Overview of Student Administration Services (SAS) Faculty Services transition 2016-17

At completion of a phased transition by May 2017 the new SAS Faculty Services team is responsible for the following student administration activities for all faculties and University schools:

- enrolment
- candidature maintenance and unit of study processing
- progression
- potential graduand checking
- cross-institutional and exchange
- appeals related to student administration (non-academic) decisions.

Detailed information, training and support was provided for directly impacted staff in faculties / University schools before transition dates.

The SAS credit and special consideration teams also joined Faculty Services in 2017.

Key to note: academic decision making remains with the academic

When did this change take place?

Change occurred in three phases:

- 1 December 2016 (transitioned): Faculty of Arts and Social Sciences; The University of Sydney Business School; Faculty of Engineering and Information Technologies
- 27 March 2017 (transitioned): Sydney School of Architecture, Design and Planning; Sydney School of Education and Social Work; Sydney Law School; Sydney College of the Arts; Sydney Conservatorium of Music
- 1 May 2017 (transitioned): Faculty of Health Sciences; Faculty of Science (including the former Faculty of Agriculture and Environment); Sydney School of Veterinary Science; Faculty of Dentistry; Sydney Medical School; Faculty of Pharmacy; Sydney Nursing School

Who can staff contact to find out more information?

PORTFOLIO 1 (FASS/EDSW/SCA/SCM/ADP/Law): facultyservices.1@sydney.edu.au (02) 8627 5755

PORTFOLIO 2 (FEIT/Bus): facultyservices.2@sydney.edu.au (02) 8627 5766

PORTFOLIO 3 (FHS/Sci (inc. fmr FAE)/VetSci/Dent/Med/Pharm/Nursing): facultyservices.3@sydney.edu.au (02) 8627 6199

PORTFOLIO 4 (credit): applicant credit: admissions.credit@sydney.edu.au / student credit: sc.credit@sydney.edu.au (02) 8627 4600

PORTFOLIO 5 (special consideration and special arrangements): internal.sc@sydney.edu.au (02) 8627 1456.

Leadership / escalation queries: facultyservices.leadershipteam@sydney.edu.au (02) 8627 5799

General enquiries: Dr Sarah Jones, Head of Faculty Services, sarah.jones@sydney.edu.au (02) 8627 0518

| Teaching and learning / Education admin staff | • After transition your new contact for all tasks relating to student administration resides within the central SAS Faculty Services team |
| Academic staff | • After transition if your expert advice or recommendation is required to help make a decision on a student request, you will receive a request for comment or recommendation from the central SAS Faculty Services team, rather than from someone within your faculty • Academic decision making remains with the academic |
| SAS professional services unit (PSU) staff | • Your day-to-day tasks are not changing • What might be changing is your point of contact for student admin-related tasks • In some cases, this contact may be the same person, but they will now reside within the SAS Faculty Services team • In other cases, your contact person may change altogether • Remember: your single point of contact for student admin related tasks will be the new SAS Faculty Services team |
| Students | • All student admin-related tasks for transitioned faculties / University schools are now performed by SAS Faculty Services • Continue to visit the current students website (sydney.edu.au/students) or contact Student Administration Services (sydney.edu.au/contact) for all student-related enquiries • Contacts for all student admin tasks changed after transition: • centralised phone numbers • centralised email addresses • removal of faculty admin counters for student admin enquiries • Students who appeal a student admin decision (non-academic) will now contact SAS Faculty Services instead of their Faculty / University school • Students who receive a failed progression outcome are still managed by the faculty (current show cause process) |

The University of Sydney (30 May 2017)