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VC's Staff Awards 2000

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University of Wollongong



UW Staff Awards



For 25 years service and outstanding achievement

Joint Winner

UCS
Staff Awards 2000

For 25 years service and outstanding achievement



Program

2000 Presentation of Staff Awards

Master of Ceremonies, Vice Principal (Administration) Mr David Rome

Welcome by the Vice-Chancellor, Professor Gerard Sutton

Musical Item 'Chamberesque'

Presentation of 25 Years Service Awards Recipients will be introduced by Professor Christine Ewan

Musical Item 'Chamberesque'

Presentation of the Vice-Chancellor's Outstanding Service Awards for

General Staff Mr David Rome

Presentation of the Vice-Chancellor's Awards for Outstanding Contribution

to Teaching and Learning Professor Peter Robinson

Presentation of Special Awards Mr David Rome

Closure Professor Gerard Sutton

Musical Items 'Chamberesque' and 'The Hip Replacements'

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25 Year's Service Citation

Awards are presented each year to members of academic and general staff who have served the University for 25 years.

Recipients of the 25 Year Awards receive commemorative plaques.

This year's Awards are presented to:

Miranda Baker, UniAdvice

Miranda Baker began her career teaching Old and Middle English and Dark Ages/medieval culture in what was then the Department of English Language. When language and literature were merged, she began lecturing across a broad range of subjects, such as the 19th century novel and Utopian Fiction. She served on the Undergraduate Studies Committee and was invited to be on the Vice-Chancellor's Working Party on promotion. Nowadays this would be called a think tank: one of its brainwaves was the then novel concept of a summer session. After nine years as an academic, she moved to an administrative role, managing a small team whose brief was to market the University to the wider public. On a shoestring budget - invaluable training for the years to come - her team produced the University prospectus, various course information brochures and the University Calendar. Schools Liaison, the growing careers market circuit and media releases were an integral part of the job. Although demanding, the work was enjoyable and a great network of contacts was built.

On return from her second short period of maternity leave, Miranda was headhunted by the inaugural Dean of Commerce to the new position of Faculty Executive Officer. With his progressive vision,

John Steinke was in the forefront of internationalisation. He initiated the international student program and appointed Miranda to manage it as an 'extra' in a faculty of 3000 students! The program rapidly grew to 600 students and proved immensely challenging.

But Miranda shared his passion for the concept and as a result was approached by the International Office to market on behalf of the entire University on a number of overseas missions. Her success at this brought about a secondment, which ultimately turned permanent, to that office, with a focus on international recruitment. She contributed in this role to some of the healthiest international enrolment figures ever in some semesters (up 25% on last year this semester).

Her latest appointment, beginning only this month, as manager of the newly created Service Centre, aims to create a seamless path of superior service to all prospective students from initial enquiry to enrolment. Like her other jobs, it will be a huge challenge but she hopes to meet it with energy and humour.

Kevin Bowley, Faculty of Creative Arts

Kevin Bowley commenced employment in May 1975 as audiovisual attendant with the then College of Advanced Education. Following the amalgamation of the Institute of Education and University he became the first technical officer for the School of Creative Arts in 1984. Since then he has serviced areas of photography, film, video and theatre for University administration and various departments. Kevin has been involved in teaching, production and consultancies with TAFE, the Dept of Education and other community organisations. He has contributed significantly to the Faculty of Creative Arts through his involvement in Screen Production courses and in providing student support. In this role his contribution has often extended beyond that expected of a Technical Officer. Kevin is currently General staff representative on the Faculty Executive Committee.

Tara Chandra, Engineering

Tara Chandra has been an active participant in the teaching and research programs in Materials Engineering. He enjoys national and international recognition for his research on the high temperature deformation of metals and has made outstanding contributions in organisation of international conferences on advanced materials in Australia. His contribution to the profession has been acknowledged through the award of a Distinguished Fellow

by the American Society for Materials International – ASM International – the largest materials professional body in the world.

Associate Professor Anthony J. Hulbert, Biological Science

Associate Professor Tony Hulbert has contributed extensively to the University and to his field of comparative physiology. He was Acting Head of Department at critical times in its development, he was one of the founding coordinators of the Australian Flora and Fauna Research Centre, he has served as Chair of the Animal Ethics Committee in the University, and he was a driving force behind the development of the Australian and New Zealand Society for Comparative Physiology and Biochemistry. He has published over 70 papers in scientific journals, culminating in a soon-to-be published major review of thyroid hormones and their effects.

Ian Kirby, Engineering

Ian Kirby started work at the University in 1974 as a Technical Officer in Civil Engineering after starting his career in Engineering with Australian Iron and Steel at Port Kembla.

While working for Civil Engineering Ian was enrolled in the Bachelor of Science (Engineering) course at UOW and after completing the Degree he was successful in applying for a Professional Officer

position in Mechanical Engineering where he has stayed until now.

Ian has always been interested in providing help to students in Tutorial classes and has been involved with Tutoring in Engineering Drawing, Computer Aided Drawing, Computer Aided Manufacturing and the operation of CNC machines as well as his normal Laboratory work.

This year Ian acquired and commissioned the ten new benchtop CNC machines used by students in the Manufacturing Laboratory. Ian is the Work Co-ordinator for the Mechanical Engineering discipline and the designated mechanical design safety inspector for the Faculty of Engineering.

Associate Professor Philip Laird, Mathematics and Applied Statistics

Philip Laird, having studied in New Zealand, Canberra and Canada, came to Wollongong as a lecturer in Pure Mathematics whose specialty was functional equations.

His current main interest in land transport developed from a concern for road safety and the local environment, which resulted in forming a group, called Community Transport Concern. Philip is now an international consultant in land transport, and has been awarded two large grants as well as two prizes for transport papers.

Philip is a chair or member of three national committees of the Institution of Engineers, Australia.

He met his wife Anna in Wollongong, and they have two children, Martin and Helena.

Mr James W Langridge, Vice Principal (International)

Jim Langridge holds the joint appointment of Vice Principal (International) of the University of Wollongong, and Managing Director of the Illawarra Technology Corporation Limited. He has had a decade of involvement in the development of the international affairs of the University, including student recruitment, and student exchanges, the establishment of the Dubai Campus, the establishment of Wollongong University College, and the winning of major consulting projects through international competitive bidding processes. He is widely regarded in the University system, both nationally and internationally, and has served on a number of AVCC committees.

Before joining the University in 1974, Jim spent thirteen years in the public sector in management and computing. He was appointed to his current position of Vice-Principal (International) in 1989 and became Managing Director of ITC in 1990. Jim has a business degree from the University of Technology, Sydney, and a Masters degree in educational administration from the University of New England.

Associate Professor Ross Lilley, Biological Science

Associate Professor Ross Lilley maintains a strong research program in photosynthesis, and plant biotechnology, with publications in the very best journals in his field. An important feature of his research is the many international collaborations he has developed with leading research laboratories in Britain, Germany, Japan, and the USA. Within the University, he has had numerous administrative responsibilities, including Radiation Safety Officer and five periods as Acting Head or Head of the Department of Biological Sciences. He had a crucial role in the design of Building 35 and coordinated the installation of the Department in this location in 1986.

Associate Professor Brian McCarthy, Faculty of Arts

Brian McCarthy took up his appointment as a foundation lecturer in French on 2 January 1975. His research, which has attracted DEET and AUDF grants, is in the fields of foreign language teaching methodology, applied phonetics, and computer aided language learning. He has published extensively in these areas. The French language software he has developed over the past decade has gained national and international recognition and its successful integration into all the Program's French language subjects places Wollongong at the forefront of foreign language teaching in Australian universities. In 1994 he received a Vice Chancellor's award for

excellence in teaching. He is an honorary life member of the Applied Linguistics Association of Australia, was president of the Alliance Française de l'Illawarra from 1986-1997, is a member of the French panel for the National Authority for the Accreditation of Translators and Interpreters, and has for many years actively supported secondary school French as a member of the Syllabus and Examinations Committees and as a speaker at the Modern Language Teachers Association's HSC Schools nights. He is currently Head of the Modern Language's Program in the Faculty of Arts.

Ms Felicity McGregor, Library

Felicity McGregor was appointed as a graduate librarian in 1975. She rapidly progressed to other positions including Acquisitions Librarian, Technical and Circulation Services Librarian, Deputy Librarian and, in 1997, was appointed University Librarian. Belief in the indispensable role of the Library in the University's success, sustained Felicity's persistent championing of constructive change. She has been instrumental in improving information services for staff and students through collection development, application of information technology, quality assurance and staff development, not only for Library staff but also for all general staff. Recognised as a leader in the information profession, she has also earned recognition for the Library through the Australian Quality Awards and the Investors in People standard.

Associate Professor Rodney Nillsen, Mathematics and Applied Statistics

Associate Professor Rodney Nillsen has served this University with distinction in many ways; as a very able and caring administrator; as a very fine Teacher who challenged his students and always broadened their vision; as a public intellectual (see his articles in *Quadrant*, *The Australian*); as a font of scholarship and wisdom ever ready to help colleagues; as a courageous defender of genuine University values; but most important of all as one of the very few who will be remembered by future generations of this University, through his major achievements in his speciality which forms the basis of patterns in wave theory and for which he will be awarded a DSc degree.

Peter Pavlik, Chemistry

The Pavlik family arrived in Wollongong from Czechoslovakia in 1969. Starting with little money and only a few words of English, Peter obtained a BSc and a MSc from the University of Wollongong. Peter joined the Department of Chemistry as a technical officer in 1975 and was subsequently promoted to Senior Technical Officer. Throughout that time he has provided invaluable support for undergraduate laboratory classes (initially first year and now later years). Many generations of chemistry students have benefited from his friendly and helpful advice. Peter is also the departmental

photographer, recording research and social achievements alike over 25 years.

Mr Robert Smith, Education

Robert Smith M.A.(Hons), B.Mus.Ed. was seconded to the Wollongong Teachers' College in 1975 to teach Brass Studies and General Music to Education (Primary) students. He saw the College become the Wollongong Institute of Education and eventually be amalgamated with the University Education Department to establish the Faculty of Education. Robert delivered subjects in the External Studies course, piloted the Computers in Music Education and currently teaches in the Early Childhood, Primary and Graduate Diploma (Secondary) programs. He was Coordinator of Field Studies and Director of Practicum 1993-1996. His research interest stems from an early study of "The confusion exhibited by a left-handed child at a musical keyboard in directing appropriate hands when reading music", which culminated in the award of Masters of Arts (Honours) in 1991. Robert was nominated for the "Ethel Hayton Award" in recognition of notable achievement in activities which enhance community support of the University, including: being Musical Director of the Illawarra Choral Society for nearly 25 years and President of the Wollongong Branch of the Music Teachers' Association of N.S.W.

Dr. Annette Worthy, Mathematics and Applied Statistics

Annette Worthy joined the University of Wollongong firstly as a student, completing an Honours degree and then joined the staff as a Tutor. Annette was the first female to be employed full-time within the Department of Mathematics and for 13 years remained the only one. She progressed through the ranks and at the present time is a Senior Lecturer. Despite working full-time, as well as getting married and raising a family, she managed to complete a PhD and then continue on with research into waves including some recent interesting work on wave transmission in optical fibres.

One of Annette's strengths has been her commitment to teaching and assisting students. For three years, from 1994, she was Co-ordinator of First Year Mathematics and has always been given the large classes to teach. In addition she was an early participant in Computer Aided Learning and received a number of grants in order to design modules for first year students as well as implementing an algebraic software package for later years.

Fred Zylstra, Buildings and Grounds

In February 1975 Fred Zylstra was employed as the University's first carpenter and joiner. He soon became a supervisor being responsible for carpentry, plumbing and painting. During this time he also set up our first joinery shop where most of the University's loose furniture was produced.

In 1986 Fred was promoted to the position of project controller in the construction unit where he was involved in the coordination of a wide range of projects from building alterations, to new buildings.

Fred has been responsible for many in-house projects including the building of the Visitors Lodge, the Buildings and Grounds Facility, and the refurbishment of the Administration building.

In 1993 he was awarded the Vice Chancellor's award for outstanding service.

Outstanding Service

The Vice-Chancellor's Outstanding Service Awards for General Staff

The Outstanding Service Awards are presented each year to members of the general staff who have achieved an exceptional success, given outstanding service or shown recognised initiative in their work. Each individual recipient will receive a certificate and a cheque for \$1200, and each team member will receive a certificate cheque for \$750.

This year's recipients are:

Cathy Campbell and Amanda Fanning, Personnel Officers, Personnel and Financial Services

Cathy Campbell and Mandy Fanning receive their awards for outstanding and exceptional achievement. They demonstrated outstanding service to clients and improved work practices for the entire unit.

Cathy and Mandy acted in the role of payroll coordinator, each for a period of six months, following the departure of the payroll coordinator. Major changes to the University's Human Resource System occurred during 1999, most notably a significant upgrade of the system. Although this resulted in up-front improvements of the systems functionality, subsequent performance degradation occurred for a long period after the upgrade. Cathy and Mandy, each as acting payroll coordinator, exhibited highly professional skills during this period to ensure a critical process for all University staff was maintained without interruption. This was in spite of

staff absences, non-negotiable deadlines, and the looming spectre of Y2K. Their efforts through 1999 combined to stabilise the production of the university payroll and improve the overall process. They were both outstanding in the role and both clients of their division and the university as a whole benefited from their efforts.

Cathy and Mandy are dedicated and supportive staff members and a great asset to the Personnel and Financial Services Division whose efforts affect the wider University community.

Irena Dekker, Administrative Assistant, Shoalhaven Campus

Irena Dekker receives her award for changes and improvements to work practices, which have had a definable benefit to the South Coast Education Network and the University. This year three new campuses have come on line, namely, Shoalhaven, Batemans Bay and Bega Campuses. The appearance of these three campuses

has meant a sudden and dramatic change in the role and work of the staff at the Graham Park Campus - Berry, by responding so effectively, Irene has been able to generate solutions for students and other staff.

Irene is often called upon to deal with new tenants at Graham Park's laboratory as well as attending to matters which will need to be in place at our the new campus at West Nowra which are not part of present activities. This requires a measure of planning and vision from Irene, especially when dealing with external clients, which is commendable. Irene has also had to coordinate essential functions affecting the three campuses with the two new coordinators at Batemans Bay and Bega. Her assistance in way of information, direction and background to these coordinators has resulted in the smooth introduction of the new campuses.

Julie Gray, Laboratory Manager, Biological Sciences

Julie Gray receives her award for outstanding service in raising the awareness of Occupational Health and Safety (OH&S) within the University, leadership of the University's OH&S Committee and professional leadership, by example, within the Faculty of Science.

Julie has Chaired the University's OH&S Committee for over five years and has chaired and served on numerous sub-committees and working parties of the central OH&S Committee. Julie has

exhibited professional and personal commitments to OH&S within the University and has willingly undertaken considerable additional workload to develop university policies and ensure their implementation. Under her leadership, the diverse concerns and views of staff from a broad range of backgrounds have been coordinated within the OH&S Committee into a coherent voice, which has constructively raised the level of OH&S effectiveness on campus. Julie has contributed extensively to the recent achievements of the University in terms of the Workcover systems audit. This Workcover systems' audit has demonstrable value to the University in terms of its application for workers compensation self insurance.

Across the broad range of the University from her own Department through her Faculty to chairing the University central OH&S Committee, Julie has demonstrated dedicated and outstanding service to the University in OH&S matters with 1999 being a milestone of achievement.

Anne Mitchell, Senior Faculty Administrator, Faculty of Commerce

Anne Mitchell receives her award for outstanding and exceptional achievement for her work with the South Coast Curriculum Committee. Anne provided direction and leadership in the marketing of new offerings at the South Coast campuses during a very difficult period.

Anne rallied the relevant staff in the Faculties and persisted until coherent and focussed marketing plans were developed, and was then vigilant in overseeing the implementation of this plan – including a major personal contribution in the attendance at various promotional activities. Anne provided the impetus for the generation of much of the promotional literature. She provided the initial designs to Marketing for the Faculty of Commerce South Coast Education Network brochures and bookmarks. The other Faculties involved, rapidly adopted Anne's design work. Anne proposed, implemented and attended promotional activities and addressed groups at information sessions on behalf of the University's South Coast Education Network. In all the marketing activities for this project, Anne provided most of the driving force for the group. This was against the backdrop of maintaining her regular workload and making a significant, personal and professional contribution as a participant on the University's inaugural leadership development program for general staff.

Anne's efforts have provided a sound basis for the University's South Coast campuses and contributed to their initial success.

Mr Peter O'Neill, Leading Hand Carpenter, Buildings and Grounds

Peter O'Neill receives his award for outstanding service as a committed and dedicated member of staff. Peter undertakes his duties in a highly professional manner with strong customer service.

His contribution to the efforts of Buildings and Grounds and his outstanding service to the campus community are exemplary.

Peter's work on several important issues for Buildings and Grounds, both as Leading Hand Carpenter and as LHMWU delegate, have contributed significantly to productivity gains within the Maintenance unit. Of particular note was his effective leadership with trade staff concerns and interests during the 1999 EBA discussions. Peter voluntarily contributed to discussion and awareness sessions aimed at improving maintenance effectiveness and efficiencies, often leading trade staff towards the achievement of Buildings and Grounds business plan goals and objectives. Working with management and trade staff to find common ground and achievable goals, he was instrumental in bringing about productivity gains valued at more than \$50,000 to Buildings and Grounds.

Peter, because of his attributes, engenders the respect of his peers and colleagues amongst the University community.

Careers Services Team, Student Services

(Martin Smith, Career Services Coordinator; Kate Shane, Careers Counsellor; Beth Hammersley, Employer Programs Assistant; Uta Fischer, Information Officer; Sally Rogan, Project Officer)

The Career Services Team receives its award for outstanding initiatives to increase their profile with client groups and assist in the transition from university to employment. Key initiatives included the Mobile Careers Service, and the Career Service website with its Career Management Plan (CMP) and Jobseekers Database. These initiatives have had a positive impact on both student and employer usage of their services, programs and resource.

The Mobile Careers Service, staged over two days in two key campus locations, launched the online Jobseekers Database and the Career Management Plan.

The Mobile Careers Service was sponsored by employers and in addition to covering costs, generated additional income for the service, which has been used to further develop programs and

services. This novel promotional strategy and associated program initiatives represents an improved service to clients.

The Career Management Plan, developed by the team, is an online education program which students use throughout their degree studies to consolidate their career plans and build a resume of their employment skills.

In addition, improved communication vehicles with employers have increased marketability of the University's graduates. Since all recent research points to the growing importance of student interest in careers as a decider in their destination for study, these initiatives by the Careers Service Team are very important in the marketing of the University.

Outstanding Contribution

THE VICE-CHANCELLOR'S AWARD FOR OUTSTANDING CONTRIBUTION TO TEACHING AND LEARNING (OCTAL)

The recipients are recommended to the Vice-Chancellor by a special committee which considers nominations from colleagues and students as well as supporting documentation from the nominees. There are two categories for this award - team and individual.

Each Award is in the form of a certificate and a cheque for \$5000. Receiving the Vice-Chancellor's Award for Outstanding Contribution to Teaching And Learning in 2000 are:

Dr Gerry Turcotte, Senior Lecturer and Head of the English Studies Program, Faculty of Arts

Gerry Turcotte stands out as a lecturer with an enthusiasm for English and a talent for teaching. Gerry establishes clear learning objectives, and emphasises the relevance of material he presents, not only to the subject and the discipline, but to the broader context of life and the world. Gerry's goal is to make his lectures accessible to everyone and he incorporates a variety of methods and media which stimulate student interest. He is friendly and approachable and a source of encouragement and support which inspires and challenges students to do their best.

He is not only an inspirational and charismatic teacher but his Postgraduate research students know him for his intellectual generosity, genuine personal interest in projects, provision of prompt feedback and enthusiasm and commitment to their research

projects. He also aims to develop a sense of collegiality and encourages submission of materials for publication and involvement in departmental activities.

Gerry Turcotte's peers know him for his innovative approach to teaching and his passion and commitment to the teaching and learning of his students. His teaching ranges across all levels from lecturing to large first year classes to conducting seminars in at times equally large third year classes and to interacting with Honours and Master's students. He is not only able to adapt his teaching style to suit different student groups but constantly assesses and reflects on his style. He also plays an active role in curriculum development and planning. Gerry not only thrives in this environment which is supportive of teaching quality but is also a major contributor to continually improving the teaching profile of the English Studies Program. He balances his many roles by being hard working, committed and resourceful.

One of Gerry's outstanding achievements has been his successful effort at integrating information literacy skills into large core undergraduate Arts subjects. The development of these subjects demonstrates Gerry's ability to embrace new technologies and combine them with traditional teaching methodologies to advance the integration of tertiary literacies skills into the Arts Faculty curriculum. He is also an innovative teacher in terms of assessment and subject design and is committed to the integration of cultural awareness and sensitivity in both his teaching materials as well as his teaching delivery.

Gerry has been successful in the attainment of a number of Canadian Government teaching and research grants which he has used to resource new approaches to teaching, and has applied much of this to setting up new Web CT courses. Along with the talent and wit Gerry injects into his lectures, the use of other mediums of teaching result in an enriched student learning experience.

ACCY 302 Financial Accounting III Teaching Team, Department of Accounting and Finance, Faculty of Commerce

Dr Mary Kaidonis (team leader and Senior Lecturer), Ms Jane Andrew (Associate Lecturer), Dr Kathie Cooper (Senior Lecturer),

Dr Mary Day (Senior Lecturer), Mrs Kellie McCombie (Associate Lecturer), Mr Ron Perrin (Lecturer) and Ms Kathy Rudkin (Lecturer)

The ACCY 302 teaching team is highly committed to effective student learning and according to the Head of Department, has developed a teaching program which would rank as one of the best in the world. The program has taken years to develop and refine with a team of highly dedicated and committed teachers. The skills and concepts engendered in their subject offers graduates a foundation for their long term development as professionals in their careers in Accounting

ACCY302 has a strong student-centred learning focus. The team members have developed activities which draw on current "real-world" events which demonstrate and reinforce "accounting in action". This means learning materials are constantly being updated and refined. This is reinforced by an emphasis on reflexivity so that both students and staff keep their awareness of their learning at the forefront.

Peers consider the team members to be an excellent group of teachers who demonstrate high quality of teaching and related activities. Reasons cited for the team's nomination include their creative and innovative teaching practices, collaborative team approaches, integration of accounting work across disciplines and an overall course design which has stimulated active student

learning and participation. Achievements in curriculum development activities, planning conferences, seminar presentations, research and publications are also listed.

There has also been a wider, two-way benefit of having team members involved in teaching other subjects. Skills and techniques used in ACCY 302 are being increasingly incorporated into other subjects so that there is continuity and congruence between years.

The team has been willing to explore, adopt and adapt interdisciplinary teaching techniques which enhance student's learning and ultimately enhances their professional experiences. The development of the program has been motivated by a concern for the education of professionals who will make a positive contribution as future community leaders.

Special Awards

Special Awards for a Significant Contribution to the University Community

This Award is presented to a member of the University of Wollongong Staff, selected by the Vice-Chancellor, for making a significant contribution to University Community. This year's award will be shared, and each recipient will receive a certificate and a cheque for \$750. This year's Recipients are:

Heidi De Coster, Protocol Officer, Wollongong UniAdvice, and John Morrison, Director, Environment Research Institute

Heidi De Coster and John Morrison receive their commendation for providing exceptional service to the University of Wollongong and the wider community through the design, implementation and coordination of the Young Environment Envoys Program (YEPP) which has been held in Australia for the past two years.

Many countries, particularly, those in the Asia Pacific region, are faced with major environmental challenges relating to environmental protection and sustainable management of natural resources. This program provides a unique and valuable opportunity for the youth, as future leaders of these countries, to discuss and collaborate on

significant environmental issues with fellow tertiary students in Australia. The program also enables the Envoys to appraise Australian approaches and expertise in environmental management.

In 1999, it was Heidi's and John's contributions to this unique forum that demonstrated their extraordinary contribution to the University's strategic relationships that warrants recognition by the Vice-Chancellor. The program itself has earned the esteem of peak international bodies and its success is strengthened by Heidi's and John's demonstrated excellence in cross-cultural understanding and international relations.

Special Award for Unique Contribution to University Life

This Award is presented to a member of the University of Wollongong Staff, selected by the Vice-Chancellor, who has, by character, style and commitment, made an exceptional contribution to the University.

The award is in the form of a commemorative plaque and a cheque for \$1200.

This year's Recipient is:

Elisabeth Hilton, Strategic Projects Officer, UniAdvice

Liz Hilton receives her special commendation for outstanding service to the University for nearly three decades. Over this time, she has brought her unique personal style and character to provide insight, initiative, determination and enthusiasm to each role she has had at the University.

Initially, after creating a benchmark for support of academics and postgraduate students in the audio-visual area, she was seconded to the newly acquired hall of residence – International House – as deputy warden/secretary manager, later taking full responsibility for International House and Kooloobong, for 14 years. For 6 of these 14 years, Liz was the General Staff representative on the University Council, she was also the chairperson of the Public Service Association sub division on campus, two roles which she says were highly influential in her understanding and appreciation of the University as a whole.

Returning from secondment, to the Schools Liaison Officer position in Planning and Marketing, Liz's background in teaching, her experience with the University in her AV years, International House and Kooloobong students and their families gave her insight into the needs of parents, schools and prospective students when choosing a University. She created a positive image of the University of Wollongong to these groups throughout NSW and the ACT. Joined

by her team of student representatives, a formidable marketing force was established!

Therefore, with such extensive and superior knowledge of the networks within the University she moved to Illawarra Technology Corporation's company UniAdvice and became the Project Manager for the implementation of the Recruitment and Admission Information System (RAIS). Liz was the driving force behind this project, which now provides comprehensive information for both undergraduate and postgraduate courses, plus generic university information to students and the wider community. The software system allows Call Centre operators to link course terms with career pathways and professional accreditations using a keyword facility. During the implementation of this program, Liz worked closely with the Academic Registrars Division (ARD) in the reviewing and consolidation of course offerings and specialisations. These efforts were necessary to develop the system, but had a consequential benefit in ensuring the information provided by the University was easily accessible, but more importantly totally comprehensive for all. In the past year RAIS has received 40,000 telephone, e-mail, and written enquiries, and all responses are given within 24 hours. As a result RAIS is a premier information service for students and prospective students alike, thus providing the University with an advantage over its competitors. The success of RAIS is a credit to Liz's work, and an example of the consistent excellence she has delivered to the University for nearly three decades.

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