

ECU SERVICE 2000 ADVISORY COMMITTEE

Minutes of meeting held 9.30 am, Tuesday, 24 August 1999
Council Room, Churchlands Campus

Present:	Professor Millicent Poole	Vice-Chancellor (Chair)
	Professor Liz Harman	Deputy Vice-Chancellor
	Professor Ann Deden	Pro Vice-Chancellor (Teach Learning & Tech)
	Mr Warren Snell	Executive Director (Finance & Administration)
	Ms Robyn Daniels	Director of Corporate Liaison
	Mr Andrew Branston	Director of Facilities & Services
	Mr Andrew Crevald	Director of Policy & Planning
	Mr Leigh Garrett	Director of Management Services
	Mr Chris Mulder	Director of Student Service Centre
	Dr Geoff Ring	Director of Teaching & Learning Centre
	Mr Paul McGann	Project Coordinator
	Ms Jackie Moffatt	Project Coordination Team Member
	Ms Mary Rawlinson	Project Coordination Team Member

Staff representatives from existing Divisions:

Mr Tom Walmsley	Academic Services
Ms Susan Lutley	Library Services
Mr Kevin Smith	Finance Division
Ms Michelle Nelson	Human Resources Division
Mr George Macrides	Student Services
Mr Steve Harrison	Facilities & Services
Mr Andrew Crevald	Policy & Planning
Mr Mark Ridge	Information Technology
Ms Eileen Thomson	University Learning Systems (for Margaret Frame)

Faculty representatives:

Ms Donna McFetridge	Business & Public Management (for Tony Lazzara)
Mr Lew Temov	Community Services, Education & Social Sciences
Ms Anne Elam	Communications, Health & Science

Student representatives:

Mr Serge Walberg	Golden Key
Mr Justin Wasserman	Postgraduate & Honours Association (for Justin Brown)
Ms Alison Stanwix	Student representative on Council

Apologies:

Mr Tony Lazzara	Business & Public Management
Ms Margaret Frame	University Learning Systems
Ms Susan Everson	WA Academy of Performing Arts
Ms Jenine Webster	Bunbury
Ms Penny Norris	Student Guild
Mr Justin Brown	Postgraduate & Honours Association
Mr Paul Kristofer Benson	Student representative on Council
Mr Adrian Wong	International Students Association
Ms Susan Baharthah	Disabilities Group
Ms Jane Tiddums	Indigenous Australian Students

1 Briefing

The Vice Chancellor began the meeting by introducing the major items for discussion.

2 Facilities & Services Business Cases

The Executive Director (F&A) provided a brief report on the consultation process for the business cases and concluded by saying that, overall, they deliver significant savings to the University.

The Director, Facilities & Services then spoke to each business case outlined in “Recommendations for Facilities & Services Business Cases”, followed by discussion and decision by the Committee.

CLEANING

The issue of gender balance within the University was noted.

Moved: Prof E Harman; Seconded: Ms M Rawlinson. All, but one, for the motion.

RESOLVED 1/99

To support the recommendation that the Cleaning service is market tested using a phased approach whereby:

- **Tenders are called for the Churchlands and Claremont campuses.**
- **If the Churchlands/Claremont tenders confirm the Business Case and a contract is let, then the performance of this contract is assessed over a 12-month period to provide the basis for a decision on Mount Lawley and Joondalup.**

PARKING INFRINGEMENT PROCESS

It was noted that there are times when students advise that they are unable to find parking and are forced to park illegally. This was registered as an issue to be investigated (timetabling, increase in parking spaces). Objection to the proposed increase in parking infringements was noted.

Moved: Prof E Harman; Seconded: Ms R Daniels. All, but three, for the motion.

RESOLVED 2/99

To support the recommendation that the parking infringement process is retained as an in-house function and:

- **The cost of parking infringements is increased.**
- **The management process is centralised.**
- **Staffing levels are reduced by one.**

MAINTENANCE

The Committee members agreed to amend the recommendation slightly to reflect the rationale.

Moved: Ms R Daniels; Seconded: Ms M Rawlinson. All, but one, for the motion.

RESOLVED 3/99

To support the recommendation that ECU implements a revised maintenance strategy with an enhanced focus on preventive maintenance. This will involve:

- **the rationalisation of campus maintenance teams to concentrate on urgent/breakdown maintenance;**
- **preventive maintenance being undertaken by contract.**

FOUNDATIONS

Moved: Mr S Harrison; Seconded: Ms A Elam. Unanimous.

RESOLVED 4/99

To support the recommendation that the current in-house operation is retained and a package of cost saving initiatives introduced.

SECURITY

The high level of support in the University community for the current security operation was noted.

Moved: Ms M Rawlinson; Seconded: Prof E Harman. Unanimous.

RESOLVED 5/99

To support the recommendation that Security is retained as an in-house function but with revised shift arrangements to achieve cost savings.

PHOTOCOPYING

The potential for savings and improvements in this area due to rationalisation and the use of digital technology was noted. It was agreed that timelines for progress should be included in the recommendation.

Moved: Mr C Mulder; Seconded: Prof A Deden. Unanimous.

RESOLVED 6/99

To support the recommendation that a decision on photocopying is deferred pending further development of the University's IT Plan and Business Plans/functional structures for the Teaching & Learning Centre, the Student Services Centre and the Management Services Centre. A new Business Case should be developed to support a revised approach to photocopying services at ECU.

Appreciation was expressed to Mr Branston for achieving solutions in consultation with staff and management in Facilities & Services.

It was noted that methods used in the business cases and the current Staffing Protocols document for the ECU Service 2000 project need to be reconciled.

4 Report – Student Representatives

Information regarding progress, activities and procedures of the ECU Service 2000 project and this Committee has been included in several student publications. Students are also able to access information via the interactive Web site. The possibility of including information in bulk mail-outs is also under consideration by the University.

3 Brief Progress Report from Each Centre**3.1 Student Service Centre – Mr C Mulder**

Faculties and Service Centres are generally supportive of the IT Business Case. It was noted that the network upgrade is scheduled for completion by 1 November 1999.

The overall structure of the SSC is in its final design stages. A focus group will be formed to assist in designing the "One Stop Shop", with input from students to

identify what needs to be operational for Semester 1, 2000 to allow seamless enrolment procedure.

It was noted that the University will be upgrading all staff and student workstations to a common standard.

3.2 Management Services Centre – Mr L Garrett

The MSC is currently on schedule with definitions of functional areas and the role of the account managers is being defined in consultation with stakeholders. The HR area is the most advanced and it is hoped to have staff in place to assist with the implementation in other areas of Service 2000. The organisation plan should be complete by end September for presentation to the Vice Chancellery.

Other issues being addressed are the Shared Operations Centre and space planning.

3.3 Facilities & Services – Mr A Branston

Minor organisation change was flagged in Campus Services, the proposal for which will be put to the ECU Service 2000 Management Group.

3.4 Policy & Planning – Mr A Crevald

Some staff appointments have been made in Policy & Planning. It was noted that the staff being appointed are from within the University and this is seen as a commitment from the University to the security of its existing staff.

It was noted that high level financial planning advice is the responsibility of Finance Officers in the MSC and the Vice Chancellor is keen for staff to be in place to assist with initial Year 2000 budget process.

3.5 Teaching & Learning Centre – Dr G Ring

Dr Ring spoke to his tabled report and confirmed that the business plan is almost complete.

Feedback was provided in relation to the report in the following areas:

- Commercialisation – skill sets required
- Mission Statement – focus on students and teaching and learning
- Provision of products – evaluation of need, cost and use

The ULS representative raised concern regarding Editors and Instructional Designers from the Resources Development Centre transferring to faculty teams. It was noted, however, that discussions with staff had taken place and they had agreed this proposal.

6 Question and Answer Session

The Project Team was asked to provide an update of the ECU Service 2000 project as a whole. The Project Coordinator advised that the Interim Directors are almost in a position to make presentations to various University committees.

Staff fora were recently held across campuses to gather feedback regarding the draft Staffing Protocols document. A total of approximately 60 staff attended. Issues raised have been discussed with the CSA and are being addressed.

It was acknowledged that the University will invest in performance management and staff training as well as support for staff in relation to advice on career planning, counselling, etc. It was noted that a policy on performance management is being drafted.

Project Team members are continuing their informal lunchtime sessions at campuses. They have formally met with the Disabilities group and are willing to meet with other student groups, as required.

5 Report – Divisional and Faculty Representatives

Representative staff were invited to comment on progress and processes of ECU Service 2000.

- Confirmation that Interim Directors have been meeting with Faculty staff regarding Service 2000 issues.
- Concern regarding contract staff in Faculties and when placements will be made. It was noted that the “freeze” on placements will ensure current staff have an opportunity to take advantage of Service 2000 process. An investigation into possible overlaps into Faculty areas of the Service 2000 process is being undertaken. Essential placements can be addressed by the Deputy Vice Chancellor.
- Support from the Faculties regarding the IT business plan.

Meeting closed at 12.35 pm

Next scheduled meeting: 22 September 1999