A Korean Connection
Chamber Choir on Tour

The University of Newcastle Chamber Choir has appeared before, perhaps its largest audience ever, on tour in South Korea. During the tour the Choir appeared on two television programs, the first on the Airang TV "Heart to Heart" program, with a reputed audience of 37 million, and then on the CTS (Christian Television System), the largest Korean network, both stations broadcast internationally.

Visits to five South Korean universities were the main attractions of the three week itinerary which began in mid April - Seoul Jung Shin, Seoul Theological, Kwang Shin, Chuanman International, Ho Nam Presbyterian Theological, as well as Kimpo College and Sung Il High School.

The Choir was welcomed at the first university by Professor Hong (Academic Dean) and the College Choir who were the host families for the first few days. The Chamber Choir performed in concert at the Hae Bok Arts Centre as guests of Jung Shin University. The reception at Seoul Theological University was equally warm with President, Dr Joseph Jongin Choe praising the talents of the students from Newcastle after a successful concert at the campus.

"Kimpo College provided an extremely enjoyable visit with several performances at the College and at Yeoido Full Gospel Church which was a highlight of the Choir's time there," Conductor, Philip Matthias explained. "The average Sunday attendance at Yeoido Church services exceeds 600,000 people!"

The final week in Kwang Shin University in the city of Kwangju provided an opportunity for the Choir to see the southern part of South Korea and to perform at several churches and concert halls across the region. The enthusiastic receptions received at the Choir's concerts and church services were quite amazing, according to Philip. "Audiences cheered loudly, demanding encores on many occasions with one performance in Gwangju earning four encores," Philip said. "At Sung Il High School, the Choir received a tumultuous reception from an audience of some 1,500 students."

Performing a diverse repertoire on the tour, the Chamber Choir focused on Korean music by composers such as Stephen Lee, Sarah Hkplos, Matthew Orlovich, Paul Stanbro, Jan Grundage and David Drury.

"When we performed the gospel hits 'Amazing Grace' and 'Joyful, Joyful' with University lecturer Francine Bell leading the enthusiastic singing, the audiences responded overwhelmingly," Philip stated.

"Joseph Choe, who was instrumental in the organisation of the tour, introduced the choir to two beautiful Korean songs, 'Ariang' and 'Psalm 33' and both were very well-received by the Korean audiences. Talented pianists Jordan Wett and Peter Guy and violinist Karen Richards added great depth to the programs presented.

"Fours like this one to South Korea and the previous two tours to the United Kingdom provide opportunities for the University to establish important links with other institutions across the world," explained Philip. "The tour was a great success with students and staff returning home with new experiences to share with fellow students and colleagues."

As such survey outcomes were presented in November and December 2003 to interested academic and administrative staff, via three forums - two at Callaghan and one at Ourimbah. Survey results were posted on the University website immediately, following this first staff presentation.

On the day of posting, some 1,700 hits on the survey site were recorded, with a total of 5,800 hits by the end of December.

Each Faculty and two Divisions have subsequently - presented the results from their respective areas through staff forums over the period December 2003 to March 2004 with the remaining Division to discuss results in an upcoming Planning Day.

Staff provided feedback on the survey results at the University staff forum, and via a facility established within the survey results on the University website.

Staff feedback fell into five areas of improvement as reported below.

**A Undertaking the University's Strategic Directions, Vision and Values**

Staff indicated they receive mixed messages about the University's strategic direction.

**B Staff Communication and Feedback**

The survey is seen as an essential tool in assessing and improving the University's work environment, planning process and management processes.

**C Teaching and Learning**

The students' viewpoint on teaching and learning is seen as a key issue.

**D Research**

The survey is seen as an essential tool in assessing and improving research processes and outcomes.

**E Support Services**

The survey is seen as an essential tool in assessing and improving support services.

The survey yielded a total of 1,700 hits on the survey site up to the end of December 2003, with a total of 5,800 hits by the end of December 2003.

The survey was conducted in September 2003, the University conducted a Staff Climate Survey through the Voice Project, based at Macquarie University. The survey gives all staff and employee appointees the opportunity to "voice" their opinions about the University. The high response rate (46% overall, 52% female, 76% full-time/regular staff) reflects staff commitment to the University and willingness to contribute, as well as faith in the University to consider staff views.

Overall, University staff responded very favourably to questions related to job satisfaction, organisational commitment and initiative to day.

Results were similarly favourable in relation to three scales measuring change and innovation, customer satisfaction and work unit performance.

**Staff Communication and Feedback**

The survey is seen as an essential tool in assessing and improving the University's work environment, planning process and management.
Higher education policy and funding was, for a second year in a row, one of the major areas addressed in the 2004 Federal Budget released on Tuesday, November 2, 2004. The Faculty of Health took up the challenge, developing and delivering the Master of the year. The Faculty of Health is now into its third year of operation and has established the regions that we service are among Australia's most socio-economically and educationally disadvantaged, which is evidenced by higher rates of unemployment, low retention to Year 12 in the region, schools, low participation rates in higher education and with low average incomes from both within and between families.

The University however remains a first choice institution for applicants in our footprint, defined as Newcastle and the Lower Hunter; the Central Coast; and the Mid-North Coast of NSW. We have a record of rising 'out-of-structure' qualifications for a majority of our programs with persistently high, unmet demand for undergraduate and graduate qualifications, especially in the fields of Health, Education-Early Childhood and Science, and will assist in establishing our programs in Port Macquarie.

Roger S. Holmes
Vice-Chancellor and President
Regional Gifted Gain Head Start in HE

The Memorandum of Understanding signed on 28 April by representatives from the University of Newcastle and the Department of Education and Training (DET) Hunter/Central Coast Region signs a memorandum of understanding (MOU) about a program which will allow the region's most talented secondary students to undertake undergraduate degree courses whilst still at high school. The aim of the program is to meet local industry needs and facilitate the region's and the nation's growth.

"The primary goal of the program will be to accelerate the 'school to work' transition of the region's most talented students," Robyn McKechnie, the Department of Education and Training's Regional Director Hunter/Central Coast Region, said.

Central Coast Region explained: "All regional gifted and talented school students are eligible to apply.

The MOU outlines how the educational partners will work together to facilitate the development, planning and operational procedures of the program, commencing in Semester 2, 2004 with a course in the Faculty of Engineering and Built Environment. Trials of the program using additional courses from the Faculty of Engineering and Built Environment and courses from the Faculties of Science and Information Technology and Business and Law are expected to start in 2005.

The program will be based at Merewether High School. The University of Newcastle will teach access and accredited students' performance in agreed courses and allow participating students access to specialized university facilities.

"The program will highlight the level of academic excellence offered by the University of Newcastle by encouraging the region's best and brightest students to undertake tertiary studies early," Professor Roger Holmes, Vice-Chancellor of the University, said.

The University of Newcastle and DET Hunter/Central Coast region will actively promote links with industry partners looking to contribute to the program.

Almost 50 international students from the University's Language Centre recently took a walk on the wild side at the Tilligerry Habitat Reserve as part of National Volunteers' Week.

"Conservation Volunteers Australia Day" is the initiative of the University of Newcastle and Conservation Volunteers Australia, giving international students the opportunity to learn more about Australian flora and fauna.

"For many of the students, this was their first opportunity to meet the local wildlife, coming face to face with the resident koalas, kangaroos, wallabies and native birds," explained Marion Allan, the University of Newcastle's Student Care Program Coordinator. "The Conservation Volunteers Australia Day also aims to encourage the international students to become involved in the community and broaden their experience of being in Australia."

According to Ariel Ford, Conservation Volunteers Australia's Community Involvement Officer, the Tilligerry Habitat Reserve provided the students with the perfect introduction to Australian flora and fauna whilst emphasising the importance of conservation.

"Part of Conservation Volunteers Australia's role is educating and facilitating the involvement of the community. Our partnerships with the University of Newcastle highlights the University's commitment to working together to improve the environment."

An added bonus of the day was the students' great delight when they were able to witness koalas in their natural habitat, something that most international students are keen to do while they are in Australia. Other activities included gaining hands-on experience planting native trees in the Tilligerry Nursery, and a lesson in the art of boomerang throwing.

International Students Go Green

UnNews May 2004 3
**Graduation**

Wide smiles, sparkling eyes and delighted expressions — and they belonged to the relatives and friends of our graduates at ceremonies held at the Callaghan and Ourimbah campuses during April.

Almost 4,000 students were eligible to graduate over five days of ceremonies. Forty-two University Medals were awarded to students who had achieved outstanding results in their studies. Here is just a small selection of images catching the excitement of graduates following the official ceremonies.

"I am of the opinion, and as long as I live can … Life is no ‘b. torch that I have want to make burn..."
Installation

Approximately 500 people gathered in the Great Hall, Callaghan campus, on 13 May to welcome Professor Trevor Waring to the role of Chancellor at the official Installation Ceremony.

Professor Waring took over the role on 1 May 2004, having been appointed to the position for a term of four years. A member of the University Council since 1984, Professor Waring had been Deputy Chancellor since 1997.

"That my life belongs to the community, it is my privilege to do for it whatever I can; but if I was a candle to me. It is a sort of splendid gift I have hold of for a short moment, and I must use it as brightly as possible before handing it on to future generations."

George Bernard Shaw
The winners of Hartley Undergraduate Scholarships for 2004 have been selected by the Kelver Hartley Awards Committee. They are: Thea Bragg, Ben Sowles, and Michelle McEachern. All three winners are enrolled in the Bachelor of Arts program. The Hartley Scholarships are the most generous French Scholarships for undergraduate students in the Commonwealth, and among the most generous in the world. Each Scholarship has a value of over $30,000 toward tuition and fees. The winners will have the opportunity to undertake an extensive one-semester course at the University of Besançon and undertake their Honour Year in Mathematics.

The Hartley Scholarships Committee also decided to extend the eligibility of the scholarship to students who are not majoring in French studies in France. One of the Hartley Undergraduate Scholarship winners from 2004, Kyle Beveridge, decided that while he had chosen French as his degree and has secured a graduate position with the law firm Coudert Brown, he was still interested in furthering his knowledge of the language and culture. The Committee agreed to let him continue his studies at the University of Newcastle, where he will undertake his Honour Year in French.

Distinctions were made in relation to getting communications about the restructuring of the university. The Communications Strategy will:

- determine the frequency;
- identify the audience for different communications;
- ensure consistent and comprehensible information.

In the meantime, the University is commencing its member consultation process. The Forum on Managing for Performance will be held on annual basis (in 2004, the University's Strategic Planning Framework was held on annual basis). Full rollout of the revised MFP process will progress in 2004 as identified in the University's Strategic Planning Framework. Our mandate is to ensure that the new MFP process is effective and comprehensive.

Professor Emeritus Ken Dutton, said that the University's Strategic Planning Framework has been approved by the University's Senate. The new MFP process will be embedded in the proposed Integrated University Planning and Performance Management Plan 2004-2006. Following consultation with the General Staff Consultative Committee, the streamlined Managing for Performance (MFP) initiative progressed considerably in 2003 with regard to the ability of the MFP team to effectively influence the whole University.

The Hartley request Program, Emeritus Professor Ken Dutton, and Emeritus Professor Michelle King, commissioned to develop an institutional strategy for the University. The strategy was held in April 2004. The strategy will inform the Internal Organisational Development Strategy. The Senior Executive Group is subject to significant changes in the future. The Senior Executive Group is subject to significant changes in the future. The University's Strategic Planning Framework, which was held in April 2004, was identified as the Senior Executive Group's only, individual and comprehensive strategy to achieve the University's Strategic Planning Framework.
Achievements

Graduates and Lecturer win Media Awards

Congratulations to the recently appointed Deputy Head of the School of Design, Communication and Information Technology, Paul Scott (right in photo). Paul completed the Communication Program as one of the first students and went on to become a member of the Australian Journalists Association for their contributions to journalism where he won the AGJ for Best Radio Report in Australia in 2004.

• Paul, who won a University Excellence in Teaching Award in 2005, believes it was highly desirable that academic staff teaching in the Communication and Design precincts maintain involvement with industry and practice.

"I know it means a great deal to both our students and the industry for academic staff to be really involved at a practical level with the subject matter they are teaching," said Paul.

Paul received his PhD for the Best Radio Sports Feature for a 14 part series entitled Swell Dreaming: Surfing in Australia which aired nationally on ABC Radio during December. A shorter version went to air on The Sports Factor on Radio National in April. Anthony Scalfati, who was employed at ABC 1323, won best radio feature and radio journalist of the year, while Alexandra Smith was best news story, for her story on a West Wallsend man who cut off his arm after an underground mining accident. She also won best opinion/article piece and Journalist of the year. Alexandra took up a post with The Sydney Morning Herald earlier this year. Both students went through the program when facilities and the subject matter were particularly fresh and resourcefulness was both necessary and highlighted.

The new ICTD building will provide Communication and Information Technology students with the kind of facilities that will enhance their learning and creativity and I am confident we will see some extremely high standards of work emanating from our future students," Paul said.

"The fitting out of the building with modern communication technology will mean our students will be at the cutting-edge of skill development and knowledge creation," he added.

Australian Academy of Science election

Professor Robert Antonia, ABC Professorial Fellow in the Faculty of Engineering and Built Environment, is one of Australia's leading scientists, honoured by election to the Australian Academy of Science. Antonia was elected to the Academy in recognition of his contribution to our understanding of fluid mechanics, heat transfer and fluid-structure interactions, with applications ranging from the validation of experimental techniques to the design of aero-elastic structures and the simulation of aero-thermal processes.

The University is increasingly using performance and benchmarking data to drive decision making and place a greater emphasis on quantitative outcomes. SEG intends to conduct a forum for staff of the University on an annual basis to report on and discuss organisational performance. A significant component of the proposed Internal Communication Strategy will be to promote the successes of the University (internally & externally) as well as developments in efficiency. Organisational Performance has now been introduced into the Leadership Support Program with the first workshop scheduled for July 2004.

Workload

A review of academic and general support staff workload and productivity and the equitable allocation of resources and/or workload, the University will continue to recede/stem/ streamline administrative processes and will be required to report on progress through the Director, Planning and Business Improvement and the Reducing Administrative Burden Working Party. These reports will be made available to staff.

The Deputy Vice-Chancellor will consult with the Academic Staff Consultative Committee to ensure the evaluation of faculty workload models with specific reference to the equitable distribution of work for academic staff. The Executive Director, Human Resource Services will initiate broad ranging reviews of general and academic support staff workload and produce equitable allocation of workload/resources across the University.

The Future

The survey will be conducted every two years to monitor the success of revised processes and improvement strategies and identify new issues as they emerge.

Further Information

The Climate Survey Results are available at http://www.newcastle.edu.au/services/hrm/surveys

If you have any questions regarding this article please contact: lan.Pilis, Executive Director, Human Resource Services lan.Pilis@newcastle.edu.au (ext 15294)

Policy, Planning and Communications, Human Resource Services Beverley Richard, Executive Director, Planning and Business Improvement bev.richard@newcastle.edu.au (ext 15272)

Editor's Note

It's all in the headlines.

A front page story in the April edition of Unیews caused some readers much consternation. The use of "vulgarity" is often a natural occurrence (at least, it seems,scoffers) during any write up of any event. The main concern about a headline on page six, however, caused the editor greater consternation. The University of Newcastle, in the spelling of "athlete", an unifiable blunder in itself.

The traditional invitation to welcome contributions, comment and critique from staff, is still the same, however, and all those who have contributed articles for this and previous editions.

Continuing in the series of reports on IT Map proyectos, this article outlines progress on network upgrades at the Callaghan campus. The IT MAP, or the desktop. Multiple new network switches were also installed within each building. The switches (Cisco 4500 series) have a 2Gbps internal capacity and can deliver 1 Gbps to the desktop - although only 100Mbps will be provided at this point in most areas.

Changes to the network rooms were also made before the projects could proceed. In some instances, new network rooms were created and in other cases existing rooms were expanded to cater for the ever increasing need for data network connectivity and bandwidth.

The IT Infrastructure and Facilities Management groups worked closely together with the faculties to achieve good results under often difficult circumstances. The design for the cabling and active equipment was also incorporated facilitating better management of components within the network rooms. The first new cabling rooms have already been built and has already attracted interest within communications industry circles in Newcastle.

Progress and plans

To date the following buildings have been upgraded:

• Engineering EE
• Social Sciences building
• Engineering EA
• Psychology Library (including the Information Common area)
• Computer Teaching building
• The General Purpose building
• Callaghan other buildings.

The remaining project rooms and buildings within the Engineering Precinct (EE, EG, EE, EG, ES & Tannas) are all due to be upgraded as part of the Phase 1 rollout in 2004/5.

In Phase 2, scheduled for a range of campus network upgrades were developed in response to the findings of the 2002 IT Review. A key strategy from the Review was the provision of 1000bps of local network connections to all desktops within University buildings. Buildings are defined based on the level of need - eg current state of networking, number of staff and academic use and the Phase 1 of the rollout commencing in 2003.

Technical aspects

The comprehensive scope of the upgrade program has given the University an opportunity to redesign the building networks on campus. Many hours were spent into the planning of the new communications network prior to the initial rollout. A ‘Cat 6’ or Category 6 twisted pair cabling scheme was included in the design, capable of delivering 1Gbps and higher to the desktop. Multiple new network switches were also installed within each building. The switches (Cisco 4500 series) have a 2Gbps internal capacity and can deliver 1 Gbps to the desktop - although only 100Mbps will be provided at this point in most areas.

The ever increasing need for data network connectivity and bandwidth. The IT Infrastructure and Facilities Management groups worked closely together with the faculties to achieve good results under often difficult circumstances. The design for the cabling and active equipment was also incorporated facilitating better management of components within the network rooms. The first new cabling rooms have already been built and has already attracted interest within communications industry circles in Newcastle.

The General Purpose building
• Engineering EE
• Social Sciences building
• Engineering EA
• Psychology Library (including the Information Common area)
• Computer Teaching building
• The General Purpose building
• Callaghan other buildings.

The remaining project rooms and buildings within the Engineering Precinct (EE, EG, EE, EG, ES & Tannas) are all due to be upgraded as part of the Phase 1 rollout in 2004/5.

In Phase 2, scheduled for a range of campus network upgrades were developed in response to the findings of the 2002 IT Review. A key strategy from the Review was the provision of 1000bps of local network connections to all desktops within University buildings. Buildings are defined based on the level of need - eg current state of networking, number of staff and academic use and the Phase 1 of the rollout commencing in 2003.

Technical aspects

The comprehensive scope of the upgrade program has given the University an opportunity to redesign the building networks on campus. Many hours were spent into the planning of the new communications network.
**What's Happening @ The University of Newcastle**

**Conferences**

- **July 5 – 9** "Vision", 12th Biennial National Conference of the Australian Historical Association
  - Newcastle City Hall
  - Contact School of Liberal Arts, University of Newcastle on telephone 4211 5210 or email sha2004@newcastle.edu.au

- **July 8 – 9** Computing Arts 2004
  - Nood's on the Beach
  - Contact Centre for Literary and Linguistic Computing on telephone 4921 5175 or email hug.craig@newcastle.edu.au

**Workshops**

- **July 7** Computing Arts 2004
  - Nood's on the Beach
  - Contact Centre for Literary and Linguistic Computing on telephone 4921 5175 or email hug.craig@newcastle.edu.au

**Arts and Drama**

- **June 2 – 20**
  - **Watt Space**
    - Loading Dock: Karen Parsons, Lisa Dorody, Llewella Lewis
    - Siren photomedia
    - Long Shadows
  - Anna Klingen Schauwinge Blumen and Phyllische Pflanzen
    - Installation, drawing
    - Lockard Rothenberg
  - Manika Oomphhmbh black dogs and white rights 20
  - Alan Lucas: "Towards a new metaphysic printmaking"
  - Helen La Rone: "Quinssence 3D"
  - Lara Mason: "Kellaway. - The Happening"
  - June 13 – 17 (9.30pm)
    - **Web Words Museum by Tina Howe 1010 production**
      - Newcastle Regional Art Gallery, Tuesday – Saturday
      - Directed by Carl Cullifield

- **June 20 – 24 (7.30pm)**
  - Spring Awakening by Frank Wedekind
    - Diana Theatre, Tuesday – Saturday
    - Director – Michelle Gordon
  - Supervisor – Michael Evans

**Music**

- **June 6 (7pm)**
  - **Concert’Rium on the Beach**
    - Noah's on the Beach
    - hugh.craig@newcastle.edu.au
    - Computing Arts
    - Conference of the Australian Historical Association
  - Watt Space curated by Anna Kling
  - Alan Lucas
  - "Vision", Computing Arts 2004
  - Directed by Carl Kellaway.

**Contact and Ensemble music directed by John Kellaway.
Adult $7, ConC $6, CINS $5**

---

**BYTES Café in Auchmuty Library**

```
You may not be aware but for many months a group of staff from all faculties and the service portfolio groups have been working feverishly behind the scenes to improve the public and staff websites' Customer Support System (CSS).

In 2003, the IT Portfolio Committee recommended the University adopt a Customer and Information Management System, which will first be implemented with the roll-out of the site in terms of manageability, quality control, search, navigation and professional appearance.

Throughout the project’s implementation, the IT team will be meeting with Inteviews, the makers of TeamSite, and Dimension Data, who supply and support TeamSite. Dimension Data has worked in tandem with other major organisations in the redevelopment of their websites, including the University of Western Sydney, Deakin University, TAFE Queensland and the NSW Roads and Traffic Authorities.

Future editions of UnaNews will include updates regarding the implementation of the Customer Support System. A link to an information site will appear on the University’s main Home page section, which will also provide ongoing updates of progress.

---

**Katie Smith**
Planning and Development
Education Services
```

---

**Web Words**

After 18 months of consultation, planning, and plenty of blood, sweat and tears, the Auchenmuty Information Centre (AIC) opened its doors to the masses in November last year. Its extraordinary transformation from a standard reading room to the dynamic and colourful Information Common rattles have been met with overwhelming praise and popularity.

Since its opening the AIC has been rolling out one innovation after another. Roving staff wander through the Commons during core hours to assist users with basic IT needs and maintenance of equipment. 24 hour operating hours began in February and coffee, stationary and confectionery vending machines have been installed (and very heavily utilised!).

In a survey recently conducted by the Library, students have expressed their delight with the Information Common;

"The Information Common is a great success – yet still not big enough?"

"Auchenmuty Common 24 hours access is great!"

"Loving the new coffee friendly Auchenmuty Information Common!"

The new coffee-friendly environment has recently received a boost with the opening of the Spotless-run Bytes Café. Following a very competitive tender process Spotless Services Australia were invited to manage the extra ordinaire transformation from a only a Library staff ecstatic (coffee on tap)! but students are delighted with the new façade.

Whereas historically coffee and PCs have not been allowed within cooee of each other, students now snack away on sandwiches, muffins, biscuits, chips or chocolate, along with their coffee, while:

The reasons for this decision includes the faculty’s own review of its present site and IT chosen by senior management as the first to be involved with the roll-out. In 2000, the formulation of a more appropriate information rich architecture and the allocation of internal resources to implement the changes.

Initially, the implementation comprised two phases. Phase One consists of the installation of TeamSite, familiarisation of staff with program features and development of an architectural framework. Phase Two primarily concerns the centralised visual design of the overall website, the production of general and specific templates and the integration of information into the new format.

The end result will be a far more user-friendly and satisfying experience for all those who use our website, both internally and externally.

The roll-out of the program began in mid-March with the Faculty of Science and IT chosen by senior management as the first to be involved with the roll-out. In 2000, the formulation of a more appropriate information rich architecture and the allocation of internal resources to implement the changes.

Initially, the implementation comprised two phases. Phase One consists of the installation of TeamSite, familiarisation of staff with program features and development of an architectural framework. Phase Two primarily concerns the centralised visual design of the overall website, the production of general and specific templates and the integration of information into the new format.

Benefits from the CNS will include:

- a new site to use a a new site to use
- creating and maintaining an integrated and accurate information site that is easy to use and navigate.
- reducing staff costs by increasing the speed and efficiency of content creation and maintenance.
- separating content creation, management and administration from layout and design;
- enabling useful and information rich searching of the University site by staff, students and clients.

"We will continue to involve key staff from faculties and service portfolio groups to ensure that the transition to TeamSite is smooth and that the needs of all our users are met," Trevor explained. "This is a totally different way of managing our website – and it will be a vast improvement on the existing site in terms of manageability, quality control, search, navigation and professional appearance."

---

**Siren**

Water Sour Arts Gallery
Kieran Parsons Lisa Dorody Ellie Turante Llewella Lewis
2 - 20 June 2004