

REVIEW OF ACTIVITIES

## 5. Building an agile, responsive and efficient university operation

UQ is committed to ensuring that our operations and professional services are responsive to the needs of the University, built on a One UQ approach that drives service improvements and creates efficiencies—particularly in the student administration area. Streamlining and automating business processes, and building professional, advisory and technical skills in our workforce are key priorities.

### 5.1 Professional services

will provide staff with the opportunity to demonstrate leadership in education innovation and research, together with the opportunity to work in partnership with students.

#### Q2

UQ2U aims to support the development of high-quality online and high-value on-campus active blended learning experiences that meet the needs of students.

In 2018, a team of specialists in course design and development, including those with experience in UQx, was established to begin the UQ2U program of work. A schedule for implementation across a number of courses in late 2018 and throughout 2019 has been established.

The UQ2U program will benefit academic staff by providing support for course renewal, increased flexibility in the modes and timing of teaching activities, and

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increase ORCID uptake by HDR candidates and academic staff.

Progressing towards conclusion, the HDR Candidate Management System project made candidate requests fully automated and online. This resulted in HDR candidates and advisers having greater visibility over requests, applications, approvals, milestones and submissions, and with accelerated timeframes for administrative processing.

The UQ-designed Research Data Manager is an integrated data management system providing accessible, secure, collaborative data storage, designed to support the entire research data lifecycle. Following a thorough stakeholder engagement process, the Research Data Manager system had strong uptake by researchers in 2018, resulting in more than 3000 active users. Work continued on other RMBT projects, with timelines staggered to ensure appropriate resourcing, including investigations relating to the Research Management System, Research Infrastructure Management System, and Digital Research Notebooks.

In 2018, a 'whole of institution' approach to

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A collaboration between central administration, schools and faculties, this project aims to improve the student experience and reduce staff effort by digitising a number of paper-based forms and processes around student administration. Following a delayed start midway through 2017, progress accelerated in 2018 with additional strategic funding provided. To date, 13 student administration processes have been digitised and are available to students, with more than 22,000 student submissions lodged through the system. User feedback has been largely positive and processing times have decreased. The current focus is on enhancing integration with other university systems such as SI-net and the data warehouse in order to further automate some aspects of some processes and to develop reporting tools. This will further decrease processing times for the benefit of students and will provide UQ policymakers with useful data.