

# Introduction to the Administration System and Library

# RMIT Snapshot

- 60,000 Students
  - 24,000 Tertiary and Further Education
  - 33,000 Higher Education
  - 9,000 international students in Melbourne
  - 8,000 students studying in other countries
  - 2,000 Australian students studying off-campus

# RMIT Snapshot

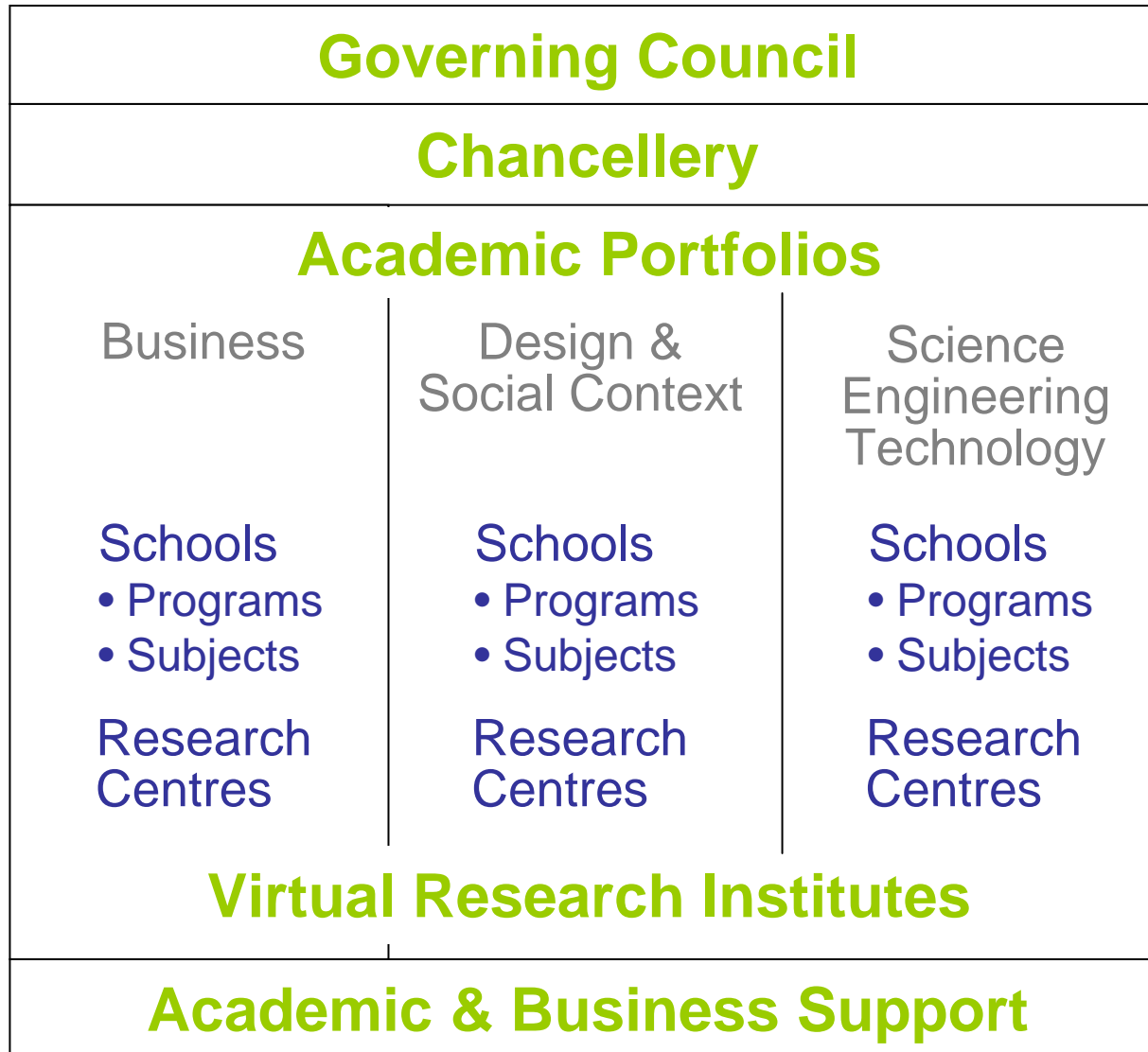
## Award Levels

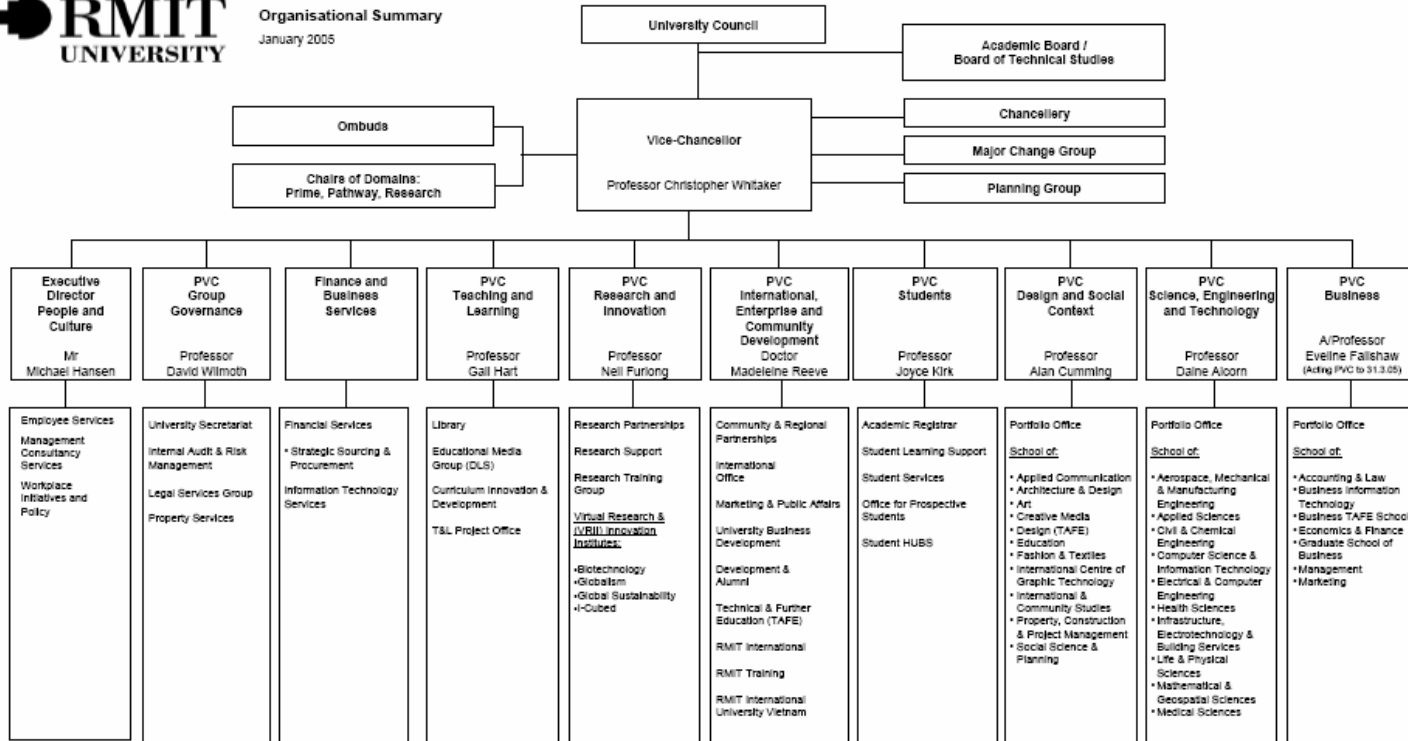
Foundation	TAFE	Undergraduate	Postgraduate
Foundation Studies Certificate English VCE	Certificate Diploma Advanced Diploma	Bachelor Degrees Double Degrees Dual Awards	Honours Year Graduate Certificate Graduate Diploma Masters degree Doctorate

# Areas of Study

- **Advanced Manufacturing and Production**
- **Aviation and Aerospace**
- **Architecture, Building & Planning**
- **Art, Design and Photography**
- **Alternative Medicine, Health & Well Being**
- **Biological, Chemical and Physical Sciences**
- **Biotechnology, Health Sciences and Nursing**
- **Business, Administration, Management and Finance**
- **Communication, Journalism and Public Relations**
- **Computing and Information Technology**
- **Education and Social Services**
- **Engineering and Project Management**
- **Environmental Sustainability and Land Information**
- **Fashion, Textiles and Clothing**
- **Film, Sound, Television and Multimedia**
- **Human Movement and Physical Education**
- **Marketing and Advertising**

## How we are organized





# Our environment

- Shifting emphasis from government funding to government support
- Government purchases from university providers – universities funded on outcomes
- Competition among universities for public and private funding
- Competition for international & domestic fee-paying students
- Strong government compliance and reporting requirements
- Push for increased specialisation

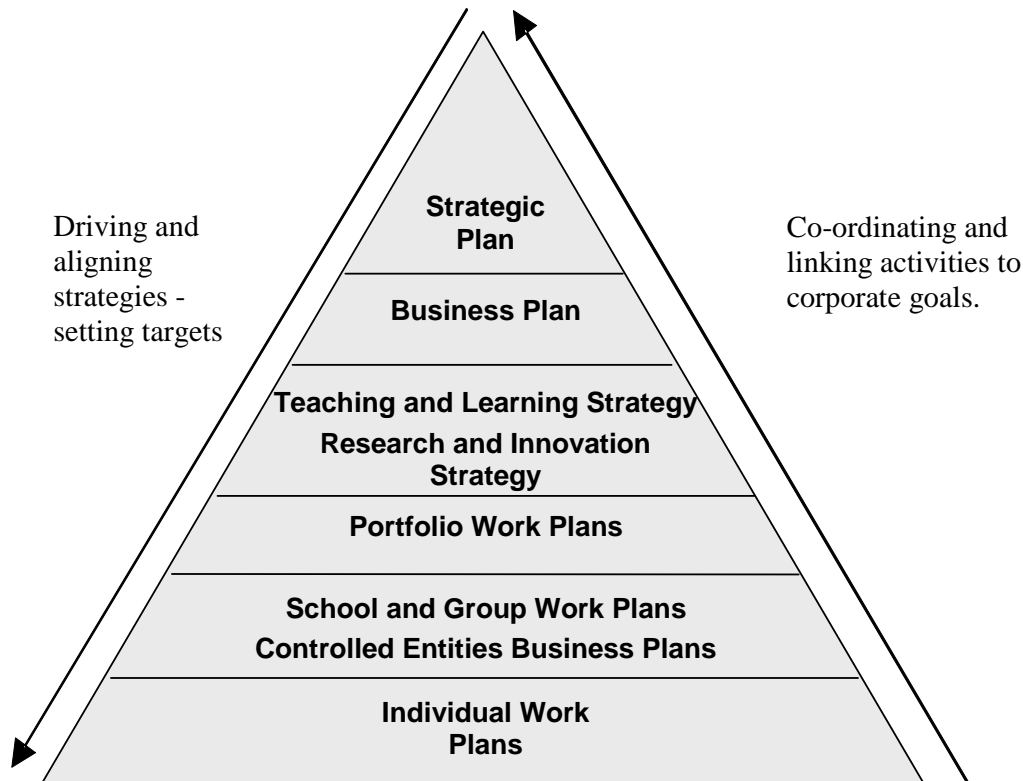
# Impact on students

- Increased costs and debt levels
- Student Learning Entitlements for 7 years
- Shifting expectations of services

# Impact on service delivery

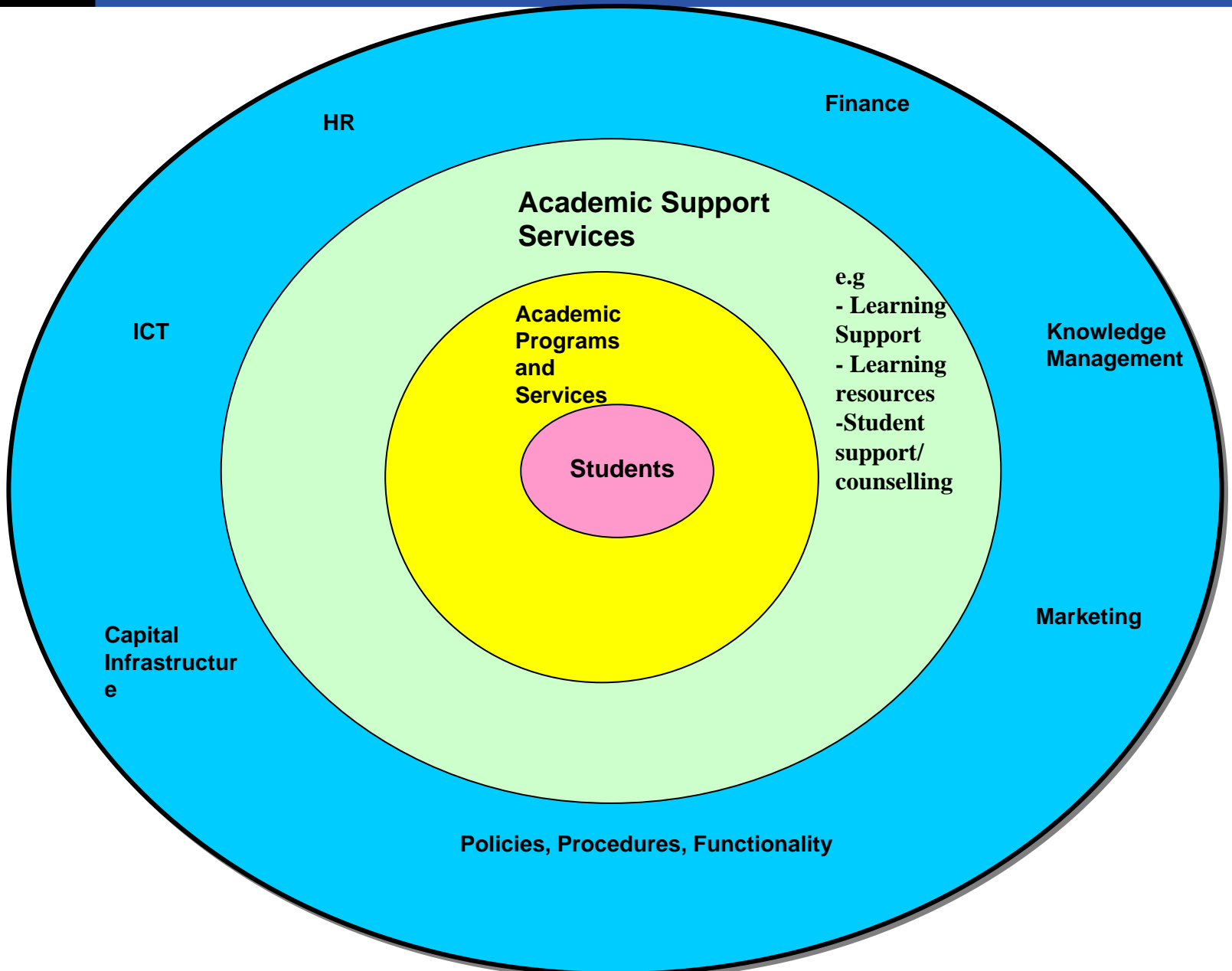
- University responses to changing environment:
  - Differentiation – innovation & student services
  - Student-centred service delivery
  - Service cost restraint

# RMIT Planning Process

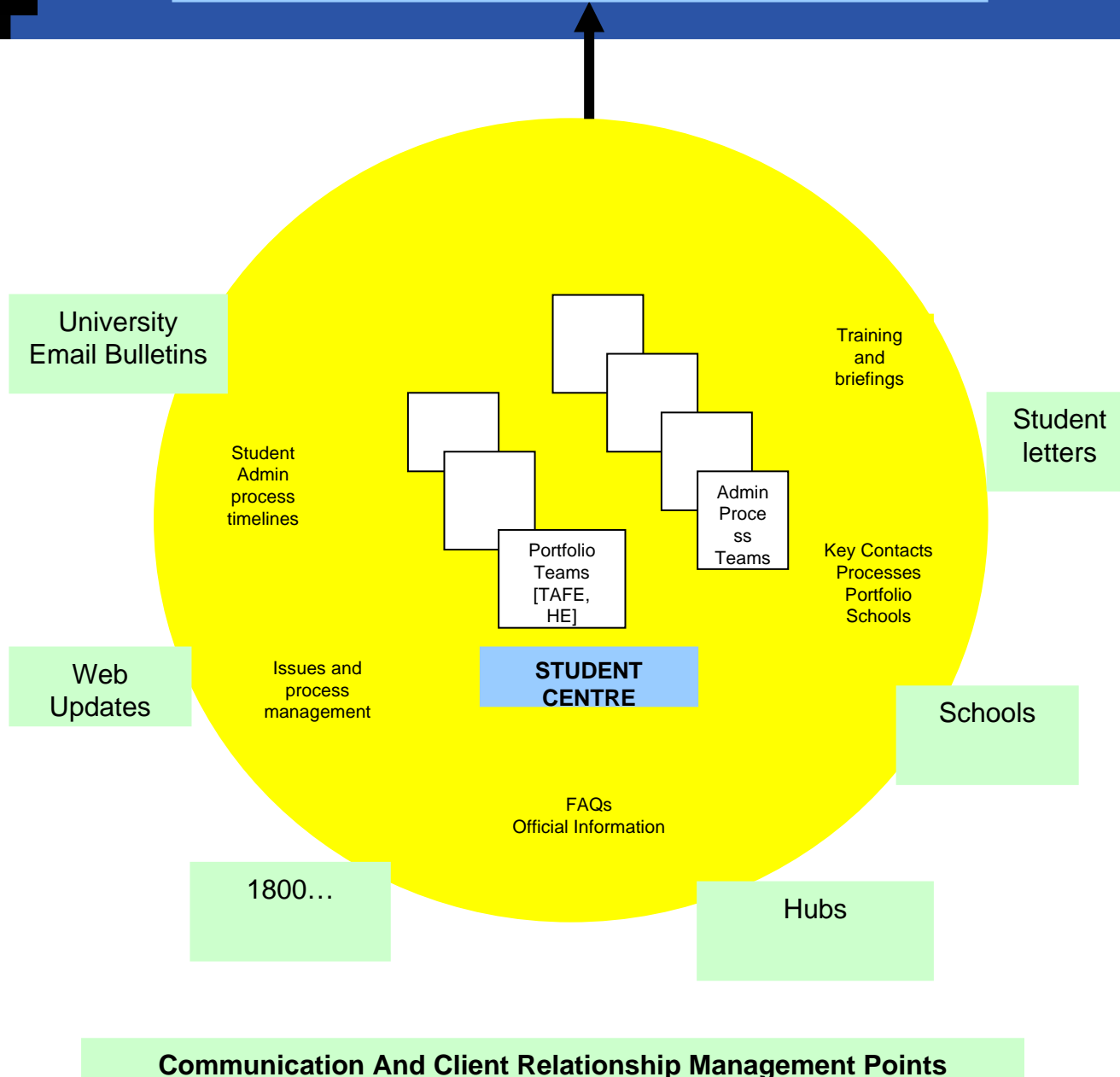


# Student Centred Services

- Student Administration Services –
  - Services developed to be convenient to students – online, one-stop –shops
  - Simplification of administrative processes
  - Students who responsible for the correctness of their data, enrolment and progress

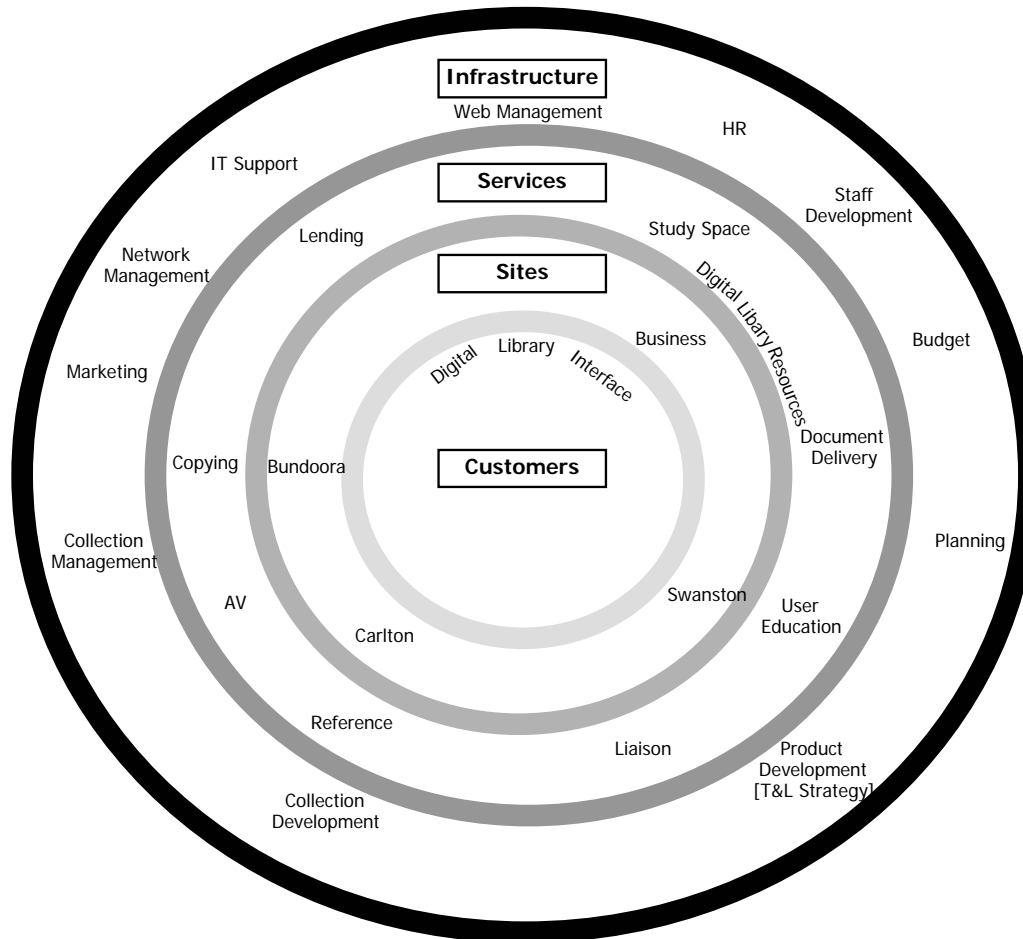


**Academic Calendar Driving Student Admin Work Schedules**



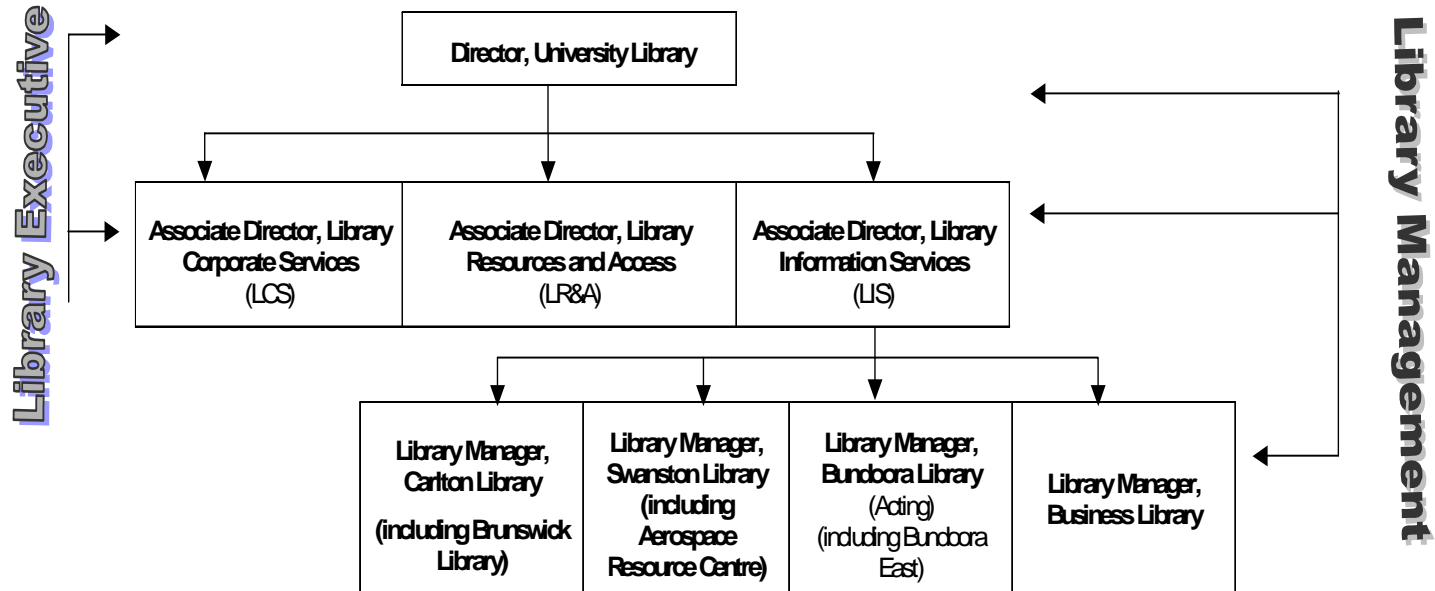
# RMIT Library Snapshot

- 170 staff / 167 EFT
- 5 locations:
  - 3 in City
  - 1 at Brunswick
  - 1 at Bundoora (with a sub branch)
- 722,000 monograph volumes
- 31,000 serial titles
  - 2,900 – Print
  - 28,100 – Electronic
- 1, 960,000 physical visits
- 4,655,789 web site visits
- 435,000 loans of materials
- 97,000 reference inquiries
- 28,000 student contact hours of instruction

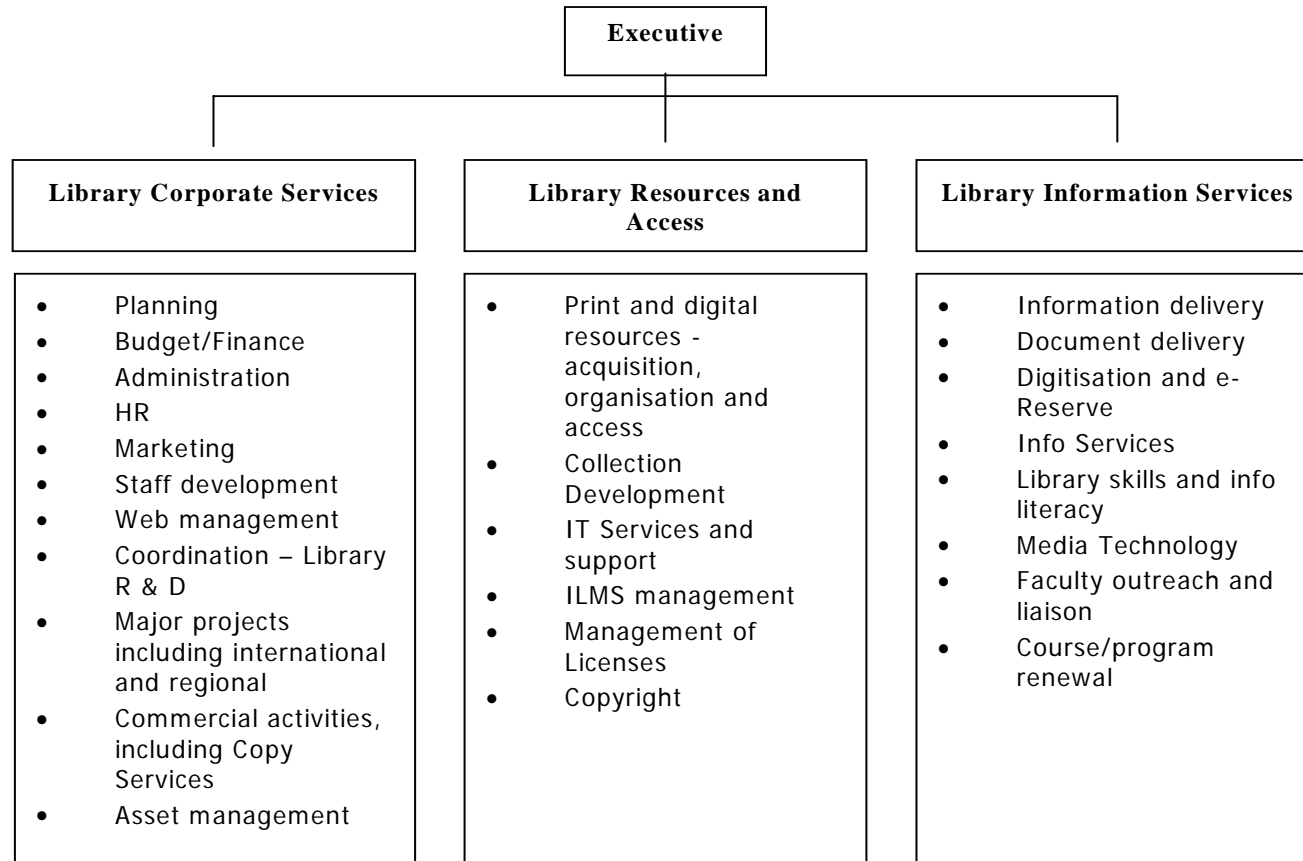


## Customer-Centred Model

# Library Organisation



## Library Executive Responsibilities



## A few trends:

- Number of physical visits remaining stable
- Loans of books dropping (at 20% per annum)
- Electronic resource use growing (at 40% / annum)

# *Some projects for 2005:*

- Upgrade and improvement of student spaces
- Select and implement a new library management system
- Improving and promoting increased electronic access
- Improve control and access to electronic serial collections
- Improve availability of physical resources:
  - Books
  - Personal computers
- Improve turn around time on electronic reference queries

# Organisational Learning

- Define performance outcomes before structure
- Build partnerships between academics and administrators
- Align distribution of funding to program priorities
- Progressively measure performance against targets