

Perceptions of an institutional Research Unit within an ATN

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Statistics and Reporting Unit

Policy and Planning Group (Governance and Planning)

Introduction

- RMIT Snapshot 2009
 - Approx 75,000 Students
 - Approx 3,600 Staff
 - Approx 50,000 HED Students
 - Approx 25,000 TAFE Students
 - Approx 47,000 Domestic
 - Approx 28,000 International
 - Campuses Melbourne – City, Brunswick, Bundoora, Vietnam – Hoi Chi Min City, Hanoi, Partners/Rural – Hamilton, Sale, Bairnsdale, Lake Entrance.

How does SRU fit in?

- Vice Chancellor

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- University Secretary (Governance and Planning)

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- Policy and Planning Unit

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- Vice Chancellor
- University Secretary (Governance and Planning)
- Policy and Planning Unit
- Statistics and Reporting Unit (SRU)

Statistics and Reporting Unit

Providers of:

- Profile Development,
- Load Management,
- DEEWR Submissions,
- Skills Victoria Submissions,
- Program Review Information,
- Management Reporting,
- Media Factual Reporting,
- Agreement Development (DEEWR/SV)
- System Development Analysis and advice,
- Legislation Interpretation,
- Internal Demographics, (ATAR, Equity etc)

Project Objectives

- Conduct a 360 degree feedback review of the Statistics and Reporting Unit.

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- Use the data to improve the work environment.

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- Establish the key client perception of the Teams performance (including management).
- Compare the perceptions for a reality check and consider the opportunities for development and to recognise the positives.
- Use the data to improve the work environment.
- Use the data to help develop strategies for future excellence in service delivery and functionality.

Staff and Client Survey

Key areas of focus: (as appropriate)

- Teams job satisfaction level
- Organisational diversity and respect for the Team
- How effective is Team communication
- Team development and related matters
- Quality of SRU service delivery

Return Rate

- Staff Survey 100%

Return Rate

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- Client Survey 72%

Return Rate

- Staff Survey 100%
- Client Survey 72%
- Therefore results were deemed to be significant and representative of the sentiment of both groups.

The Outcomes

Team Perception

- Role Satisfaction – 100%

Client Perception

- Role Satisfaction – 95%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%

Client Perception

- Role Satisfaction – 95%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
- Work Life Balance – 100%

Client Perception

- Role Satisfaction – 95%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
- Work Life Balance – 100%
- Remuneration – 75%

Client Perception

- Role Satisfaction – 95%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
- Work Life Balance – 100%
- Remuneration – 75%
- Physical Work environment – 50%

Client Perception

- Role Satisfaction – 95%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
- Work Life Balance – 100%
- Remuneration – 75%
- Physical Work environment – 50%
- RMIT Good place to work – 100%

Client Perception

- Role Satisfaction – 95%

- SRU Good place to work – 94%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
- Work Life Balance – 100%
- Remuneration – 75%
- Physical Work environment – 50%
- RMIT Good place to work – 100%
- Enjoy SRU – 100%
- Raising concerns with Mgr – 100%
- Diversity and views are valued – 100%
- Data Quality into SRU – 67%

Client Perception

- Role Satisfaction – 95%

- SRU Good place to work – 94%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
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- Remuneration – 75%
- Physical Work environment – 50%
- RMIT Good place to work – 100%
- Enjoy SRU – 100%
- Raising concerns with Mgr – 100%
- Diversity and views are valued – 100%
- Data Quality into SRU – 67%
- Collaboratively work with others – 100%

Client Perception

- Role Satisfaction – 95%
- SRU Good place to work – 94%
- Collaboratively work with others – 91%

The Outcomes

Team Perception

- Role Satisfaction – 100%
- Influence in doing my job – 100%
- Work Life Balance – 100%
- Remuneration – 75%
- Physical Work environment – 50%
- RMIT Good place to work – 100%
- Enjoy SRU – 100%
- Raising concerns with Mgr – 100%
- Diversity and views are valued – 100%
- Data Quality into SRU – 67%
- Collaboratively work with others – 100%
- Provision of for me to develop my ideas, processes to shape future – 82%

Client Perception

- Role Satisfaction – 95%
- SRU Good place to work – 94%
- Collaboratively work with others – 91%

The Outcomes - 2

Team Perception

- Team Communication – 100%

Client Perception

- Team Communication – 94%

The Outcomes - 2

Team Perception

- Team Communication – 100%
- External Communication – 100%

Client Perception

- Team Communication – 94%
- External Communication – 87%

The Outcomes - 2

Team Perception

- Team Communication – 100%
- External Communication – 100%
- I seek development – 75%

Client Perception

- Team Communication – 94%
- External Communication – 87%

The Outcomes - 2

Team Perception

- Team Communication – 100%
- External Communication – 100%
- I seek development – 75%
- SRU Achievement Oriented – 100%

Client Perception

- Team Communication – 94%
- External Communication – 87%
- SRU Achievement Oriented – 95%

The Outcomes - 2

Team Perception

- Team Communication – 100%
- External Communication – 100%
- I seek development – 75%
- SRU Achievement Oriented – 100%
- SRU has appropriate equipment and resources to do their job – 89%

Client Perception

- Team Communication – 94%
- External Communication – 87%
- SRU Achievement Oriented – 95%
- SRU has appropriate equipment and resources to do their job – 71%

The Outcomes - 2

Team Perception

- Team Communication – 100%
- External Communication – 100%
- I seek development – 75%
- SRU Achievement Oriented – 100%
- SRU has appropriate equipment and resources to do their job – 89%
- Strives to meet expectations – 100%

Client Perception

- Team Communication – 94%
- External Communication – 87%
- SRU Achievement Oriented – 95%
- SRU has appropriate equipment and resources to do their job – 71%
- Strives to meet expectations – 90%

The Outcomes - 2

Team Perception

- Team Communication – 100%
- External Communication – 100%
- I seek development – 75%
- SRU Achievement Oriented – 100%
- SRU has appropriate equipment and resources to do their job – 89%
- Strives to meet expectations – 100%
- Highly trusted for accuracy – 100%

Client Perception

- Team Communication – 94%
- External Communication – 87%
- SRU Achievement Oriented – 95%
- SRU has appropriate equipment and resources to do their job – 71%
- Strives to meet expectations – 90%
- Highly trusted for accuracy – 98%

The Outcomes - 2

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- Team Communication – 100%
- External Communication – 100%
- I seek development – 75%
- SRU Achievement Oriented – 100%
- SRU has appropriate equipment and resources to do their job – 89%
- Strives to meet expectations – 100%
- Highly trusted for accuracy – 100%
- Outputs in Uni Decisions – 100%

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- Team Communication – 94%
- External Communication – 87%
- SRU Achievement Oriented – 95%
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- Strives to meet expectations – 90%
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- Highly trusted for accuracy – 100%
- Outputs in Uni Decisions – 100%
- Good info/analysis/reports – 100%

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- SRU Achievement Oriented – 95%
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- Strives to meet expectations – 90%
- Highly trusted for accuracy – 98%
- Outputs in Uni Decisions – 96%
- Good info/analysis/reports – 95%

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- Outputs in Uni Decisions – 100%
- Good info/analysis/reports – 100%
- External Stats for TAFE & HEEd – 100%

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- Good Quality Internal Stats – 100%

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- External Stats for TAFE & HEEd – 100%
- Good Quality Internal Stats – 100%
- Effective Load Management – 100%

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- External Communication – 87%
- SRU Achievement Oriented – 95%
- SRU has appropriate equipment and resources to do their job – 71%
- Strives to meet expectations – 90%
- Highly trusted for accuracy – 98%
- Outputs in Uni Decisions – 96%
- Good info/analysis/reports – 95%
- External Stats for TAFE & HEEd – 96%
- Good Quality Internal Stats – 94%
- Effective Load Management – 95%

The Outcomes - 3

Team Perception

- Timely & accurate with KPIs– 100%

Client Perception

- Timely & accurate with KPIs– 83%

The Outcomes - 3

Team Perception

- Timely & accurate with KPIs– 100%
- Team friendly/helpful/knowledge– 100%

Client Perception

- Timely & accurate with KPIs– 83%
- Team friendly/helpful/knowledge– 98%

The Outcomes - 3

Team Perception

- Timely & accurate with KPIs– 100%
- Team friendly/helpful/knowledge– 100%
- Appropriate Skills to do job – 100%

Client Perception

- Timely & accurate with KPIs– 83%
- Team friendly/helpful/knowledge– 98%
- Appropriate Skill to do job – 98%

The Outcomes - 3

Team Perception

- Timely & accurate with KPIs– 100%
- Team friendly/helpful/knowledge– 100%
- Appropriate Skills to do job – 100%
- Adequate notice for stats changes–56%

Client Perception

- Timely & accurate with KPIs– 83%
- Team friendly/helpful/knowledge– 98%
- Appropriate Skill to do job – 98%

The Outcomes - 3

Team Perception

- Timely & accurate with KPIs– 100%
- Team friendly/helpful/knowledge– 100%
- Appropriate Skills to do job – 100%
- Adequate notice for stats changes–56%
- Sufficient staffing level – 38%

Client Perception

- Timely & accurate with KPIs– 83%
- Team friendly/helpful/knowledge– 98%
- Appropriate Skill to do job – 98%
- Sufficient staffing levels – 68%

The Outcomes - 3

Team Perception

- Timely & accurate with KPIs– 100%
- Team friendly/helpful/knowledge– 100%
- Appropriate Skills to do job – 100%
- Adequate notice for stats changes–56%
- Sufficient staffing level – 38%
- Satisfied with quality of SRU outcomes – 100%

Client Perception

- Timely & accurate with KPIs– 83%
- Team friendly/helpful/knowledge– 98%
- Appropriate Skill to do job – 98%
- Sufficient staffing levels – 68%
- Satisfied with quality of SRU outcomes – 97%

Qualitative – Team Feedback

- Good team work
- Knowledgeable team
- Trust
- Willingness to help
- Insufficient resources
- New reporting requirements are hitting hard
- Need a BI system
- Multi-skilling
- Very talented and passionate team.

Qualitative – Client Feedback

- Highly skilled knowledgeable staff
- Responsive
- Positive and professional team
- Reliable accurate Stats
- Insufficient Resources
- Information Management System required

Client added information

Question	% Yes	% No
Are you aware that OPIS contains data on VTAC	66.1	33.9
Do you use OPIS data on Enrolments	66.7	33.3
Do you use OPIS data on Performance Indicators	49.0	51.0
Do you use OPIS data on Profile	63.0	37.0
Do you use OPIS data on taught load	51.0	49.0
Do you use OPIS data on VTAC	30.8	69.2
Are you aware that the Open Program contains courses on the use of OPIS	54.5	45.5
Are you aware that the Open program contains courses on Strategic & Business Planning	61.8	38.2
Are you aware that SRU will run specific OPIS training for groups of 8 or more	15.5	84.5
Are you involved in the Profile Process	56.1	43.9
Would you attend a profile process information session	61.8	38.2
Are you a member of the Profile Working Group	31.6	68.4
Are Profile issues and matters discussed openly at the PWG	100.0	
Do you understand how profile decisions are made	63.8	36.2
Do you think that the final profile outcome is the right one	68.4	31.6

Conclusion

- High Satisfaction
- High Quality

- Poor accommodation
- Poor Data quality received
- Poorly resourced

Actions to be taken

- Increase resources
- Improve IMS
- Relocate Team
- Increase data quality checking and reporting
- Succession planning

What has been done!

- New accommodation

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- New accommodation
- 1 new staff member (to be advertised)

What has been done!

- New accommodation
- 1 new staff member (to be advertised)
- Negotiations for a second position entered into.

Questions

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