | More opportunity to get to know other people and their role/work.  
* More interactivity with others in a work environment - to reduce isolation and encourage creativity.  
* By cooperation between different parts of the university built on mutual respect and recognition of difference rather than by centralisation. |
| 06. Academic & Student Services Division | Great physical location/environment to work in.  
* Generally a positive atmosphere within work unit.  
* Flinders is viewed very highly by our unit's clients.  
* | Supervisor to be more equal in approach when dealing with their units staff members.  
* University to be more realistic re how work units are supposed to manage extra projects with no extra resources - particularly when they are already at full capacity in many instances.  
* - Provide the option for 360 degree feedback when performance reviews are undertaken.  
* |
<table>
<thead>
<tr>
<th>Area</th>
<th>Q136 List the three greatest strengths of this University</th>
<th>Q137 List three ways this University or your particular School/Unit could be improved</th>
</tr>
</thead>
<tbody>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>1. student centered focus  * 2. repeatedly awarded merits &amp; some areas considered leaders to peers (across a variety of areas including areas in teaching, research &amp; student services)  *</td>
<td>Uni: 1. More proactive in promoting achievements - big &amp; small - across all areas  * Uni: 2. increased collaboration across areas - teaching/research &amp; general staff  * Area: 3. increased resourcing would enable continued leading innovation in the way we undertake new initiatives (this has been limited due to resourcing capacity)  *</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>The number of international students attending.  * Academic staff.  * Location.</td>
<td>More time spent in recruitment of staff.</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>1. communication  * 2. high level of education provided  * 3 teaching staff</td>
<td>1. better computers, PC not Macs that are not compatible with our programs.  * 2. enforce deadlines on faculties when requiring information or work from them</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Good student services (except those changed by VSU)  * Wonderful site  * Good support for international students</td>
<td>Training for all staff in working with diverse populations  * Better preparation for international/recent migrant students before off-campus placements  * Internationalised curriculum</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>The friendliness &amp; passion demonstrated by some staff (academic &amp; general).  * Community spirit of life on-campus (although this has diminished since the removal of the Student Union and the demise of clubs &amp; societies).  * Recognition of the high quality of some courses and the research carried out by academic staff.</td>
<td>Open Day should be brought up to a much higher level (comparable to the Open Day offered at other universities).  * Procedures/guidelines to improve the distribution of information across departments.  * Utilise the knowledge of staff members to better promote the University by requesting staff to contribute ideas from their area of expertise (e.g. marketing lecturer to provide ideas on how to better market the university/courses, Screen Studies to provide ideas on utilising media to promote the university/courses).</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Diversity and social justice  * Innovation and new ideas  * Willingness to change</td>
<td>Better communication/cooperation with the wider University  * More staff (and space) to reduce stress and workloads  * Better, more integrated technology</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>attention to detail  * Customer focus  * Customer satisfaction</td>
<td>the ability to not complicate the matter I.e. Keep it simple  * Less paper  * Improve staff motivation</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>-Diversity  * -Flexibility in work  * -Compassion</td>
<td>-Better communication between departments uni-wide  * -More staff  * -Less ‘that's not our job’ attitude. We’re all working for the same University. Sometimes even if its out of your job scope you can still do it anyway!</td>
</tr>
<tr>
<td>Area</td>
<td>Q136 List the three greatest strengths of this University</td>
<td>Q137 List three ways this University or your particular School/Unit could be improved</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 06. Academic & Student Services Division                 | Loyalty of staff  
* Single Campus  
* Cross-cultural Society                                                                                                          | New courses needed in society  
* Review of staff/task ratio  
* Better food services on campus                                                                                                           |
| 06. Academic & Student Services Division                 | Its people, its friendliness and social justice aspects, and its students.                                                        | 1. When I am consulted by my manager it would be nice if some of my views were approved or at the least taken into consideration, particularly when they have been discussed and approved by my managers manager. Often I am consulted, but then find out from others a decision has already been made regarding me and my role. There is no confidentiality and its not good management from a HEO9. It would be nice if my manager also knew basics things like how to contact HR.  
* 2. If my manager knew how to manage. And if infact recieved the support I'm supposed to/ have been officially delegated.  
* 3. Clearer direction on goals and future directions from Senior Management regarding the future of my work area. |
| 06. Academic & Student Services Division                 | The focus on the students and the teaching.  
* Staff who care and are committed to the university  
* The support provided to international students                                                                                     | Better collaboration between units/depts                                                                                                           |
| 06. Academic & Student Services Division                 | Student Services  
* Dedicated Equal Opportunity staff  
* Teaching excellence                                                                                                                      | While I think that we could do with more of our staff being permanent (currently most are on fixed-term contracts), I basically think that my area (within Student Systems & Enrolments) works well.                                                                 |
| 06. Academic & Student Services Division                 | People who care about what we do  
* (OK, that's only one...)                                                                                                              | More resources in terms of teaching space  
* Make people more accountable  
* More support for heads of AOU                                                                                                          |
| 06. Academic & Student Services Division                 | Supportive enviroment  
* accessible senior management  
* The flat management structure                                                                                                        | Competitive Pay Rates in line with other SA uni's  
* Bonus schemes for outstanding performance thus providing greater incentive to do better work  
* More Staff                                                                                                                                      |
| 06. Academic & Student Services Division                 | Campus  
* Research  
* International Office                                                                                                                  | More communication top-down  
* Better management  
* Better leadership                                                                                                                            |
| 06. Academic & Student Services Division                 | People. People. People.                                                                                                           | Better communication between dept and services  
* uniformity of standards  
* continuing to build connections with the community                                                                                          |
| 06. Academic & Student Services Division                 | student support services  
* friendliness of staff  
* good teaching                                                                                                                             | a) Flinders - make an impressionable green footprint, such as water harvesting, plastic recycling (e.g. food containers etc), solar/wind energy. Rain water could be used in toilets at the very least.  
*  b) Unit - More resources (staff and technology) to allow investigation of utilising new technologies. |
| 06. Academic & Student Services Division                 | Flexible (for students & staff).  
* Valued leadership.                                                                                                                          |                                                                                                                                                 |
<table>
<thead>
<tr>
<th>Area</th>
<th>Q136 List the three greatest strengths of this University</th>
<th>Q137 List three ways this University or your particular School/Unit could be improved</th>
</tr>
</thead>
</table>
| 06. Academic & Student Services Division | 1. Commitment to education for all  
   * 2. A great place to work and achieve results  
   * 3. Innovation                                                                                                              | 1. A clear strategic plan that filters down to the unit level and even the individual staff member is badly needed. All staff need the opportunity to contribute to this process, so that it is 'owned' by all rather than a few,  
   * 2. Accountability of staff time  
   * 3. Involvement of the whole area in decision making                                                                                 |
| 06. Academic & Student Services Division | access and equity  
   * academic quality  
   * size                                                                                                                               | forging links with NGOs and Public Service sector re research  
   * setting up infrastructure to aid individual initiatives  
   * increase funding to AOUs for casual work                                                                                           |
| 06. Academic & Student Services Division | Compact  
   * Good Reputation  
   * Good teaching                                                                                                                       | More resources  
   * greater support from faculties  
   * greater connection with overall university planning and review cycle                                                                      |
| 06. Academic & Student Services Division | stabil working environment  
   * friendly working environment  
   * good pay conditions  
   * flexibility for staff with children and working hours  
   * recognition of service  
   * better support from HR                                                                                                              |
| 06. Academic & Student Services Division | organisational structure not too hierarchical compared to other SA unis  
   * good conditions to protect staff and students                                                                                        | more flexible working hours  
   * better communication across campus of what is happening (recently improved online)  
   * it's difficult to get around if you are injured (or disabled)  
   * more efficient transport to campus (not via city)                                                                                  |
| 06. Academic & Student Services Division | Space to build/expand                                                                                                                                                  |
| 06. Academic & Student Services Division | Location  
   * Community feel  
   * Life style                                                                                                                                                           |
| 06. Academic & Student Services Division | - Research  
   * - Quality Academic staff  
   * - Student Services (although not as good as they have been in the past)                                                                                  |
| 06. Academic & Student Services Division | staff commitment  
   * new directions - the future does look better than over the last few years  
   * reputation                                                                                                                               | more communication - what is the vision where are we going  
   * Raise our profile in the State and nationally - we rarely appear in the HES or the AFR Higher Ed section for example  
   * how we can contribute - let staff know                                                                                                    |
| 06. Academic & Student Services Division | 1. Easy parking  
   * 2. A good range of courses  
   * 3. Research                                                                                                                                | 1. Efficiency could be improved  
   * 2. Accountability of staff time  
   * 3. Involvement of the whole area in decision making                                                                                 |
| 06. Academic & Student Services Division | Community based  
   * Excellent student services  
   * Making do with a small resource base.                                                                                                                                         | Improve staffing and resources  
   * Provide genuine career promotion opportunities  
   * provide appropriate and accessible training to achieve this.                                                                             |
<table>
<thead>
<tr>
<th>Area</th>
<th>Q136 List the three greatest strengths of this University</th>
<th>Q137 List three ways this University or your particular School/Unit could be improved</th>
</tr>
</thead>
<tbody>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Commitment to equity &amp; social capital * Engagement with communities * Research profile and repute</td>
<td>Clear guidelines on what can and should be achieved * Opportunities to express views on University directions * Development of a relationship management capability</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Dedicated committed staff</td>
<td>Our unit would benefit greatly with a designated office manager</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>fairness, friendly environment and commitment to high quality teaching</td>
<td>more funding/resources, more staff and more research time</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Staff * Diversity * Commitment</td>
<td>More thought put into staffing and resources</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>The loyalty and commitment of staff to the University. * The working environment and grounds. *</td>
<td>By not expecting more to be done, with fewer resources to do it. * By acknowledging that Flinders has relied on an old reputation for innovation/difference/quality and is now a long way behind the other universities in this state in both marketing, quality, image, and relevance to students. * Doing something about the above!</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>* environment</td>
<td>do individual department performance review (management) annually such as large staff turnover. * Good staff left or will leave because bad management!</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Its commitment to research * Its sense of community *</td>
<td>1. Bring back/encourage the community spirit for students eg. activities, facilities, festive days/weeks on the plaza. That has become a thing of the past since the VSU came into effect. * 2. Streamlining student enrolments (less logins and steps).</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Campus Site, * Potentials, and willingness to be innovative *</td>
<td>More ambitious strategy to explore more international cooerations, more diversified workforce and develop new programmes to attract more top students.</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Growing, Leading, Educating..</td>
<td>Better ammeneties are required.. Cheaper food and services from FCCS.. The FMC staff canteen is cheaper than FCCS.. &amp; what about the poor students.. The University is about the students not high payed public servants...</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>(1) location * (2) small enough for people to be treated as individuals * (3) people who care about students and their colleagues</td>
<td>(1) better communication about future directions, for example in the area of physical resources (buildings and their uses) * (2) more information about the mechanics of the strategic planning process being used for 2010-2014 and what opportunities will be provided for input from all staff * (3) being able to provide more scholarships to local and international students to study here, and to increase the profile of the scholarships</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td>Excellent environment for work and study * People are prepared to work hard to achieve * Commitment to staying up to date with technology</td>
<td>Better communication between faculties, better understanding of how students can do cross faculty study * More accountability + training for lecturers teaching ability * More engagement with the online teaching resources</td>
</tr>
<tr>
<td>Area</td>
<td>Q136 List the three greatest strengths of this University</td>
<td>Q137 List three ways this University or your particular School/Unit could be improved</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>06. Academic &amp; Student Services Division</td>
<td></td>
<td>more connections and consultation with staff</td>
</tr>
</tbody>
</table>