

**MONASH UNIVERSITY
MONASH RESIDENTIAL SERVICES
MRS OPERATIONS COMMITTEE**

Meeting no 1/2006 of the MRS Operations Committee held on Monday 20 March 2006 at 6pm in the Function Room, Building 47 Clayton Residential, Clayton Campus.

April 2006			Georgina James Administration Officer, Telephone 57202
Present :	Vladimir Prpich	..	Chair & Director Monash Residential Services
	Andrew Marks	..	Community Services
	Ngan Booth	..	RST Project Coordinator
	Anh Luong	..	University Crime Prevention Officer
Berwick Residential	Karyn Lemon	..	Site Manager
	Edward Moore	..	Deputy College Head
	Jeremy White	..	RA Representative
	Yongsi Lim	..	Resident Representative
Caulfield Residential	Kristine Papadopoulos	..	Site Manager
	Ingrid Bennett	..	Residential Supervisor
	Victor Juay	..	RA Representative
	TBA	..	Resident Representative
Clayton Residential	Trish Panozzo	..	Site Manager
	Mark Davison	..	College Head Representative
	Bec Bowden	..	RA Representative
	Luke Callaway	..	Resident Representative
Gippsland Residential	Fred Boreham	..	Site Manager
	Justin Kohlman	..	College Head Rep
	Melissa Turnbull	..	RA Representative
	Rebecca Jones	..	Resident Representative
Peninsula Residential	Tricia Thorne	..	Site Manager
	Cass Valentine	..	Residential Supervisor
	Tim Pethybridge	..	RA Representative
	Shayan Ekramullah	..	Resident Representative
In attendance	Georgina James	..	Administration Officer
Absent	Representative		Equity & Diversity Centre

1 INTRODUCTION & WELCOME

Mr Prpich welcomed members to the first meeting and said that he valued contributions from members and appreciated their willingness to attend meetings.

Mr Prpich had been involved in residential accommodation for 25 years and advised that previously there had been a Halls of Residence Committee which was a Standing Committee of Council; however, with the changing of the university hierarchy the Halls of Residence Committee had been disbanded. He said as MRS was across all sites it was important to have a consultative committee where stakeholders were involved in the policy making procedures for Monash Residential Services. He would also like members to be involved in higher level MRS activities to ensure there was consistency across all the residential sites. He acknowledged that there would always be differences i.e. Clayton Residential had large communal spaces, whilst Caulfield Residential did not have much communal space; there were differences in what students received on the Clayton site compared to other sites. He stated that sometimes outcomes required a higher level decision from say the VCG, e.g. the quality of

accommodation at Gippsland Residential and whether the university injected capital funding into building new accommodation, etc. He said whilst there were some things that could not be changed it was important that the MRS experience for students was as far as was practicable the same and consistent across all sites.

2 APOLOGIES

2.1 There were no apologies.

2.2 Mr Prpich said the following amendments to the Agenda were required:

Berwick Residential - Edward Moore was Deputy College Head **not** Residential Supervisor
Peninsula Residential – Cass Valentine, Residential Supervisor **not** Cath Valentine

Mr Prpich had requested Ms Anh Luong, University Crime Prevention Officer to attend future meetings and had requested representation from the Equity & Diversity Centre and the Academic Board.

Mr Prpich then advised that students who lived at a MRS site had higher pass rates than those that lived off a MRS site. He said whilst available for Clayton Residential it was difficult to obtain information for the smaller sites which were statistically not large enough to be statistically valid.

3 **MINUTES OF PREVIOUS MEETING** – Mr Prpich said as this was the first meeting there were no previous Minutes.

4 REPORTS

4.1 **Karyn Lemon, Manager & Residential Supervisor, Berwick Residential** - Contents of distributed document **MRSOC 1/2006 – 20.3.2006** were noted.

4.2 **Kristine Papadopoulos, Manager & Residential Supervisor, Caulfield Residential** - Contents of distributed document **MRSOC 2/2006 – 20.3.2006** were noted.

4.3 **Trish Panozzo, Manager, Clayton Residential** - Contents of distributed document **MRSOC 3/2006 – 20.3.2006** were noted.

Ms Panozzo said the O-Week Committee activities which included the Mentor Program were in the process of being evaluated. She also said that Normanby House had gone from an outpost of Monash College where Monash College and the English Language Centre students were accommodated to a full Halls of Residence.

4.3.1 **Professor Mark Davison, College Head – Deakin Hall** - Contents of distributed document **MRSOC 3a/2006 – 20.3.2006** were noted.

Professor Davison said all the reports were dominated by orientation week and a big issue for all the sites was the extent to which the orientation programs had to be integrated with those of the university, which had been difficult.

Mr Prpich advised that the university had requested to be more actively involved with the MRS run orientation program and that MRS considers the activities of the university orientation program and the possible clashes between the two. Historically he said that Clayton Residential ran an O-week program for the entire week from the Sunday of arrival. He said MRS may need to have an orientation day on the Sunday of arrival and see how the university's O-week Program could be factored in during the day.

Mr Prpich said Student Services was concerned that MRS had alternative events for those students (not wishing to participate in the O-week programs put on by the university) that may be encouraging residents not to participate in university orientation events. He acknowledged that the O-week programs were really important for the

university in how new students were provided with information on adjusting to campus life.

Mr Prpich said it was, therefore, important for MRS as a group, to decide on how the O-week programs would be changed and run. He also conceded that whilst residents could be informed of the O-week programs at the university and in fact encouraged to attend, they could not be forced to attend those programs.

Mr Callaway said it was really important that residents were happy with where they lived and comfortable with their living circumstances.

Ms Thorne advised that at Peninsula Residential the O-week programs did not clash as they complemented the campus programs.

The meeting noted that like Peninsula Residential, Berwick and Caulfield Residential had O-week events in the evenings only, which worked well.

Mr Prpich said as Ms Panozzo was a member of the University's Orientation Program Committee, MRS would have some input into the 2007 program.

Ms Panozzo said at a recent university Orientation Workshop it was evident that the smaller sites were better integrated with the faculty orientation programs. She said it was important to participate in certain events and a balance should be maintained between what was done at Halls and what was done at the main campus.

With assistance from Mr Andrew Marks and Mr Robin Coventry, Mr Prpich would endeavour to impress upon the university the need for students to adjust to living away from home.

Mr Marks said it was important to avoid a situation where students felt they should be at a university program and a MRS program – there should be a compromise on both sides.

- 4.3.2 **College Head – Farrer Hall** - Contents of distributed document **MRSOC 3b/2006 – 20.3.2006** were noted.
- 4.3.3 **College Head – Howitt Hall** - Contents of distributed document **MRSOC 3c/2006 – 20.3.2006** were noted.
- 4.3.4 **College Head – Roberts Hall** - Contents of distributed document **MRSOC 3d/2006 – 20.3.2006** were noted.
- 4.3.5 **College Head – Richardson Hall** - Contents of distributed document **MRSOC 3e/2006 – 20.3.2006** were noted.
- 4.3.6 **College Head – South East Flats** - Contents of distributed document **MRSOC 3f/2006 – 20.3.2006** were noted.
- 4.3.7 **College Head - Normanby House** - Contents of distributed document **MRSOC 3g/2006 – 20.3.2006** were noted.
- 4.3.8 **Ngan Booth, RST Project Coordinator** - Contents of distributed document **MRSOC 3h/2006 – 20.3.2006** was noted and Ms Booth then spoke to her report.

Mr Prpich said the RST Project Coordinator position was invaluable and assisted induct senior personnel to the RST. He said it was important for Heads, Deputy Heads and Residential Supervisors (who “put in place” the MRS Mission Statement and Mission Goals) to be provided with the skills to undertake and discharge their roles adequately.

He also said the RA Training Program was relatively new but equally as important and input was greatly valued.

4.4 Fred Boreham, Manager, Gippsland Residential - Contents of distributed document MRSOC 4a/2006 – 20.3.2006 were noted.

Mr Prpich said owing to a number of reasons including changing some academic programs on offer at Gippsland, it was difficult to maintain 100% occupancy at Gippsland Residential. Part of the longer term strategy was to determine the right number of beds for the Gippsland campus. He also said the Gippsland College Head positions had been changed and brought in to line with the other MRS sites.

4.4.1 Justin Kohlman, College Head, Gippsland Residential - Contents of distributed document MRSOC 4b/2006 – 20.3.2006 were noted.

Mr Kohlman said everything appeared to be going well at Gippsland Residential. He said that O-week had gone well, College Heads and RAs were in the midst of visiting every house on campus, a number of different activities had been arranged and students appeared to be more involved.

4.5 Tricia Thorne, Manager, Peninsula Residential - Contents of distributed document MRSOC 5a/2006 – 20.3.2006 were noted.

Ms Thorne said Cass Valentine and the RST had put together an interesting Orientation program which had been well attended. She also said one of the greatest assets of Peninsula Residential was its RST which worked well and the residents felt very well orientated.

Ms Thorne had attended an Academic Heads & Service Managers meeting and received compliments from a number of areas on how well the residents were orientated and how active they were in faculty programs and the student union.

4.5.1 Cass Valentine, Residential Supervisor, Peninsula Residential - Contents of distributed document MRSOC 5b/2006 – 20.3.2006 were noted.

Ms Valentine said it had been a good start to the year, the numbers had been amazing, students were happy to be involved and events had been arranged.

5 COMPUTER COMMITTEE – Minutes of meeting no 1/2006 held on 15 February 2006 - Contents of distributed document MRSOC 6/2006 – 20.3.2006 were noted.

Ms Panozzo said meeting minutes could be useful as issues raised could be helpful at the different sites.

Mr Prpich said if other sites wished to have minutes of their meetings included with the Agenda, a copy of the document should be forwarded to Mrs James.

6 RESIDENTS' COMMITTEE – There were no minutes.

Ms Panozzo said meeting minutes could be useful as issues raised could be helpful at the different sites.

7 FUNCTIONS – Contents of distributed document MRSOC 7/2006 – 20.3.2006 were noted.

8 ANY OTHER BUSINESS

8.1 2006 Internet Charges – Mr Prpich said the university was passing on the costs for internet use to the residents. He said a user pays system had been implemented as residents had been spending up to \$1million a year on internet usage and the faculties could no longer afford to wear the costs. He said MRS was unable to pay for the usage from its budget and that MRS was not making a profit and the \$17.00 cost was being transferred directly on to the residents.

Ms Panozzo said with the SAP accounting processes and procedures there had already been complaints that invoices for .20 cents had been sent out and, therefore, a system would be introduced where RADAS would suppress invoices of less than \$5.00. She said sponsored students who did not get an invoice raised for accommodation would not receive invoices for amounts under \$5.00. Once the \$5.00 amount was reached, she said RADAS would upload the amount into SAP and an invoice would then be generated and sent out.

Ms Panozzo also advised that Gippsland Residential was different and the process would be undertaken manually.

Mr Prpich said internet usage and computer connection point charges brought in some years ago were beyond the control of MRS. He said the charge of \$200.00 for internet connection points was still being underwritten by MRS.

Mr Prpich said over the last few years MRS had incurred over \$1 million per year in additional charges for depreciation, internet use, phone points, etc. which in turn had impacted on the fees. He said MRS was to a large part financially autonomous from the university and had to pay its own way and the income it received had to cover all the operating expenses. He said hopefully in 2008 the internet charges would be altered – currently usage was based on traffic and volume of traffic; he understood an agreement was being considered by ARNET and the Australian Vice Chancellors that from 2008 usage costs would be determined on the speed of cabling not on traffic. He hoped there would be a fixed charge based on how fast the internet cabling was throughout the residences irrespective of usage, which it was hoped would make a big difference to the residents.

In response to Ms Bowden's query, Mr Prpich advised that everything that went through MRS resident bedrooms went through an MRS identified proxy.

Mr Pethybridge could not understand why internet charges were so expensive and if a premium for access was being paid why restrictions were imposed.

Ms Panozzo then said that the services provided by the university were faster, prices had been set owing to the ARNET agreement and was what the university paid and exactly what MRS was charged. She said the charges related to the amount of ARNET infrastructure. Mr Prpich said the university had firewalls to protect the university system as the student network was a subsection of the university network not independent and a hacker may be able to access the university's system.

In response to a question from Mr Juay, Mr Prpich said when the current International Mews contract with the 18 individual property owners who rent their apartments to Monash expired at the end of 2008 it was proposed to build on campus accommodation at Caulfield.

Mr Prpich reiterated that users were required to abide by the restrictions imposed by the university on internet use and policy. He also advised that in the event a port was cancelled, the university would waive the disconnection charge but a reconnection fee would be imposed.

8.2 AQUA (Australian Universities Quality Agency) Audit – Mr Prpich said that the audit would be conducted in September 2006. He said owing to its quality cycle MRS would be involved in the audit. He said the exit surveys were an important part of the quality cycle and the action plans as a result of the survey would be put on the web. He said Ms Panozzo would organise triple bottom line (tbl) reporting for the MRS web page which would include AQUA audit, exit survey results, action plans, environmental and community initiatives.

To ensure that poor responses were actioned and improved, Mr Prpich said Managers had been provided with results for their particular sites so that every effort could be made to provide residents with what they wanted. He also said to ensure the surveys were valid, it was important to have a high response rate.

Mr Prpich agreed with Ms Papadopoulos' suggestions to hand exit surveys to residents departing at the end of 1st semester which could be added to the end of year results.

Action: All Sites

Mr Prpich had been extremely busy as Director MPM Residential providing the same level of service and advice to external clients and apologised for being overwhelmed at times. He said as a result of some surveys it was possible that mini surveys could be undertaken to target and improve particular activities.

- 8.3 Training** – Mr Prpich said the following training had been undertaken: Induction Program, RA Training, First Aid Training, Responsible Serving of Alcohol Training and enquired whether there was any other training that could be or should not be undertaken.

In response to advice from Ms Bennett, Mr Prpich said that as the Mews was no more than 3 stories high, without lifts and was not a public building, the Body Corporate was not required to carry out evacuation drills.

Ms Papadopoulos then advised that the RST at the Mews were trained in the use of fire blankets, fire equipment, etc.

Ms Booth said Staff Development Unit (SDU) offer a one day "Counselling Skills" course scheduled for August. The course explored basic counselling skills and participants had the opportunity to practice skills necessary for more effective counselling. As an MRS initiative, she said the course would be offered over two nights on 4 April and 11 April 2006; the evening workshop sessions allowed after hours MRS staff (Heads, Deputy Heads and Residential Supervisors) to participate and interested Site Managers had also been invited to attend the training.

Mr Marks said in the previous RA Training there had been a section on communication skills which was basically listening skills, body language, etc. and as the response last year had not been good, the above course would do those skills more justice.

Workshops – Mr Prpich proposed a workshop program for residents. He said whilst MRS did not offer a formalised academic program, workshop programs could be offered.

- 8.4 Impact on community** – Mr Prpich had received a call from the Vice Chancellor about the behaviour of residents, allegedly from Halls, on the way back from the Monash Hotel. The owner of the house in question was a Monash staff member and had contacted the Vice Chancellor, Ms Panozzo, the newspapers and Mr Prpich.

Whilst there was no proof, Mr Prpich had written to residents at Clayton Residential and was trying to reach a resolution with the gentleman concerned.

- 8.5 Thefts** – Mr Boreham said over the summer period cars in the residents' car park at Gippsland Residential had been broken into and items stolen; since then a middle aged male had been caught and charged.

- 8.6 Location of meetings** – Mr Prpich and members were in agreement with Mr Kohlman's suggestion that the MRS Operations Committee meeting venues be rotated. Meetings would commence at 6.00pm on the following dates:

Monday 22 May	..	Caulfield Residential
Monday 31 July	..	Peninsula Residential
Monday 18 September	..	Berwick Residential
Monday 13 November	..	Gippsland Residential

Mr Prpich requested members to:

- contact the Site Manager if they wanted a tour of the site (at 5.30pm) prior to a meeting;
- car pool to get to the various campuses and MRS would pay the university’s standard petrol allowance.

Unless prior approval had been received from the resident, the meeting noted that members would not be permitted to enter a student bedroom.

Mr Boreham enquired as to whether the meeting required continuity of representatives or would it be acceptable for the RAs to take it in turns to attend. Mr Prpich expected members to have a voice in where MRS went and share in the joy and rewards. He said there was a benefit in continuity of representation but there should be no problem as long as the nominated representative read the Agenda, Minutes, asked for their concerns to be passed on, etc.

Ms Thorne said whilst all members were welcome at Peninsula Residential, there was no communal area within the residences and meetings would most likely be held on campus. She also said there would be no opportunity to visit the residences which were located elsewhere.

8.7 AFL Multicultural Program – Ms Booth would organise the program with the Site Managers.

Action: Ngan Booth

8.8 Security in car parks – Ms Bowden said the Howitt residents were concerned with security and asked if security cameras could be installed in the car parks.

Ms Panozzo advised that there had been problems with security throughout the entire campus and not just the Halls at the end of 2006.

Mr Prpich said the cost of installing security cameras was prohibitive and the film from the cameras did not give enough detail to identify the person/s. He then requested Ms Luong to undertake an evaluation of the lighting in the Clayton Residential car parks and said that she could undertake evaluations at the other sites if similar problems were being experienced.

Action: Anh Luong

8.9 Campus Watch Program – Ms Luong said that similar to the Neighbourhood Watch a Campus Watch Program had been introduced. She said there would be quarterly meetings and via a global email persons would be sought to represent their campuses.

Mr Prpich thanked members for attending, valued their contributions and hoped their attendance would continue throughout the year.

9 NEXT MEETING - Monday 22 May 2006 at 6pm in the Caulfield Residential.

CONFIRMED AS AN ACCURATE RECORD:

Chair..... **Date**

MEMBERSHIP:

	Chair & Director MRS	Vladimir Prpich
	Equity & Diversity Centre	TBA, Disability Liaison Officer
	RST Project Coordinator	Ngan Booth
Berwick Residential	Site Manager Deputy College Head RA Representative Resident Representative	Karyn Lemon Edward Moore Jeremy White Yongsi Lim
Caulfield Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Kristine Papadopoulos Ingrid Bennett Victor Juay TBA
Clayton Residential	Site Manager College Head Rep RA Representative Resident Representative	Trish Panozzo Mark Davison Bec Bowden Michael Purcell
Gippsland Residential	Site Manager College Head Rep RA Representative Resident Representative	Fred Boreham Justin Kohlman Melissa Turnbull Rebecca Jones
Peninsula Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Shayan Ekramullah
	Andrew Marks	Community Services Representative
In attendance	Georgina James	Administration Officer
For Information:	Berchman de Rozario Ridwan Tandijono	Food Service Coordinator Dining Room & Function Coordinator