

Student Services

supporting student life



The Supporter

March 2010
Volume 2 Issue 1

CSU DSS, Locked Bag 699, Wagga Wagga, NSW, 2678
www.csu.edu.au/division/studserv 1300 734 654

From the Executive Director
Andrew Callander

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Apartment Housing and Residential Facilities Development Conference - Ohio

Late in 2009 I attended a conference at the University of Ohio discussing facilities development for on campus residential student communities.

The conference was attended by about 300 university staff from around the world. Whilst the conference had a residential living focus, I gained valuable insight of the development of living/learning programs and general trends in residential and general university developments in on campus student communities. There were several sessions I attended that looked at the strong links with student on campus living and student engagement with the university.



Left: One block of eleven residential halls, 1000 students reside in each block.

Below: A 21 storey student residence, currently under refurbishment, there are three of these in total.

Of particular relevance was the growth in learning programs connected to living communities. This may be an area for CSU to look at as part of the transition program developments. I was reassured as to the strong links with effective social space to food service and individual and small casual group recreational activity. At the conference I was also able to see a number of large scale high quality recreational facilities at Ohio State and other colleges in Columbus.



Ohio State is particularly proud of its football program, medical centre, basketball program and on campus lifestyle for students. The University houses about 15,000 students on the main campus. A compulsory live in requirement for first years operates (don't ask about details).

I was amazed at the University's decision to buy a 400 room Holiday Inn hotel next door to the Uni and convert to a residence hall to meet a higher level of student demand for this year. An amazing work schedule to achieve a very quick turnaround. The time period from decision to buy to open was weeks.
www.youtube.com/watch?v=xsp1qoEup2c - Related videos).



Left: Bar and restaurant in the Holiday Inn being converted into student social study space.

"You must be the change to wish to see in the world." – Mahatma Gandhi

Health Promotions First Session Calendar

Event	Day	Time	Location
Girls/Boys Site 10*	Tuesday 8*	TBC	campus
Girls/Boys Site 11*	Tuesday 11*	TBC	campus
Girls/Boys Site 12*	Tuesday 12*	On campus	campus
Girls/Boys Site 13*	Monday 13*	TBC	campus
Girls/Boys Site 14*	Monday 14*	TBC	campus
Girls/Boys Site 15*	Monday 15*	TBC	campus
Girls/Boys Site 16*	Monday 16*	TBC	campus
Girls/Boys Site 17*	Monday 17*	TBC	campus
Girls/Boys Site 18*	Monday 18*	TBC	campus
Girls/Boys Site 19*	Monday 19*	TBC	campus
Girls/Boys Site 20*	Monday 20*	TBC	campus
Girls/Boys Site 21*	Monday 21*	TBC	campus
Girls/Boys Site 22*	Monday 22*	TBC	campus
Girls/Boys Site 23*	Monday 23*	TBC	campus
Girls/Boys Site 24*	Monday 24*	TBC	campus
Girls/Boys Site 25*	Monday 25*	TBC	campus
Girls/Boys Site 26*	Monday 26*	TBC	campus
Girls/Boys Site 27*	Monday 27*	TBC	campus
Girls/Boys Site 28*	Monday 28*	TBC	campus
Girls/Boys Site 29*	Monday 29*	TBC	campus
Girls/Boys Site 30*	Monday 30*	TBC	campus
Girls/Boys Site 31*	Monday 31*	TBC	campus
Girls/Boys Site 32*	Monday 32*	TBC	campus
Girls/Boys Site 33*	Monday 33*	TBC	campus
Girls/Boys Site 34*	Monday 34*	TBC	campus
Girls/Boys Site 35*	Monday 35*	TBC	campus
Girls/Boys Site 36*	Monday 36*	TBC	campus
Girls/Boys Site 37*	Monday 37*	TBC	campus
Girls/Boys Site 38*	Monday 38*	TBC	campus
Girls/Boys Site 39*	Monday 39*	TBC	campus
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Girls/Boys Site 90*	Monday 90*	TBC	campus
Girls/Boys Site 91*	Monday 91*	TBC	campus
Girls/Boys Site 92*	Monday 92*	TBC	campus
Girls/Boys Site 93*	Monday 93*	TBC	campus
Girls/Boys Site 94*	Monday 94*	TBC	campus
Girls/Boys Site 95*	Monday 95*	TBC	campus
Girls/Boys Site 96*	Monday 96*	TBC	campus
Girls/Boys Site 97*	Monday 97*	TBC	campus
Girls/Boys Site 98*	Monday 98*	TBC	campus
Girls/Boys Site 99*	Monday 99*	TBC	campus
Girls/Boys Site 100*	Monday 100*	TBC	campus

Continued page 2.

*Humour is just another defence
against the universe.*

-Mel Brooks

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Articles are welcomed:

C/- Division of Student Services
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Wagga Wagga NSW 2678

Sent via the internal mail,
Faxed to 02 693 32199 or
emailed to
rmiskell@csu.edu.au.

A police recruit was asked during the exam, "What would you do if you had to arrest your own mother?" He answered, "Call for backup."

Welcome from Executive Director (continued)

Photographs from Ohio Visit:

Below are photos of the Gym and sports centre. Student Services operates a range of services and is located within this precinct. Note the roof - an indoor 400m running track. Below Right: Another view of the Sports Centre



Left: Ohio State Football Stadium
- The pride and joy of the University.
The stadium seats 105,000!



A value statement operating for 2010, promoted by Student Services

Ontario Campus site visit

Immediately after the Ohio conference I visited the CSU campus in Ontario. A vibrant place with great staff and students. Since returning I have instigated a number of changes to better serve the needs of the campus by DSS. Simon Thomson has taken on a role to be the primary focus for support to the campus by DSS.

20 Years Service Luncheon

I recently attended a ceremony on the Wagga campus to mark 20 years service by Marilyn Coombs. This was an important occasion for Marilyn and the University. Also late last year being recognised for 20 years service at the Bathurst campus were Robert Murphy and John Kearney. Congratulations to all.

Staff Farewells - Student Central

In the final days of 2009 I was involved in farewells for a number of staff from DSS transferring to the new Student Central contact group. I am sure all the staff involved go with our best wishes and we look forward to working with Student Central to support our student community. I have enjoyed being part of the student service centre steering committee which has had oversight of the development of the new contact centre. I remain committed to this concept and am confident that student support will be enhanced by the new arrangement.

2010

- At the start of the 2010 year I am mindful of the significant peak in workload for many staff in the division. Several major changes and additions are also being worked through. The changes being worked through include developing support for student central and the changes to how we operate in DSS to interact with the centre, 100 new student beds at each of the Orange and Wagga campuses, new scholarship arrangements from DEEWAR, increased projected international on campus numbers and the impact of the new academic calendar.
- The beginning of the year will see my involvement in the Transitions Steering Committee. Planning is already underway that will see enhanced student support programs in a number of areas involving staff from the division. Government priorities to improve targeted participation rates will see many areas of the division centrally involved in new programs or enhancements to current programs. (CONT. over)

The Executive Director Welcomes & Farewells the following staff:

Welcomes

Kim Dawson
(Scholarship Administration)
Lee Elliot
(Clubs Administration)
Lawrie Crawford
(Team Leader, ISS)
Petina Love
(team Leader, ISS)

Farewells

Trish Delaney,
Robyn Redpath
Glenys Fitzpatrick
Clare Jonker
Katrina Kleinschafer
Deanne Tilden
Jane Battersby
(All moved to Student Central)

Welcome from Executive Director (continued), Roadshow

I have scheduled a series of meetings to allow all staff to be able discuss with members of the divisions management team current areas of activity and future directions for the division. Details are given below.

Monday 8th March	1.00pm – 2.00pm 2.00pm – 3.30pm	Lunch with Dubbo staff – Common room in cottage Meeting with Dubbo staff – Common room in cottage
Tuesday 9th March	8.00am – 9.00am 9.00am – 10.30am 12.30pm – 2.00pm 2.00pm – 3.30pm	Breakfast with Orange staff – Templers Mill Bar Meet with Orange staff– Templers Mill Bar Lunch with Bathurst staff– James Hardie Dining Room Meeting with Bathurst staff, James Hardie Dining Room
Wednesday 10th March	3.30pm – 5.00pm 5.00pm – 7.00pm	Meet with Thurgoona staff – The Gums Café Drinks, Dinner, antipasto Platter – The Gums Café
Thursday 11th March	11.00am – 12.30pm 12.30pm – 2.30pm	Meeting with Wagga staff – Joyes Hall Gallery Lunch with Wagga staff – Joyes Hall Gallery

“The most beautiful things in the world cannot be seen or even touched; they must be felt with the heart.”- Helen Keller

Daniel Kime- Indigenous Student Support

Hi all and welcome to the New Year!

Following our Koori Admissions Program (KAP) that successfully ran in November last year, we have seen an increase in Indigenous enrolment numbers over the last year. In past years there has been a steady increase in enrolment numbers for Indigenous people, with around 46 successfully enrolling this year. We will be shortly holding our first KAP for this year, as we have found that due to increasing numbers it’s no longer manageable to hold just one for so many potential students

We have also had some new staff come on board at the ISS. In November last year Laurie Crawford started with the ISS as the new Team Leader, and will be working alongside the ISS to provide direction and support with recruitment and other ISS programs. Laurie has worked within Aboriginal communities for many years and has also previously worked for Charles Sturt University as a lecturer.

Another Team Leader, Petina Love, has just started officially with the ISS and between Laurie and herself will be co-ordinating all of the units day to day operations. Petina has a wide range of expertise and experience and we are glad to have her on board. Next months edition of 'The Supporter' will include staff profiles of the new Team Leaders.

2010 looks to be a busy year with many new programs starting. Included in this is the expansion of the IPROWD program, in which CSU will be working alongside TAFE NSW to increase Indigenous numbers into the Police Force. The Indigenous Student Services has been responsible for managing all of the state’s Indigenous Police Cadets, and this aligning move with the IPROWD program will hopefully see an increase in Indigenous enrolment numbers.

There are many more programs to come, and you will have to wait till next month’s Supporter to find out what next on the cards. Till then, take care!

Unit Updates

Online Counselling - Christine Furnell

Offering quality counselling services to Charles Sturt University’s Distance Education students was identified as one of the largest service gaps in the Division of Student Services’ portfolio.

Over the past six months DSS has been working on implementing an Online Counselling service. The aim of this service is to improve and increase the capacity and variety of the services provided by the Student Counselling Service through the use of technologies. Initially this service will be via emails, but there are options of using other technologies in the future.

At this stage the service will be maintained by our current three face to face counsellors on the Bathurst, Wagga Wagga and Thurgoona campuses.

Online counselling is free for currently enrolled CSU students. Once students have filled out an online registration form, they can expect to hear back from one of our counsellors within 2-3 working days. The counsellor will then work out the frequency of communication with the student. There are several advantages of using Online Counselling including the ability for students to seek counselling at a pace that suits the individual, Students can also initiate the counselling session at any time of the day or night. The benefits include that students may be able to be more open, and they also don’t need to miss work or study.

Our counsellors have recieved online counselling training via Skype from Auckland University’s online psychotherapist. Auckland University has a well established online counselling service and has been providing CSU with assistance in launching our own service. Our counsellors are receiving training in internet safety, online presence, ethics, informed consent and online counselling therapy.

The service of Online Counselling commenced on February 22nd 2010.



Pic: Student Support Officer Shaunagh Foy undergoing online counselling training.

Unit Updates (cont.)

Paul Shaw- Manager, Student Support

Student Support Unit



One of the major events on the CSU calendar is Orientation for internal students, which commenced on the 22 Feb 2010. This event will include sessions and activities from several areas including Head of Campus, Student Admin, DIT, Library, academic information as well as presentations from our Division. There are also recreational and social activities for student to enable them to build the peer support networks that will support and assist them through out their university life.

This event has stakeholders from all parts of the University and working parties on each campus commenced development last year of their relevant programs, which can be located at the following url:

<http://www.csu.edu.au/division/studserv/support/study/orientation.htm> . These have had input from staff and students and your campus contact is: Albury - Kerry Read, Bathurst - Alex Leis, Canberra - Helen Baker, Dubbo - Kevin Faulkner, Orange - Nik Granger, Wagga - Chris Roche.

We have also selected student coordinators and leaders (a total of 152 across all campuses) who play a vital role in running this event and who have chosen the theme to be "Celebrating Your Future". They will be around the campuses assisting and guiding the new students and will stand out in their yellow shirts. (Pictured are (L-R): Joshua Hazzard (Back) Kalinda Vivian (Front) , Hannah Westcott (Back) and Monica Adams(Front)



Staff may not be aware that the Support unit also runs a Student Life program that orientates all first years into university life over their first session. This is for both distance and internal students and equates to approximately 12,000 student over a calendar year. This is made up of a mail out which includes a welcome letter and a wall planner.



There is also a series of ebox messages despatched at appropriate times to support students and cover a range of topics like starting study, first assignment and preparing for exams. There is also an interact site and forum for this program (url:

<http://interact.csu.edu.au/portal/site/StudentLife/page/>).

Linked to this program is a mentoring service on request, with current students undertaking training to provide this mentoring. If you need further information in this program contact Chris Roche.

New Staff: Lee Elliott has taken up a contract position as Administrative Officer (Clubs), to develop and improve the clubs processes and documentation, increase membership and community connection. He commenced on the 22nd Feb 2010 and we wish him well in this role.

Tisi Tukuniu - Events Coordinator

The Events Unit have had a very busy few months.

We've been trying to save the environment by reducing paper usage in our unit and sending electronic Graduation invitations (potentially saving us 10 Reams of paper and three boxes of envelopes alone), and have also gone to Electronic payments for Gown Hire. We look forward to reporting back to you with results after the first Graduations!

The first two graduations are on the 24th and 26th of March in Dubbo and Orange. With help from The Head of Campus Offices and Student Support Staff on both campuses, we're looking forward to wonderful days with lots of student help and smiling faces.

The Events booking Office is in the process of pursuing a new name. Once this has been decided, we'll be busy moving forward with looking for clients to keep our Residences and our Catering Staff busy over the new Third Session. It will be an interesting time for us, and we're enthusiastic about bringing in new business as well as encouraging regulars.

Don't forget to book your welcome back morning teas!

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Unit Updates (cont.)

Paul Worsfold- Access and Work

Following Vicki Pitcher's secondment to the Director's position for the new student contact point, Student Central, Debra Johnson was appointed Manager, Access and Work. Debra joined the Access and Work team at a time: when Kate Paterson had just left; when exam provisions for students with disabilities were once again being worked out, confirmed and implemented, between the Disability Liaison Officers (DLOs: Lynn, Kerrie and Rose), the Exams Office and students sitting their exams; when equity scholarship processes were in full flight and there were a zillion Bulletins flowing between UAC and our Scholarships Office and VTAC and our Scholarships Office (Carol and Kim); when Julia Gillard was trying to get her changes through parliament regarding students' financial support arrangements for 2010 (is still trying, and which does affect student scholarship provisions); when special considerations for admission were starting to simmer and had to be responded to under one of our student equity banners (Carissa); when subject outlines were being made available online for the first time and our Assistive Technology Officer, Sandy, was having to arrange transcriptions, etc., for an array of study materials, and supported by a number of well trained casuals; and, when the Careers Office (Vicki, Karen and Paul) were responding to the career development opportunity which was occurring for students owing to the introduction (roll out) of PebblePad - an ePortfolio. Much of this is still continuing and some has been evaluated with regard to future developments.

ePortfolio powered by Pebble Pad

Currently; The Careers Office is moving to have all its student appointments accessible via CareerHub, and not Student Central; and, is offering a range of workshops re: understanding and using PebblePad, especially for those students who will not encounter any ePortfolio use within their coursework. The DLOs are busy with new enrolments (students identifying with a disability) and moving their student records onto TRIM (a must do for any staff member who may, in any measure, contribute to the Study Access Plans (SAPs) of students with a disability). More on TRIM later, as the year unfolds. Our Scholarships Office (team) is still very much heads down, etc., as the offers of scholarships are determined, amended, strategised over and confirmed with students via the various UAC and VTAC processes which staff are involved with. The wash-up meetings with UAC, etc., be they for special admissions or scholarships, are happening, starting to happen, this month and next. Meanwhile, general student equity matters and student equity enquiries continue to keep the Equity Officers (the other title we use) just as busy. And, I bet many DSS colleagues didn't know that some transcription work (re: study materials for students with a disability) is outsourced to businesses in India. Assistive technology, as with transcription work, is demanding and ever changing. Staff should check out sometime the nature of the work involved. Sandy, our ATO, has been F/T since December 1. Over the past few weeks Access and Work has also prepared the Ethnic Affairs Priorities Statement as an appendix for CSU's Annual Report to the NSW Parliament and resubmitted to our own Senior Executive Committee the Ethnic Affairs Action Plan for the University (which will be updated again this year and have a new title - Multicultural Policies and Services Program).

Retail Outlet Update -Gail Hadfield

TAG (Tertiary Access Group) - 2009 Conference and Trade Fair

Martin Dooner, Anthony White & Gail Hadfield, attended the annual TAG conference and trade fair last October, this was an opportunity for the staff to learn more about the functionality of the group, meet and greet (network) other representatives and suppliers, sample products and vote, they were in attendance with almost 200 other delegates from other Universities & TAFE's across Australia. The Conference was held at the Gold Coast Convention and Exhibition Centre, Bond University and Griffith University Gold Coast. Photos of the team at work and play.



Kurt Neville- Residential Operations (Thurgoona)

Welcome to 2010!

Things in on the Albury/Wodonga Campus regarding accommodation are flying along. We are at full capacity this year which is fantastic for the population and feel of the campus. We have some great events and activities planned for Thurgoona Residences this year including the continuation of Volunteering Caring Resies - VCR...which was established Chris Wilson, RA 2009; a volunteer program in which students staying in the halls of Residence can volunteer their time for anything from aged care to reading to Preppies in local school. It's a great initiative and one that will hopefully continue in the years to come. This year in Thurgoona we have 5 RA's and our first ever Senior Resident, Chris Wilson, who will be supported by the great team; Zara Youngblutt, Taylor Crozier, Daniel Jacobs and two returning RA's, Martin Hill and Hugh Erwin. Special mention to the Division Marketing, our student ambassadors and our RA's in 2009 for their Hard work, looking forward to another great year here in Thurgoona. Feel free to call in and say G'day if you are on campus at any stage... We will have a fantastic new coffee shop in the old student pavilion, building 672, come down and check it out. Looking forward to working with you guys again this year. Cheers Kurt and the Thurgoona RSS team.

"The shortest way to do many things is to do only one thing at once"- *-Samuel Smiles*

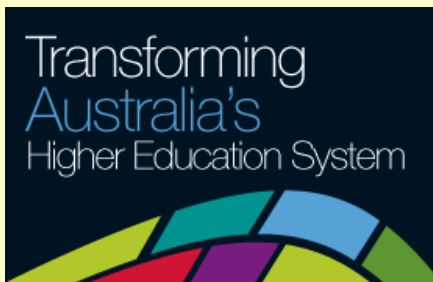
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Manager- Administration, Contact and Services: Jaci Blumhagen **Unit Updates (cont.)**

Support Central has undergone significant changes since the end of 2009. All of the Support Central staffs have been transitioned into the new Student Central, opened 22 Feb 2010. Thank you to Trish Delaney, Robyn Redpath, Glenys Fitzpatrick, Clare Jonker, Katrina Kleinschafer, Deanne Tilden and Jane Battersby for all of their hard work and service with the Division of Student Services. We wish them the best of luck and look forward to continually working with them in their new roles in Student Central!

With those absences, we have had a crew of hard-working casual staff manning the phones, emails and front counters since early January - all coordinated by Justine Everaardt. Thank you to Justine and all of the casual staff who have been very dedicated and diligent, working with the limited resources we had. The students at CSU greatly benefited from your efforts to keep Support Central open during the transition period!

This is the busiest time of year for the Residential Admin team, who have been working hard to process the on-campus accommodation applications for 2010 as well as handle the Jan/Feb residential school bookings. The 2010 online application forms closed in early February, but we are still accepting Late Applications for all campuses. There are waitlists at Bathurst, Wagga and Albury-Wodonga - but depending on the student's preferences, students may still be able to get on-campus rooms.



Summary - Government Reform and the impact on Student Services

The Government response to the Bradley Review called "Transforming Australia's Higher Education System" talks of reform and renewal of student services and amenities including student support, financial assistance, equity (including scholarships), counselling, learning skills (academic support) and the overall student experience. The Government has proposed a "landmark reform agenda for higher education and research that will transform the scale, potential and quality of the nation's universities and open the doors of higher education to a new generation of Australians."

There was much excited discussion at last December's Equal Opportunity Practitioners in Higher Education Australasia (EOPHEA) Conference that Carol Colombera and I attended about the new targets linking financial incentives for those Universities who expand their enrolment of low SES students and increase retention/participation (via support services) in particular for DE or "adult learners". For those of you who attended the last VC Roadshow in October, Prof Goulter also touched on how these changes would affect CSU and how CSU is starting to prepare for them via projects such as Transition and Student Central.

If you have not yet had a chance to read the DEEWR document I have listed the link for you below along with a very quick summary of key points relevant to us (below). I think you will agree it is indeed an exciting time to be working in Student Services, and we are on the verge of seeing many positive changes and opportunities occurring as a result of these initiatives.

Carissa Michel
Student Equity Officer

Transforming Australia's Higher Education System

http://www.deewr.gov.au/HigherEducation/Documents/PDF/Additional%20Report%20-%20Transforming%20Aus%20Higher%20ED_webaw.pdf

- Once students from disadvantaged backgrounds have entered university the likelihood of them completing their course of study is broadly similar to that of the general higher education population. Often, however, they require higher levels of support to succeed, including financial assistance and greater academic support, mentoring and counselling services. The Government has allocated a further \$325 million over four years to be provided to universities as a financial incentive to expand their enrolment of low SES students, and to fund the intensive support needed to improve their completion and retention rates. (pg 14, Transforming Australia's Higher Education System DEEWR 2009)
- A positive student experience has an impact on student retention and further study....experience is a critical factor in the success of universities and other higher education providers...particularly important for adult learners who comprise a proportion of students who require additional support. To achieve the Government's ambitious attainment targets there will also need to be an increased emphasis on improving the student learning experience in order to boost retention, progress and ultimately, completion rates. (pg 15)
- The Government's student services and amenities legislation will provide universities with the resources that they need to provide quality student amenities and services which are integral to student engagement and the university experience.... will be able to charge a compulsory fee for provision of services and amenities of a non-academic nature (capped at \$250 per year, indexed annually). SA-HELP loan scheme will be established to provide loans for the fee for eligible students. (pg 15 & 20)
- Changes to Income support, Youth Allowance and Scholarships (pg 35 – 37) and the big news to us in Equity is that equity and merit-based scholarships will now be exempt from means testing to the value of Commonwealth Scholarships – that is scholarships are no longer classed as income for students up to the value of \$6,622 per year making a huge difference to those on Centrelink Benefits.
- There is also talk of more money for infrastructure.... Government will examine the cost of providing quality teaching and research in regional Australia and a new, more logical basis for funding will be developed (pg 29 & 40), new quality assurance arrangements through the new Tertiary Education Quality and Standards Agency (TEQSA) that takes over from AUQA (pg 31-33) and new Performance Funding to ensure universities meet agreed attainment, participation, engagement and quality targets (pg 33). And changes to OS-HELP loans (pg 38).
- Changes to VET and TAFE - Tertiary education in Australia should be a continuum of delivery, with better connections between sectors in both directions while avoiding one sector subsuming the other... the Government will establish the Ministerial Council for Tertiary Education and Employment (MCTEE), with responsibility for higher education, vocational education and training, international education, adult and community education, the Australian Qualifications Framework, employment and broader youth policy. (pg 43-45)

Unit Updates – Food & Beverage

Catering Manager -Brett Russell

Bathurst Campus is undergoing some improvement work in building C5, which is the student dining Hall. The area is progressing well & the works include upgrading the service area where meals are collected as well as some overdue building improvement works to repair cracking from ground movement over an extended period. The Kitchen is also being improved in terms of illumination & work flows with some extra storage being fitted .

Catering services have been offered from Building C4 for recent conferences & the Catering Staff have done a fantastic job servicing normal service patterns under difficult & unusual circumstances.

We look forward to showing you all through the renovated area some time soon.



(more pictures of the C5 Renovations available at <S:\Administrative\Student Services\Residences & Business\Catering\catering pictures\C5 reno>)

We have a new senior chef starting soon in Bathurst, Renier Du plaiss. We also have a new hospitality trainee for Bathurst, Sophie Fearnside.

In orange we have recruited for a new chef, Nicole dewu who is due to start very shortly. We also recruited for a Hospitality services assistant, Linda Negfeldt, who is already onboard.

Morgan Grivas commenced at the end of last year and he is the new bar manager for Bathurst.

Some of our hospitality services assistants have recently completed their cert2 in hospitality through skill set.

I would like to mention that our staffs have been extraordinary in the way that they have come together as a group whilst we are undergoing renovations to C5. It has been a very busy and exciting time for the catering unit in Bathurst and I would like to thank them on behalf of our management team for all their co operation and efforts over the past 6 weeks.

Regards
Jo

The good life, as I conceive it, is a happy life. I do not mean that if you are good you will be happy - I mean that if you are happy you will be good. – Bertrand Russell



Catering- Yum!

Southern Region News - Toby Perry (A/Catering Manager)

Hi All,
Big projects are underway and busy times for the first session have hit.

Wagga campus has made offers to two applicants for the positions of trainee hospitality assistant and apprentice chef, though at the time of this newsletter we don't have any confirmation just yet. It's been many years since we have had an apprentice, so this is a great initiative for us to provide some succession planning to the hospitality industry and keep the learning process happening in the kitchen for all.

Staff have been busy making improvements in all of the student spaces and food/retail outlets. Furniture upgrades , new dishes, painting of Atkins Hall, Convention Centre and the new Student Space, polishing everything till its shiny... spring cleaning was in the air early, to ensure that we had our best foot forward for the new arrivals.

The "club" now has a chef in residence each day to cook one of the dishes on the spot, Fridays it's open for morning tea gatherings from 10.00am, and also the Friday barbie will continue until around Easter due to its popularity. In a surprise twist, the committee is now inspired and is considering proposing a name change for the venue.

After a dubious year in 2009, where we tried loads of ideas to freshen it up, the club has been given another year to see what we can achieve, so please go and support it, the meal special is only \$8.00 this year, which is cheaper than the discounted members price from 2007!



Office relocations:

Narelle Sanders moved back to Atkins Hall to unite admin activity and Toby will move nearer to the Nosh pit in preparation for intended renovations on that side of the campus, including a proposed presence at the long awaited learning commons.

DOWN SOUTH:

Albury campus had the Sloshed Cod bought back to life in a **shock revelation** that the new bar at Thurgoona would not be ready for O-week, or indeed anytime in the first session. Sadly, the Hard Cod café will remain closed. Whilst the external planning and project **management** has been underway for over 12months now, we are being assured that when it does eventually get built it will be a fantastic venue, and acknowledgement should be given to Tom Hogan, our Assistant Catering Manager -bar ops, who has invested his heart, soul and wealth of industry experience to the final design at every stage.

In the interim, the student uni bar in Albury will rise again.

The student pavilion should be open when you get to read this newsletter. This is a venue much closer to the Gordon Beavan bldg and the new res which offer espressos and snacks as well as several DSS offices and a comfortable space for students to enjoy. Again, Tom and Kurt Neville have had a lot of involvement in this area in order to see that student's needs are met and staffs are catered for. Albury catering staffs have kept a fairly low profile until now, but will be taking on more casual people to gradually gear up for increased retail/food/bar and events activity.

Similar to the trip that Bathurst Staff made to wagga last year for Vintage Dinner, Tom will be bringing a car load of his people up to Wagga to get some function experience during the first session.

That's all; look forward to seeing you round the traps.

Toby Perry



The Enigmatic Mike Bailey-
Assistant Catering Manager
Bar Operations – Wagga

Daniel Hayes and the Counselling Service

I have now been working at CSU for over 2 years as the Student Counsellor at Wagga as I moved back to be closer to my daughter Lana (photo attached). Before working here I was an Adolescent Psychologist in Griffith working for the Division of GP's, and prior to that I had completed a couple of years at Junee Correctional Centre, my first proper job after finishing university. I will never forget the job interview which was daunting enough in itself, but when it was finished I was asked to go down to one of the units where all the cells are to participate in the Toastmasters group set up for inmates.

Though not having a baby face I received a number of comments about whether my mum knew I was here, and the juxtaposition between the small cells and the announcement over the PA of "Can all Playstations be returned to the gym immediately" was striking. I could go on forever with stories from working there, both funny and some horrific.

During my stint in Griffith I was trained as an ASIST (Applied Suicide Intervention Skills Training) trainer, and continue in making the communities that I work in suicide safer by delivering this program to Lifeline volunteers in Albury every six month, and have over the last couple of years presented SafeTALK, a 2-3 hour training on suicide awareness for CSU staff and students, and hope to in the future. My role in Griffith won an NSW Mental Health Award in 2007.

Recently within the Student Counselling Service there have been three significant ventures we have taken on this year. The first is email counselling which we hope everyone has or will hear about over the coming months. Email counselling will provide opportunities for all students to access the Student Counselling Service regardless of location and other time commitments. We hope that the students utilise this service and that they find it useful so we can expand on the ways we deliver our services in the future. We still provide face to face counselling and phone counselling and are always trying to get more students to access our service.

The other change that has been introduced is that we have become almost paperless with our file management by using TRIM software to store our case notes. This was done for a number of reasons, including the Student Counsellors working across many campuses, environmental reasons, and to decrease our time spent on paperwork and filing so we can provide more services to students.

The third one is not really about the Student Counselling Service but rather than I am going to Tokyo, Paris and New York in May. Please don't rob my house while I am away!

If you have any questions or suggestions for the Student Counsellors please don't hesitate to contact us, we don't read minds, and we don't analyse you while we are talking to you (well, not all the time anyway).

Staff Profile: Tisi Tukuniu**Name:**

Tisi Tukuniu

Role:

Events Coordinator

Birthday:22nd December, a long time ago!**Place of Birth:**

Land of the Long White Cloud

Background:

PKO, Polynesian, Kiwi Born, Living in Oz!!! ☺

Favourite Food:

Fush und Chups!

Favourite Place:

The mountains!

Tell us a little something about yourself:

Supports the All Blacks (yeah, yeah, yeah, get over it-Ed), loves fishing, loves sports tv, pub grub and time at home with the family.

**Important Dates****February:**22nd: Orientation Commenced**March:**1st: Session 1 Began**April:**1st: Session 1 ends
2nd-5th Easter Long Weekend

"If men had to have babies, they would only ever have one each"

-Diana, Princess of Wales

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Charles Sturt University

Division of Student Services

www.csu.edu.au/division/studserv

Online Enquiry form:

<http://www.csu.edu.au/division/studserv/helpform.htm>

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STUDENT SERVICES
supporting student life

A special thanks to all who supplied articles for this edition of The Supporter. Please don't forget to keep them rolling in C/- Division of Student Services, Locked Bag 588, Wagga Wagga NSW 2678, sent via the Internal mail, faxed to 02 69 332199 or emailed to rmiskell@csu.edu.au.