

2025 Staff Feedback on UC Processes

Themes

- Teaching & Learning Operations: 36 mentions (approx.)
- Governance & Policy: 35 mentions (approx.)
- Finance & Procurement: 25 mentions (approx.)
- Systems Training & Usability: 22 mentions (approx.)
- Travel & Fieldwork: 18 mentions (approx.)
- HR & People Processes: 18 mentions (approx.)
- Student Experience & Support: 12 mentions (approx.)
- Research & HDR: 12 mentions (approx.)
- Legal & Contracts: 11 mentions (approx.)
- WHS & Risk: 11 mentions (approx.)
- IT, CRM & Web: 11 mentions (approx.)
- Culture & Communication: 8 mentions (approx.)
- Marketing & Comms: 4 mentions (approx.)
- International & Exchange Admin: 4 mentions (approx.)
- Facilities & Campus Estate: 3 mentions (approx.)

Summary of Key Findings

- Governance & Policy load: Multiple layers (IMCR, CAGs, committees) and one-size-fits-all assessment policy settings are driving workload without clear impact on outcomes.
- Teaching & Learning operations: Duplication across Callista, Canvas and timetable systems; slow unit outline workflows; need for Canvas templates and extension automation.
- Finance & Procurement: Fragmented tools (Finance One, Calumo) and manual processes (cost codes visibility, credit cards, bulk invoice uploads) cause rework and audit risk.
- HR & People processes: PageUp approvals, contract extensions, and casual timesheets remain slow and highly manual; tracking and transparency are limited.

- Student experience & support: AIP/RAP administration is heavy; scholarship processes and timing disadvantage equity cohorts; UC Prep admissions barriers persist.
- IT, CRM & Web: Limited local configuration, opaque service desk routing, and centralised web updates slow simple changes; need for a single source of truth (MyUC).
- Research & HDR: RGrad performance issues; demand for a real-time HDR dashboard and mandated open access policy compliance support.
- Travel & Fieldwork: Policy gaps for externally funded travel, booking expiry pressure, and multi-level approvals; desire for gender-neutral titles and team cards.
- Introduce Canvas late-penalty grace period (15–30 minutes).
- Restructure Staff Bulletin: prioritise major news, then business unit columns, then features.
- Publish clear usage guidelines for the informal staff forum.
- Create a simple LinkedIn story submission form with workflow to Marketing.
- Auto-notify unit convenors when a new RAP is created.
- Delay timetable release by a few weeks to reduce peak load on academics.
- Add gender-neutral titles (Mx/Dr) to Locomote.
- Pilot team-assigned corporate cards managed by a Level 5 delegate.
- Single approval for repeated field trips to the same location (12 months validity).
- List Executive Assistant details and official functional emails in the staff directory.
- Grant trained staff edit rights for minor web updates in Adobe Experience Manager.
- Introduce configurable CRM workflow/access levels for simple auto-communications.
- Consolidate finance interface for procurement → PO → invoicing with cost-code visibility across collaborating units.
- Automate casual timesheets: shift-based entry with backend entitlement calculation and cost-centre assignment; add #hours caps.
- Introduce PageUp tracking dashboard from creation to filled to reduce chasing and improve transparency.
- Standardise onboarding: faculty-specific playbooks covering procurement, WHS, research logistics, and IT.
- Streamline IMCR via reporting-by-exception for healthy courses; reduce duplication for double degrees.
- Simplify key forms (partnerships; foreign arrangement) and reuse data via integrated workflows (Adobe Sign).
- Centralise student support info on MyUC; align unit/canvas comms with CRM to reduce message fatigue.
- Implement Canvas site templates and version-controlled unit outlines within Canvas.
- Develop HDR dashboard with real-time load, enrolments, leaves, and milestones.

- Replace/modernise Callista Proposals and related Excel-based tools; reduce manual timetable data entry.
- Evaluate student-facing digital ecosystem solutions (e.g., Vygo-like) to integrate UCX, services and faculties.
- Introduce low-risk contract pathways and templated bid kits; explore AI-assisted generation for standard agreements.
- Upgrade Finance One capabilities (bulk PO invoice upload/import); review spending limits to align with operational needs.
- Acquire dedicated exchange student management system; reduce spreadsheet tracking.
- Create central pool of rooms/invigilators for RAP assessments; consider dedicated venues scheduling.
- Workload & wellbeing: administrative load detracts from teaching/research; risk of burnout and errors.
- Compliance & audit: manual timesheet and finance processes lack central records; credit-card acquittal pain points.
- Student experience: timetable clashes, delays in RAP/AIP processing, and message overload reduce satisfaction and retention.
- Data privacy: broad CRM access to sensitive EAF content requires stricter role-based controls.
- Opportunity cost: slow approvals and complex forms lead to missed external bids and partnerships.