




Challenges that Academic Administrators at HEI's are dealing with in VUCA times, i.e., Volatility, Uncertainty, Complexity & Ambiguity. Coping with the resultant stress and mental health issues

Conference Program

Wednesday, 23 March 2022

Conference pre-registration will be open from 17:00 to 18:00

Thursday, 24 March 2022	
08:00 – 09:00	Registration
09:00 – 09:30	Welcome and conference announcements Peet du Plessis, GM: AAA and Conference Organiser
Session 1: 09:30 – 10:20 Address	Opening address: <i>Creativity is Intelligence Having Fun: AAA as Foundation to Customer Service Excellence in Academic Administration.</i> Speaker: Mr. Noel Knickelbein, Higher Education Administration Consultant & Former Deputy Registrar at University of Fort Hare
Session 2: 10:25 – 11:15 Address	Keynote address: <i>The Impact of Neurological Stress on People's Information Processing style and Neuro-agility as an approach to managing Mental Fatigue.</i> Speaker: Mr Tiaan Vermeulen, Neurophysiologist and Director of Operations, Neuro-Link.
11:15 – 11:40	Refreshments
Session 3: 11:40 – 12:30 Paper	Paper: <i>A plausible solution for the VUCA challenges post 2020.</i> Presenters: Mr Yasien Rykklief, Registrar and Mr. Shahied Daniels, Senior Admissions and Registration Coordinator, The Two Oceans Graduate Institute.
Gold sponsor 12:30 – 12:45	Introducing the Conference Gold Sponsor, Advanced Secure Technologies, Cardiff, Wales, UK. Visit them at https://www.advancedsecure.co.uk/ 
12:45 – 14:00	Lunch
Session 4: 14:00 – 15:00 Panel discussion	Panel members to share real case studies that happened at their institutions regarding the impact of Covid-19 and lockdowns on their operations, the impact of students' fees protests, effects of working from home, how funding constraints are affecting institutions in general and academic administration specifically and other VUCA challenges, and very importantly what they did to overcome it. Panel members: AAA Board of Directors
15:00 – 15:20	Refreshments
Session 5: 15:20 – 16:20 Break-away groups	Break-away group discussions Delegates will be invited to submit topics from the floor for discussion in these sessions
Session 6: 16:20 – 17:00 Teambuilding	Quiz on "Proudly South African" – 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	<p>Dinner function at the EL ICC: Theme: “A Proudly South African Carnival” Dress code: Wear anything that represents our country, South Africa. It can be SA sport, SA cultures, traditional SA, etc.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>NB: Please note that dressing to the theme is completely voluntary, and delegates are not expected to go and spend money on hiring of costumes. Alternative is smart casual.</p> <p>Program: 19:00: Guests to be taking up their seats – no tables or seats are reserved. You are free to sit where you like. 19:00 – 19:30: Prize-giving for the winning teams of the team quiz. There will also be a few fun prizes as well. 19:30 – 20:30: Carnival dinner After dinner: Dancing with Dee Jay Ben till late (+-23:00)</p> <p>There will be several bottles of wine and fruit juices on the tables. Should you wish to have anything else to drink, there is a full cash bar available. (No own liquor is allowed).</p>

Friday, 25 March 2022	
08:15 – 08:25	Lucky draw – If you snooze you lose. You must be there to win!
Session 7: 08:25 – 08:55	Feedback from three Break-away groups (10 min each)
Session 8: 09:00 – 09:50 Guest speaker	<i>Working from home and the effects on the workforce. Dealing with the challenges and how to stay motivated and keep focussed on service delivery to students.</i> Guest speaker: Mr Yusuf Mahomed, CA(SA), CEO, Business Mentor and Speaker
Session 9: 09:50 – 10:30 Paper	Paper: <i>From Paper to Smart Digital Board packs: Transforming Governance Meetings in the University of Limpopo</i> Presenter: Ms Madichakga Malahlela, Records Manager: University of Limpopo
Feedback: 10:30 – 10:45	Forming of Interest Groups / Task Teams
10:45 – 11:00	Refreshments
Session 10: 11:00–12:15 AGM	Third Annual General Meeting of Members of the AAA – Chair: Mr. Vido Kungune Important Note: As mentioned above, no hard copies of the agenda and supporting documents will be handed out at the conference. Delegates will be able to access these documents on the webpage at the following link:
Session 10: 12:15–13:10	Motivational: Presenter: Tersia Visser, Shareholder, Businesswoman and Motivational Speaker: Topic: “Get out of your comfort zone”
13:10 – 13:20	Lucky draw - Weekend getaway for two – at a luxury resort/hotel sponsored by Premier Hotels Evaluation and closing
13:20 – 14:30	Lunch and goodbyes

Conference dress code: Smart casual, and for this time of the year it is advisable to bring a warm jacket as it does get colder in the evenings in the coastal city of East London.
