

4th Conference & AGM
The Association for Academic Administrators
18-19 May 2023

**Emperors Palace Convention Centre,
OR Tambo IA, Ekurhuleni, Gauteng**

***'Best Practices in the automation & digitization of academic administration
driven by the need to reduce face-to-face student services on campuses'***

Dear AAA Members and Prospective Members

The AAA Board herewith invite you to the **fourth AAA Conference and AGM** that will be held on **18-19 May 2023** at the **Emperors Palace Convention Centre**, next to the OR Tambo International Airport in Ekurhuleni, Gauteng. Emperors Palace Convention Centre still maintains a high standard of hygiene protocols to ensure your safety and protection.

Conference theme: As this Association's purpose is to **define best practice for academic and examination administration at higher education institutions**, the AAA Board agreed on the theme of the automation of all student related services. During the Covid-19 pandemic in 2020 and 2021, most of you had to work from home and provide the same high standard of service to students and academic staff. This necessitated innovation in changing the traditional way of doing things and drove the need to find methods of automation in almost all functions related to applications, selections, registrations, student services, examinations and the administration of on-line examinations and assessment methods, meetings between students and academic staff, and many more.

Invitation to present a paper: This conference is therefore aimed at you, the academic administrator, to come and share your institutions' innovative measures to apply automation of student services. As you will notice in the draft program below, there are at least two vacant sessions reserved for members to present a paper on any one of the following areas identified by the AAA Board:

- Technology enhanced decision making
- Automated student call centres and bots to provide services to students
- Quality service delivery anywhere, anytime
- Remote academic administration
- Hybrid working conditions
- Tech-driven academic administration strategies
- Cost reduction through automation
- Academic administration in a global cyber space
- Dealing with generation Z

This indeed presents very interesting opportunities to you to submit a proposal to present a paper, individually or jointly with another colleague, whereas the registration fee of the main presenter is waived, **and** extra CPD points are earned.

Current Membership: In terms of the current AAA Constitution, individual membership as an associate member is automatic on attendance of the annual event, and institutional membership is also automatic due to presentation by an institution's staff members at the annual event.

After the third AGM and annual conference in March 2022 in East London, the membership of AAA after year three constitutes as follows:

- Institutional membership:
 - Public Universities and Universities of Technology in South Africa 23 institutions
 - Universities and HEI's from other African countries 4 institutions
 - Public TVET Colleges in South Africa 6 colleges
 - Private HEI's in South Africa 2 institutions
- Associate membership 451 Members

Membership of the Association:

- Institutional membership is open to all public and private Universities and TVET Colleges and other higher education institutions and organizations, from inside as well as outside of South Africa. No membership fees are charged, and an institution becomes a member through representation at an annual event.
- Individual membership is open to all staff members at all levels who are working in the function/s of academic- or student administration or any related function, at any of the aforementioned institutions.

Who should attend the 2023 Conference?

All personnel who are involved with the broad function of academic (-student) administration, inclusive of faculty and examinations administration or any other related functions at **all Universities, TVET Colleges and Private Higher Education institutions** in Southern Africa and Africa

Draft Conference Program

A **proposed program** for the conference is planned as follows, but the agenda is still subject to change.

| Wednesday, 17 May 2022 | |
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| 17:00 – 18:00 | Early registration |
| Thursday, 18 May 2023 | |
| 08:00 – 09:00 | Registration |
| 09:00 – 09:30 | Welcome by the Chairperson of the Board and conference announcements |
| Session 1: 09:30 – 10:30 | Opening address: Prof Carol Crosley, Registrar, University of Witwatersrand. |
| Session 2: 10:30 – 11:20 | Keynote address: Invitation to high profile expert in the IT sector on student administration systems automation and how to optimize the use of system functionality at HEI's. To be confirmed |
| 11:20 – 11:45 | Refreshments |
| Session 3: 11:45 – 12:45 Paper | Paper: "How digitization and automation can create a better services experience and environment at HEI's". Presenter: Marietjie Ackermann, Section Head, Higher Degree Admin., North-West University |
| 12:45 – 14:00 | Lunch |
| Session 4: 14:00 – 15:00 Presentation | Presentation: "Growing third stream income - innovation in fundraising to assist needy students to graduate" Presenter: Ms Cara-Jean Petersen: CEO, Feenix |
| 15:00 – 15:20 | Refreshments |
| Session 5: 15:20 – 16:20 Break-away groups | Break-away group discussions AAA Members are invited to submit topics for discussion in these sessions until 14 workdays before the conference. |
| Session 6: 16:20 – 17:00 | Teamwork Fun Event – Delegates from various institutions are allocated to teams for this event to promote interaction between colleagues of other institutions, and to win the prizes. |
| 19:30 – 23:30 | Gala Dinner function at Emperors Palace: Theme: " Back to the Future " |
| Friday, 19 May 2023 | |
| 07:00 – 08:00 | Breakfast |
| 08:00 – 08:45 | Delegates to check out and store luggage at receptions |
| 08:45 | Lucky draw – |
| Session 7: 09:00 – 09:30 | Feedback from Break-away groups (10 min each) |
| Session 8: 09:00 – 09:50 Presentation | Presentation: Digital transformation in certification & best practice Presenter and Gold sponsor: Advance Secure Technologies, UK |
| Session 9: 09:50 – 10:45 Paper | Paper: Streamlining academic administration through websites. Robyn Southgate and Grace Naidoo Faculty of Arts and Humanities, University of the Western Cape |
| Session 10: 10:45 – 11:00 Presentation | Invitation to the Association of University Administrators (AUA-UK) to send a representative from the AUA to attend the conference in terms of our reciprocal agreement with them and to do a presentation. To be confirmed |
| 11:00 – 11:30 | Refreshments |
| Session 11: 11:30 – 12:30 AGM | 4th Annual General Meeting of Members of the AAA – Chair: Mr. Vido Kungune Important Note: Members are invited to submit points for the agenda to the Administrator, Mr Peet du Plessis at stephandup1956@gmail.com on or before 3 May 2023 for the agenda to be distributed 14 days before the AGM. |
| Session 10: 12:30– 13:00 | Motivational: Presenter: To be confirmed |

| | |
|---------------|--|
| 13:00 | Lucky draw - Sponsored weekend getaway for two – at a luxury resort/hotel Evaluation and closing |
| 13:15 – 14:30 | Lunch and goodbyes |

Conference arrangements

Venue: > **Emperors Palace Convention Centre, next to the OR Tambo International Airport in Ekurhuleni, Gauteng**

Tel: +27 (0)11 928 1000 <https://www.emperorspalace.com/>

(Directions will be supplied to delegates two weeks prior to the workshop)

> **Registration is open from November 2022 to closing date for registrations on 10 May 2023**

For delegates / members that need to utilise the 2022 budget allocation to attend the conference in 2023, registrations will be open as from date of this invitation letter in November 2022 so that invoices for the registration fees can be processed and paid from the 2022 budget allocations before the financial year-end for universities at end December.

Fees: > Conference fee for Thursday & Friday, 18-19 May 2023:

R 4 300.00 per delegate (Note: The AAA NPC is not registered for VAT)

(Note: As the 2022 registration fee was R4 600.00, the fee for 2023 was reduced to R4 300,00, but without the 10% discount that was granted in 2022 for institutions that registered ≥ 10 delegates)

The conference fee includes refreshments, lunches, and the conference dinner function on Thursday evening, but **excludes the cost of travelling, overnight accommodation, dinner on Wednesday evening and breakfasts.**

The conference fee is payable directly to the Association for Academic Administrators NPC

Payment: Institutions will be invoiced on receipt of the completed registration form/s and the amount is payable **within 14 days of issue**, but not later than the closing date for registrations of 10 May 2023. The fee can be deposited or paid electronically (EFT) directly into the **bank account of:**

Association for Academic Administrators NPC.

Account detail: **FNB** Gold Business Account - Number: **62842733794** Branch code: **250655**

Overnight accommodation:

Delegates who need overnight accommodation must please do their own reservations. The account of the accommodation is **not included** in the conference fee and must be settled by delegates directly with their place of accommodation.

Note: If you arrive on the Wednesday before the conference, ensure that you book for dinner, bed, and breakfast for that day, as the dinner on Wednesday evening is for the delegate's account. The Thursday evening's dinner function is included in the workshop registration fee.

> **Emperors Palace**

The Metcourt Hotel at Emperors is a 3-star hotel, and it was agreed with them that the current rates that are charged for government officials as agreed with Treasury, will also be valid for the AAA delegates from universities and colleges. The Peermont Metcourt Hotel incorporates 348 rooms. Your institution must however indicate when booking that the delegates are from a university or college and that the government rate should apply. Please make accommodation bookings at **the central reservation number on 08660 777 900 (SA only)**, or at **+27 (0)11 928 1000 or +27 (0)11 928 1928**, or alternatively by email reservations@peermont.com. When making the booking please provide the block booking reference: **ASS170523-001**.

Special rates for 2023:

Single accommodation: R1 310.00 bed & breakfast and R1 530.00 dinner, bed & breakfast for the Wed.

Double accommodation (sharing): R1 575.00 bed & breakfast and R1 910.00 dinner, bed & breakfast for the Wed. [These rates include 15% VAT, and the tourism levy of 1%]

Alternative Accommodation

Note: There are various other hotels at Emperors, but they are 4-star and 5-star rated and therefore a lot more expensive than the Metcourt Hotel option provided above.

Shuttle bus from the airport: Emperors provides a complimentary daily shuttle service to O.R. Tambo International Airport. Catch it from our D'oreale Grande and Metcourt Hotels at Emperors Palace every 30 minutes from 07h00 - 22h00 and from the airport to Emperors the shuttle can be found at the Shuttle Bus Terminal at O.R Tambo and will deliver you to your hotel.

Registration: A conference registration form is attached hereto (next page).

The closing date for registration is Wednesday, 10 May 2023

Delegates should e-mail their registration forms to Peet du Plessis at stephandup1956@gmail.com

For any further enquiries, please contact **Peet** at: Tel: +27 (0)82 651 6364

2023 AAA CONFERENCE REGISTRATION FORM

Conference particulars:

Date: Thursday - Friday, 18-19 May 2023

Venue: Emperors Palace Convention Centre, at OR Tambo International Airport in Ekurhuleni, Gauteng

CLOSING DATE FOR REGISTRATIONS: **Wednesday, 10 May 2023**

Registration detail of delegate

| | | | | |
|---|-----------------------------|----------|---------|--|
| Title: Dr/Mr/Ms | First name (On name tag) | | Surname | |
| Position | | | | |
| Institution | | | | |
| | Tel no. (w): | Cell no: | | |
| | E-mail: | | | |
| Special dietary requirements (only mark if any): | | | | |
| <input type="checkbox"/> <u>strictly halaal</u> [Note: A surcharge of R650.00 will apply as such meals need to be ordered from certified halaal suppliers] | | | | |
| <input type="checkbox"/> <u>no pork or beef (not strictly halaal)</u> <input type="checkbox"/> <u>vegetarian</u> <input type="checkbox"/> <u>vegan</u> | | | | |

Terms and conditions of registration:

1. **I hereby request AAA to register me for the 2023 conference as follows:**

| | |
|--|---------------|
| Registration for Thursday and Friday, 18-19 May 2023 : Fee: R 4 300.00 (Not registered for VAT) | |
| Attending the Thursday evening dinner function (included in the conference fees) | Y(es) or N(o) |

2. The personal details supplied above are the correct details of the delegate that will be attending the conference. If another person is to attend as a substitute, the AAA Administration must be informed accordingly **in writing by e-mail** at least 5 working days before the conference.
3. **Billing of conference fees.** Please indicate the method of payment below, as **delegates will not be allowed to attend the conference if payment is not arranged or received before the time.**

| | |
|---|--------------------|
| AAA to issue an invoice to my institution for the applicable conference fee | Purchase order no: |
|---|--------------------|

OR

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|---|-----------|
| EFT to Association for Academic Administrators NPC. Please e-mail proof of payment to the AAA's GM: <a href="mailto:Peet du Plessis <stephandup1956@gmail.com>">Peet du Plessis <stephandup1956@gmail.com> Bank: FNB Business Acc. No: 62842733794 Branch code: 250655 | Amount: R |
|---|-----------|

4. If this registration is **cancelled** in writing or by e-mail, **within less than 5 working days (after 17:00 on Wed. 10 May) and before 2 working days (12:00 on Mon. 15 May)** of the conference commencement date, **50% of the full registration fee** will be payable to AAA. Telephonic cancellations will not be accepted.
5. Please note that if a registered delegate does not attend the conference **without written notice of cancellation** of this registration as specified in point 4 above, s/he will be liable for **the full registration fee**. This also applies if a cancellation is received **within less than 2 days (after 12:00 on Mon. 15 May)** before the conference commencement date.
6. The conference fee includes tea and coffee, lunches, and the dinner function on Thursday evening. Travelling costs to the conference venue and any overnight accommodation as well as dinner on the Wed. evening is for the delegate's account.

| | | |
|---|-------------------|--------------|
| Delegate signature: | Date: | |
| Authorized by (name): (If applicable) | Signature: | Date: |

Submission details: **Please e-mail this registration form** to the AAA's General Manager, Mr Peet du Plessis at stephandup1956@gmail.com **before the closing date of 10 May 2023.**

Please note that all registrations received will be acknowledged by email within 2 days after it was emailed to the above-mentioned email address.