

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

Minutes of Meeting no 2/2006 of the MRS Operations Committee held on Monday 22 May at 6pm in the Clayfield Room, Ground Floor Building A, Caulfield Campus.

15 June 2006		Georgina James Administration Officer, Telephone 57202
Present:	Vladimir Prpich ..	Chair & Director Monash Residential Services
	-- ..	Community Services
	-- ..	Equity & Diversity Centre
	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
	-- ..	Resident Representative
Caulfield Residential	Kristine Papadopoulos ..	Site Manager
	Ingrid Bennett ..	Residential Supervisor
	Victor Juay ..	RA Representative
	-- ..	Resident Representative
Clayton Residential	-- ..	Site Manager
	Mark Davison ..	College Head Representative
	Bec Bowden ..	RA Representative
	Michael Petrovic ..	Resident Representative
Gippsland Residential	-- ..	Site Manager
	Alister Quinn ..	Deputy Head and College Head Rep
	Wayne Tan ..	RA Representative
	-- ..	Resident Representative
Peninsula Residential	Tricia Thorne ..	Site Manager
	Cass Valentine ..	Residential Supervisor
	Tim Pethybridge ..	RA Representative
	Shayan Ekramullah ..	Resident Representative
By Invitation	Tim Abbott ..	MRS Network Administrator
In attendance	Georgina James ..	Administration Officer
Absent	Representative	Equity & Diversity Centre
	Andrew Marks ..	Community Services
	Yongsi Lim ..	Resident Representative
	Trisha Panozzo ..	Site Manager Clayton Residential
	Melissa Turnbull ..	RA Representative
	Rebecca Jones ..	Resident Representative

Mr Prpich thanked members for their attendance and Ms Papadopoulos for hosting the meeting at Caulfield. He then welcomed to the meeting Mr Tim Abbott, MRS Network Administrator who was in attendance to talk about internet, costs, usage, wireless, etc.

The meeting was in agreement with Mr Prpich's suggestion that Mr Abbott be invited to join the Committee as a permanent member.

1 APOLOGIES

As above.

- 2 **MINUTES OF MEETING 1/2006** – Minutes of meeting no 1/2006 held on 20 March 2006 were confirmed and signed as an accurate record.

3 MATTERS ARISING FROM MINUTES OF MEETING 1/2006

- 3.1 **AFL Multicultural Program** – Ms Booth said there would be approximately 260 participants from across MRS sites excluding Peninsula Residential (who would attend in second semester); Clayton Residential - 162, Berwick – 22, Caulfield – 38, Gippsland – 35. She said approximately 190 international students would attend.

She said plans were underway to offer new residents the opportunity to attend a footy match in 2nd semester and thanked Ms Bennett for the referral.

- 3.2 **Evaluation of lighting in the Clayton Residential car parks** – Ms Luong undertook a light audit at Clayton Residential and would put a report together, which would be forwarded to Mrs James when completed.

Action: Anh Luong

Mr Prpich said if the other residential sites wanted a light audit conducted, Ms Luong should be contacted.

Ms Luong advised that it would take approximately six months for a landscape or building audit.

- 3.3 **Surveys** – Mr Prpich reminded the Managers to have departing residents complete and return an exit survey form.

Action: Managers and Georgina James

- 3.3.1 **Anonymity** – in response to Ms Thorne's query about anonymity if only one resident was departing, Mr Prpich said the departing resident should be advised that whilst the survey would not be anonymous to the Manager it would be anonymous to the Director and others. He also said it was the resident's choice to complete the exit survey form.

- 3.3.2 **Amendments** – Mr Prpich said the form would be amended to make it more comprehensive. Around June/July he would table an exit survey form and take suggestions from this group as to what items should be added, bearing in mind that the document should remain concise and to the point.

Action: Vladimir Prpich

Ms Bennett's comments that residents felt the current survey forms were too long were noted.

Mr Prpich said at the last meeting it had been agreed that the reports would be tabled and members could speak to or make comment on the document; if not the reports would be referred to as tabled documents.

4 REPORTS

- 4.1 **Karyn Lemon, Manager and Edward Moore, Deputy College Head Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 8/2006 – 22.5.2006**.

- 4.1.1 **False alarms** – The meeting noted that there had been an ongoing problem with false alarms.

Ms Lemon advised that just before the new Hall of Residence building opened, the builder decided to install smoke alarms directly outside the kitchens. As a result, she

said when residents cooked their meals, occasionally there were false alarms. She said there had been three false alarms which caused significant inconvenience with residents having to evacuate the building on each occasion. She also said as it was a recurring issue, there was a possibility that the CFA would bill the residence for the three calls.

Mr Prpich said the builder had been asked by the fire Inspector to put in thermal detectors and the problem would be rectified to stop the false alarms.

4.2 Kristine Papadopoulos, Manager Caulfield Residential - The meeting noted the contents of distributed document **MRSOC 9/2006 – 22.5.2006**.

4.2.1 International Mews Events Survey – Ms Papadopoulos said the tabled document **MRSOC 16/2006 – 22.5.2006**, designed by the RA team targeted residents' views on activities and would be administered by end May/early June to enable the team to plan for 2nd semester.

4.2.2 Open Forum, Caulfield – Mr Prpich said there had been an open forum at Caulfield; Monash was looking to build up to 600 student beds on campus and there was a public inquiry where submissions from the general public had been sought. He said there were average numbers at the first meeting but attendance at the forum was quite large.

Ms Papadopoulos said representatives from 'Save our Suburbs' voiced their concerns about parking, local residents complained about the visual landscape i.e. extra buildings, etc. She also said the idea was to bring the external community in with the student community; the designs were very exciting and photographs available for viewing.

Mr Prpich said the project was with the Minister of Planning, there was a public enquiry, everyone would have input into the plans and building could commence within two years.

4.3 Trish Panozzo, Manager Clayton Residential - The meeting noted the contents of distributed document **MRSOC 10a/2006 – 22.5.2006**.

4.3.1 OHS issues - Mr Prpich advised that there was a new URL link on the MRS web page which talked about survey results, action plans, community involvement and environmental initiatives. He urged members to look at the site and said it would be fantastic if additional items could be added to the site. He said a lot of improvements implemented had a major impact on the community and environment and would like the web page to reflect the hard work undertaken by all towards triple bottom line (tbl) reporting. He said it was becoming more of a standard for businesses to report not just on fiscal communicators but also on community and environment.

4.3.1 College Head – Deakin Hall - The meeting noted the contents of distributed document **MRSOC 10b/2006 – 22.5.2006**

4.3.2 College Head – Farrer Hall - The meeting noted the contents of distributed document **MRSOC 10c/2006 – 22.5.2006**

4.3.3 College Head – Howitt Hall - The meeting noted the contents of distributed document **MRSOC 10d/2006 – 22.5.2006**

4.3.4 College Head – Roberts Hall - The meeting noted the contents of distributed document **MRSOC 10e/2006 – 22.5.2006**

4.3.5 College Head – Richardson Hall - The meeting noted the contents of distributed document **MRSOC 10f/2006 – 22.5.2006**

- 4.3.6 **College Head – South East Flats** - The meeting noted the contents of distributed document **MRSOC 10g/2006 – 22.5.2006**
- 4.3.7 **College Head - Normanby House** - The meeting noted the contents of distributed document **MRSOC 10h/2006 – 22.5.2006**
- 4.3.8 **RST Project Coordinator** - The meeting noted the contents of distributed document **MRSOC 10i/2006 – 22.5.2006**

Ms Lemon thanked Ms Booth for organising the RA in Service and said the RAs, particularly those from Berwick, Caulfield and Peninsula had got a lot out of the night.

- 4.4 **Manager, Gippsland Residential** - The meeting noted the contents of distributed document **MRSOC 11a/2006 – 22.5.2006**

Mr Prpich advised that Mr Fred Boreham had resigned and left Gippsland Residential and Ms Leonie Chappell had been appointed Manager Gippsland Residential

- 4.4.1 **College Head, Gippsland Residential** - The meeting noted the contents of distributed document **MRSOC 11b/2006 – 22.5.2006**

- 4.4.1.1 **Homesickness, boredom and alcohol abuse** - With regards to the common issues of homesickness, boredom and alcohol abuse referred to in the report, Mr Prpich asked if any action plans had been initiated to address the items.

Mr Quinn said homesickness experienced every year, usually subsided after 2/3 weeks. He said regular activities instituted resolved the first two issues whilst alcohol abuse had been with specific individuals and dealt with on an individual basis, it was ad-hoc and infrequent.

- 4.4.1.2 **Vegetable garden** - Mr Quinn said that Gippsland Residential had applied and received funding from the OHS Committee to start a vegetable garden. He said as the proposed site was no longer viable an alternate site was being sought.

- 4.5 **Manager, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 12a/2006 – 22.5.2006**

Thanks - Ms Thorne thanked the Peninsula RST for the fantastic job they had been doing.

- 4.5.1 **Residential Supervisor, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 12b/2006 – 22.5.2006**

Vegie Gardens - Ms Valentine said there were two vegie gardens, one in Samada Street and the other in the Student Village area.

Ms Thorne said two gardeners who worked at Facilities & Services were so enthused and driving the project.

Mr Prpich requested all Managers to consider putting in citrus and nut trees.

Action: Managers

- 5 **COMPUTER COMMITTEE** – The meeting noted the contents of distributed document **MRSOC 13a-13b/2006 – 22.5.2006**.
- 6 **RESIDENTS' COMMITTEE** – The meeting noted the contents of distributed document **MRSOC 14a-14b/2006 – 22.5.2006**

6.1 Residents' Ball, Thursday 10 August 2006 – Mr Petrovic said the Residents' Committee proposed to hold the ball at a venue in Clayton. He also said subcommittees of the Residents' Committee had been set up for the:

- Roast Night and Sports Awards Night
- Residents' Ball

In response to Ms Bennett's query, Mr Petrovic confirmed that residents from other sites were welcome to join the subcommittees. Ms Booth then said there was a representative from each of the sites on the subcommittee.

Mr Prpich asked that Ms Loke request the student Site Representatives on the committee to keep the Site Managers informed and up to date so that the information could be filtered through to the residents. He said the Managers could assist with promotions and publicity if they knew what was happening.

Action: Ngan Booth/Charmaine Loke

Ms Booth said by the time the Residents Committee convened for the first time on 21 March 2006, it had been too late to organise the ball scheduled for 18 May 2006. She said whilst the Ball date had been set in advance, the committee felt they could not put all their energy into the event and make it a success.

Ms Papadopoulos suggested the Residents' Ball could clash with Multicultural Week and after checking, would email Mr Petrovic and Ms Loke.

Action: Kristine Papadopoulos

7 FUNCTIONS - The meeting noted the contents of distributed document **MRSOC 15/2006 – 22.5.2006**.

Mr Prpich said the tabled document was a list of functions that took place at Clayton Residential. To get ideas of what the other sites had done and see how a site was doing in regards to functions, etc he said it would be good for all sites to table a Functions List. He said it was important to promote activities for the residents and that funds were available for social activities.

Mr Prpich said when a comparison of the exit surveys was done for each site, most of the sites were basically the same except for functions and activities that encouraged resident participation whether they were alcohol free, cultural, sporting etc. - there were huge variances in the survey responses. He said responses about functions also had a high dissatisfaction rate.

The meeting noted:

Gippsland Residential - functions were planned a semester in advance. Mr Quinn suggested that each site prepare a single page document/calendar of what had been done and what was proposed. He said Gippsland Residential had an email list for Activities specifically; residents in each house were asked if they wished for their email address to be added to the list and that avoided the privacy concerns.

Howitt Hall - Ms Bowden said in Howitt Hall the RA Rep on Society e-mailed all the RAs and every RA contacted every resident on their floor, so everyone was covered throughout the hall i.e. every person in the hall was contacted through the RA. She said Howitt functions were planned a semester in advance.

Berwick Residential - Ms Lemon said functions were planned a semester in advance; a monthly calendar went out to all residents at the end of the previous month advising what was coming up the following month and the RST went around the week before reminding residents of the upcoming event. She said if it was a big function, personal invitations were issued to each resident.

Caulfield Residential – functions were planned a semester in advance.

Peninsula Residential - functions were planned a semester in advance

Mr Prpich would check with the Clayton College Heads as to how their functions were planned and advertised.

Action: Vladimir Prpich

Ms Thorne said there was value in forward planning especially if sites were trying to choose dates for various functions. Mr Prpich said the functions list and calendar could be tied in together and a list sent out a month in advance as to what was scheduled for the following month.

It was agreed that for meeting 3/2006 a list of functions that had been held and functions planned for 2nd semester would be attached to the Manager's report.

Action: Managers

In response to Ms Thorne's request for clarification on Privacy i.e. was receipt of the e-mail seen as unsolicited or publication of someone else's e-mail, Mr Prpich advised it was the publication of someone else's e-mail address; he said the issue was how the addresses were obtained. He said under the Privacy Act if residents were requested to provide their email addresses for the purpose of an Activities List, it bypassed the Act. To protect the e-mail addresses he suggested the use of Bcc to copy persons.

8 ANY OTHER BUSINESS

8.1 Wall port costs – Mr Abbott said many years ago ITS was funded from central funds and approximately two years ago when they went to the ABC costing, each group was asked to recover money anyway they could from the persons responsible for using the service. He said the Networks Group said the easiest way to bill persons was to look at all the wall ports, count up how many there were and whatever the bill was to divide one into the other, which worked out to approximately \$200.00 per year for each wall port. He said the amount covered equipment, links between campuses and maintenance with vendors to get items replaced, staff costs, monitoring costs, power, security and everything else that was required to run a network.

8.2 ARNET billing - Mr Abbott said the matrix was a lot more complicated; Monash contributed millions of dollars each year to ARNET to provide links from overseas. He said the bill was broken up depending on the type and amount of traffic. He said the first amount of six figures or more was like a subscription amount to get on the network and receive a certain amount of data each year and, again, one number was divided by the other number which was \$17.00 per gigabyte plus GST.

Mr Prpich provided the following information for internet charging at Clayton Residential for March 2006:

- 1540 students used the internet;
- 1508 students had a bill of less than \$50.00;
- 32 students had a bill of more than \$50.00;

He said the average price per student was \$8.64 for March and \$13.05 for April.

In response to Ms Valentine's query, Mr Prpich said there were approximately 2000 students at MRS but the figures provided were for Clayton Residential only. Mr Abbott then said if a wall port was cancelled and at a later date it was decided to turn on the port, the ITS reconnection cost was approximately \$200.00, which was the yearly service cost for the port.

Mr Abbott said ARNET was moving to a subscription only billing system.

In response to a query whether there was some way for the faculty download to be incorporated in the proposed system, Mr Abbott said there had been a different billing system last year supplied by a different vendor who decided they would no longer support the product. He said ITS advised the Faculty Group that they had come up with a simpler billing system; students would get a rough idea of their usage but the quota system would not be built in. He said Faculties agreed but only if MRS paid their share as students living on site had the capacity to download 24/7. Faculties agreed to support charges on campus but asked for MRS to be routed through a different proxy so that downloads could be monitored, as MRS was the highest user.

Following discussions, Mr Abbott would clarify and report to the Committee what support, if any, ITS provided to the sites.

Action: Tim Abbott

- 8.3 Voice over IP technology** – In response to Ms Thorne's query, Mr Abbott advised that a large project document was being worked on and the rollout would start in 2007.

- 8.4 Reports** – Owing to the length of reports and concern for paper wastage, Mr Prpich said if the Committee wished, documents could be put on the web with an authcate password.

Ms Lemon suggested the Site reports be restricted to a half page i.e. summary rather than a full report and that the Computer Committee and Residents' Committee minutes be summarised.

Ms Booth said as all Agendas and Minutes of Meetings were in pdf, committee members had the choice to print sections of or the entire document.

Mr Prpich said the Agenda document would continue to be sent in its entirety as a pdf and if members wished, they could make mental notes or a synopsis for themselves.

- 8.5 International News Events Survey** – Mr Prpich commended Ms Papadopoulos for the document and enquired whether the other sites had a similar survey. Whilst Berwick and Peninsula Residential had similar surveys, Mr Quin said Gippsland Residential did not. Mr Prpich said it was a great idea as it helped the sites understand more about what the residents really wanted.

Ms Papadopoulos handed out copies of the document which Mr Prpich said could be adapted to the individual sites.

- 8.6 November meeting date** – Ms Bowden said the meeting scheduled for 13 November 2006 was in the middle of exams and requested the date be changed.

Action: Meeting 3/2006 – 31 July 2006

- 8.7 Ms Trish Panozzo, Manager Clayton Residential** – Mr Prpich advised that Ms Panozzo had resigned after 18 years of loyal service. He said Ms Panozzo who had been invaluable to MRS, would not be replaced – Mr Prpich would assume more of an active role at Clayton and the following internal promotions had been made - Mrs Cassianne Martin, Administration Manager and Mr Jason Whitaker, Operations Manager.

- 8.8 27 April 2006 Blackout** – In response to Ms Bowden's advice, Mr Prpich said that an emergency back up generator was being investigated.

9 **NEXT MEETING** - Monday 31 July 2006 at 6pm at Clayton Residential.

CONFIRMED AS AN ACCURATE RECORD:

Chair..... **Date**

MEMBERSHIP:

Chair & Director MRS Equity & Diversity Centre RST Project Coordinator Network Administrator University Crime Prevention Officer Community Services Representative	Vladimir Prpich TBA Ngan Booth/Charmaine Loke Tim Abbott Anh Luong Andrew Marks
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Berwick Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Karyn Lemon Edward Moore Jeremy White TBA
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Caulfield Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Kristine Papadopoulos Ingrid Bennett Victor Juay TBA
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Clayton Residential	Administration Manager Operations Manager College Head Rep RA Representative Resident Representative	Cassianne Martin Jason Whitaker Mark Davison Bec Bowden Michael Petrovic
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Gippsland Residential	Site Manager College Head Rep RA Representative Resident Representative	Leonie Chappell Justin Kohlman Melissa Turnbull Rebecca Jones
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Peninsula Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Shayan Ekramullah
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In attendance	Georgina James	Administration Officer
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For Information	Berchman de Rozario Ridwan Tandijono	Food Service Coordinator Dining Room & Function Coordinator
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