

**3<sup>rd</sup> Conference & AGM**  
**The Association for Academic Administrators**  
**14 - 15 May 2020**

**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**

## Conference Program

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

### Wednesday, 13 May 2020

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

<b>Thursday, 14 May 2020</b>	
<b>08:00 – 09:00</b>	<b>Registration</b>
09:00 – 09:30	Welcome and conference announcements
<b>Session 1:</b> 09:30 – 10:15 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
<b>Session 2:</b> 10:15 – 11:15 Address	Key note 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 & Certified Professional Change Leader
<b>11:15 – 11:45</b>	<b>Refreshments</b>
<b>Session 3:</b> 11:45 – 12:45 Guest speaker	Topic: <i>Building Resilience</i>  Speaker: Orla Sheehan Pundyke: Quality Assurance Officer: University College of Estate Management, UK, and Representative of the Association for University Administrators, AUA-UK
<b>12:45 – 14:00</b>	<b>Lunch</b>
<b>Session 4:</b> 14:00 – 15:00	<b>Paper:</b> <i>A new blended system that manages voice, e-mail and web-chat queries at UWC</i>

Paper	<b>Presenters:</b> Sandra Solomon, Contact Centre Manager, UWC & Co-presenter: Keith Ngxangane, Sen. Contact Centre Agent
15:00 – 15:20	<b>Refreshments</b>
<b>Session 5:</b> 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 work days before the conference.
<b>Session 6:</b> 16:20 – 17:00 Teambuilding	Teamwork Fun Event – Delegates from various institutions are allocated to teams for this event in order to promote interaction between colleagues of other institutions, and to win the prizes.
19:30 – 23:30	Gala dinner at the EL ICC: Theme: “Proudly South African”
<b>Friday, 15 May 2020</b>	
08:15 – 08:30	<b>Lucky draw</b> – Weekend getaway for two – at a luxury resort/hotel
<b>Session 7:</b> 08:30 – 09:00	Feedback from three Break-away groups (10 min each)
<b>Session 8:</b> 09:00 – 09:50 Paper	<b>Paper:</b> <i>Best Practice Auditing of Student Records in the Department of Enrolment and Student Administration, University of Pretoria</i>  <b>Presenter:</b> Yvonne du Plessis, Assistant Director: Systems Operations, Department of Enrolment and Student Administration, UP
<b>Session 9:</b> 09:50 – 10:40 Paper	<b>Paper:</b> <i>From Paper to Smart Digital Board packs: Transforming Governance Meetings in the University of Limpopo</i>  <b>Presenter:</b> Ms Madichakga Malahlela, Records Manager: University of Limpopo
<b>Feedback:</b> 10:40 – 10:50	Forming of Interest Groups / Task Teams
10:50 – 11:15	<b>Refreshments</b>
<b>Session 10:</b> 11:15–12:30 AGM	<b>Second Annual General Meeting</b> of the AAA – Chair: Mr Vido Kungune  <b>Important Note:</b> Members are invited to submit points for the agenda to the Administrator, Mr Peet du Plessis at <a href="mailto:peet.duplessis@adaptit.com">peet.duplessis@adaptit.com</a> on or before 30 April 2020 in order for the agenda to be distributed 14 days before the AGM. The most important point on the agenda will be the <b>restructuring</b> of the administration of the AAA.
<b>Session 10:</b> 12:30–13:15	Motivational speaker – To be announced
13:15	Lucky draw - Evaluation and closing
13:15 – 14:30	<b>Lunch and goodbyes</b>