

# Edith Cowan University

## AMENITIES AND SERVICES ADVISORY COMMITTEE

Minutes of first (2001) Amenities and Services Advisory Committee meeting  
held at 2.00pm on Thursday, 5 July 2001  
in the Council Room, Bldg 7, Churchlands Campus.

### Present:

Mr Warren Snell (Chair)  
Mr Steve Benson  
Ms Karamea Dorset

Mr David Ernst  
Br Steven Spain  
Mr Serge Walberg  
Ms Sharon Harford (Executive Officer)

### Apologies:

Mr Martin Barnett  
Mr Paul Halfpenny

Ms Kandy James  
Ms Irene (YU) McPhee

### In Attendance:

Mr Andrew Branston  
Mr Tony Hume

### Introduction

Mr Warren Snell opened the meeting and welcomed members to the first meeting of the Amenities and Services Advisory Committee. He advised members that the Amenities and Services Advisory Committee had been formed at the Vice-Chancellor's request with the major objective of reporting to her on issues concerning the provision of amenities and services on ECU campuses.

### 1. Review of Terms of Reference

Members suggested that the following areas could also be reviewed by the Committee under its terms of reference:

- Medical and counselling services
- Religious facilities
- Banking/Credit Union Facilities

### 2. Co-option of Additional Members

To be deferred until the next meeting, however it was noted that there was no representation from Bunbury campus. David Ernst to follow up with the Sport and Recreation Advisory representative. Warren Snell to follow up with Mark Hanley – Faculty Manager-Bunbury.

### 3. Identification of Priority Issues

#### Bookshop

The Bookshop Manager, Sharon Harford, gave a brief overview of the Bookshop facilities and services. It was noted by the student representatives that two Schools' were charging additional costs on their internal publications being sold through the shops. It was agreed that Mr Snell would follow the issue up with the Schools concerned. *(Subsequent to the meeting this has been completed and the prices have been reduced).*

Sharon outlined that a facility to access individual book lists and purchase books over the web had recently been introduced as a major step forward in service to students but that it had not been widely promoted until bedded down. The service appears to be working well, especially with external students.

It was noted that students might not be aware of the book lists being available via ECUWES. Sharon Harford to follow up.

### **Catering**

The Commercial Manager, Tony Hume gave a brief overview of the catering arrangements and discussed the University catering surveys that had been undertaken. The survey results indicated that the level of service was of a moderate standard. Student representatives noted that students who are not using the service may not have been captured in the survey. Serge Walberg commented that an on-line survey of all students was being undertaken and it was requested that feedback be provided to the Commercial Manager once the survey had been completed.

Members expressed their disappointment with the current service being provided and in particular highlighted the following issues:

- Pricing
- Quality
- Food handing
- Food labelling
- Personnel
- Opening hours
- Variety – in particular vegetarian, halal, kosher and more healthy alternatives

It was agreed that for students, catering is a major concern and that campus catering needs to be more sensitive to the needs of the student market. Andrew Branston and Tony Hume take these issues on board and develop an action plan to be reported to the next meeting.

### **Sport and Recreation**

The Sport and Recreation Manager, David Ernst gave an overview of the facilities and programs being provided on each campus. It was noted that the Mt Lawley facilities are inadequate and that the issue is being addressed. The solution will be dependent on the outcome of the planning study currently being undertaken between ECU and Mt Lawley High School to develop an educational precinct involving the shared use of facilities

Activities that are/have been undertaken include:

- 43 intervarsity sports events.
- RecNet leisure program
- Hosted Australian University Games
- Promoted and formed University sporting clubs
- Co-ordinated our students attending the World Student Games
- ECU Sports Centre at JO has 100 sporting teams. 3,500 gym members, 40 aerobics classes, soccer club and the creche services 200 children per week.

Of particular note was the success of activities organised as a result of strategic initiative funding from the University for a part-time Sport and Recreation Officer for CH and ML. During first semester these employees have organised over 150 lunchtime events.

David Ernst was congratulated by members of the Committee, on the services provided.

Members noted that more social and cultural activities needed to be undertaken on each campus and that this had been in decline since VSU had been introduced. It was agreed that David Ernst would chair a working party with the student members of the Committee to develop a program of social and cultural events. Warren Snell to liaise with the Vice-Chancellor to determine whether some funds might be made available to support such activities.

### **Campus Security**

The Director of Facilities and Services, Andrew Branston gave an overview of the security service provided across all campuses and stated that in addition to recurrent expenditure in excess of \$1m spent each year around \$1.5m had been spent on additional infrastructure over the past three years. It was noted that a smart card is being developed which will be used to access security systems. ECU benchmarks its security service with other Universities both within WA and across Australia and these indicate that ECU is very well placed in terms of the security expenditure per EFTSU.

Concerns were expressed over the provision of security phones on campus and the mobility of the security guards. Andrew Branston to look in to these issues.

### **Library**

It was noted that the reduction in opening hours for the libraries was causing concern, in particular for international students. There had been a survey of students regarding the reduction in hours which was undertaken by the Student Services Centre, but students on the Committee were sceptical of the findings and commented that a petition is being generated in order to increase the Library opening hours.

The reduction in the acquisition budget was also a concern as was the lack of staplers.

### **Information Technology**

It was noted that the information technology support and general communication structures and systems being provided to students and lecturers had almost reached crisis point and that the issue in general is of great concern. In particular the chat facilities had been disabled and there are many problems with the web CT. Warren Snell to pass on this information to the Vice-Chancellor.

### **Communication**

There was general concern expressed regarding the lines of communication between the student body and the university body. It was also noted that when issues are raised that it takes a considerable time for any real changes to be introduced

## **4. Next Meeting**

It was agreed that the next meeting be held on Monday 14 August in Room 6.216 (Main Conference Room), Joondalup from 3.00 – 5.00pm. Apologies to Sharon Harford [s.harford@cowan.edu.au](mailto:s.harford@cowan.edu.au) Telephone 9273 8688.