

3rd Conference & AGM
The Association for Academic Administrators
24-25 March 2022 (New dates)

East London International Convention Centre
East London, Eastern Cape

'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

Referring to the successful second AAA Conference held at the Saint George Hotel, Pretoria in May 2019, attended by just under 300 delegates, you are herewith invited **to the third AAA Conference and AGM** that will, after a third postponement in 2021 due to the Covid-19 pandemic, now be held on **24-25 March 2022** at the **East London International Convention Centre**, in East London, Eastern Cape.

As AAA members should know by now, due to the Covid-19 pandemic that struck the world and South Africa in March 2020 and subsequent lockdown measures taken by the SA Government throughout 2020 and into 2021, the AAA Board had to cancel the 2020 conference altogether, and then had to postpone the 2021 conference three times. However, in terms of the current level 1 limitations in January 2022, the Board is quite positive that by the end of March 2022, the chances are fairly certain that the conference will go ahead.

The East London ICC has all the necessary protocols in place to ensure your safety and protection. The Board would also like to encourage all delegates who plan to attend who has not yet vaccinated, to get the vaccine against the virus before the conference. It is really the only tool available to eliminate the risk of getting seriously ill should you contract the virus.

Conference theme: The Board of Directors of the AAA decided that the theme for the 2020/21 conference that was going to address the continuous challenges that academic administrators are dealing with, referring to violent student protests on campuses, striking staff, institutions that are becoming a stage for opportunistic politicking, financial uncertainties relating to government funding and study fees, NSFAS under administration, increasing corruption in HEI's, the pandemic and its impact on higher education administration work, to name a few "VUCA" factors, is still very relevant, and therefore retained this theme.

A bleak picture indeed, but it is the work environment of many of the AAA members, putting in so much effort to perform their duties professionally under very trying circumstances. This conference should create an opportunity for members to share their experiences and how to find coping mechanisms to deal with the VUCA factors. And of course, to share best practices that will make our work more efficient and effective by learning from each other.

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 second AGM and annual conference of 2019, the membership of AAA after year two 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

1 institution

- Associate membership

431 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. The individual annual membership fee is included in the annual conference registration fee.

Who should attend the 2022 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

Conference Program

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

Thursday, 24 March 2022	
08:00 – 09:00	Registration
09:00 – 09:30	Welcome and conference announcements
Session 1: 09:30 – 10:30 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: 10:30 – 11:20 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: Deidre Gouws, Senior Consultant: Eiffelcorp and Certified Professional Change Leader
11:20 – 11:45	Refreshments
Session 3: 11:45 – 12:45 Paper	Paper: <i>A plausible solution for the VUCA challenges post 2020.</i> Presenters: Mr Yasien Ryklief, Registrar and Mr. Shahied Daniels, Senior Admissions and Registration Coordinator, The Two Oceans Graduate Institute.
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 (tbc)
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 Teambuilding	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	Dinner function at the EL ICC: Theme: "Proudly South African"
Friday, 25 March 2022	
08:15 – 08:30	Lucky draw –
Session 7: 08:30 – 09:00	Feedback from three Break-away groups (10 min each)
Session 8: 09:00 – 09:50 Guest speaker	<i>The norm of Working from Home has brought about a dispersed workforce and the need to streamline activities. Find out how you can reduce chaos and increase productivity at your Institution in just 3 simple steps.</i> Guest speaker: Lerato Sebanda, Customer Engagement Agent, Wisenet – A Division of Adapt IT
Session 9: 09:50 – 10:40 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: 10:40 – 10:50	Forming of Interest Groups / Task Teams
10:50 – 11:15	Refreshments
Session 10: 11:15–12:30 AGM	Third 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 11 March 2022 for the agenda to be distributed 14 days before the AGM. The most important point on the agenda will be the restructuring of the administration of the AAA.

Session 10: 12:30–13:00	Motivational video
13:00	Lucky draw - Weekend getaway for two – at a luxury resort/hotel Evaluation and closing
13:15 – 14:30	Lunch and goodbyes

Conference arrangements

Venue: > **The East London International Convention Centre, East London, Eastern Cape, RSA**

Tel: +27 (0)43 709 5200/5202 www.premierhotels.co.za

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

> **Registration is open from August 2021 to closing date for registrations on 16 March 2022**

For delegates / members that need to utilise the 2021 budget allocation to attend the conference this year, registrations will be open as from date of this invitation letter in August 2021 so that invoices for the registration fees can be processed and paid from the 2021 budget allocations before the financial year-end for universities at end December.

Fees: > Conference fee for Thursday & Friday, 24-25 March 2022 remains at:

R 4 600.00 per delegate (Note: The AAA NPC is not registered for VAT)

> **Discount:** Institutions that register **10 or more delegates** from their institution will be allowed a **10% discount** on the registration fee of each delegate.

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.

Note: The conference registration fee includes the R250.00 membership contribution to the AAA Fund.

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 16 March 2022. Cheque payments will be accepted at the conference, or 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.

➤ **East London ICC**

The East London International Convention Centre is located within the Marine Park Complex on the East London Esplanade and incorporates the 260 roomed [Premier Hotel EL ICC](#), as well as the adjacent 175 rooms of the [Premier Hotel Regent](#), offering a range of accommodation options to complement the EL-ICC.

Special rates:

Premier Hotel EL ICC <https://www.premierhotels.co.za/hotels/eastern-cape/east-london/el-icc/>

Single accommodation - R1 375.00 – B & B

Premier Hotel Regent <https://www.premierhotels.co.za/hotels/eastern-cape/east-london/regent/>

Single accommodation - R1 150.00 – B & B

[These rates include 15% VAT, but exclude the tourism levy of 1%]

Alternative Accommodation

Note: There are various other hotels and accommodation available on the East London beach front that is within walking distance from the EL ICC. For an even wider choice please google “hotels near East London ICC”

Shuttle service from the airport: The EL ICC offers shuttle services to and from the East London Airport at R160 per person one way, which should be a lot cheaper than car rental. You can contact them to make a booking on Tel: +27(0) 43 709 5050 or e-mail at: ge.elicc@premierhotels.co.za The entire event takes place at the venue.

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

The closing date for registration is **Wednesday, 16 March 2022**