






## Conference Program

Wednesday, 17 May 2022	
17:00 – 18:00	<b>Early registration</b> Responsible hosts: AAA Board and Peet du Plessis
Thursday, 18 May 2023	
08:00 – 09:00	<b>Registration</b> Responsible hosts: AAA Board and Peet du Plessis
09:00 – 09:20	<b>Conference announcements</b> Peet du Plessis – AAA GM
09:20 – 09:30	<b>Welcome by the Chairperson of the Board:</b> Mr Vido Kungune, VUT
<b>Session 1:</b> 09:30 – 10:30	<b>Opening address:</b> Ms Carol Crosley, Registrar, University of Witwatersrand. <b>Session chair:</b> Mr Ashmind Daniels, Vice-chairman of the Board
<b>Session 2:</b> 10:30 – 11:20	<b>Keynote address:</b> <i>Automation and artificial intelligence: The call for an agile academic administration service</i> Mr Edgar de Koker, Registrar at Nelson Mandela University <b>Session chair:</b> Mr Vido Kungune, Chairman of the Board
11:20 – 11:45	<b>Refreshments</b>
<b>Session 3:</b> 11:45 – 12:45 Paper	<b>Paper:</b> “How digitization and automation can create a better services experience and environment at HEI’s”. <b>Presenter:</b> Marietjie Ackermann, Section Head, Higher Degree Admin., North-West University <b>Session chair:</b> Ms Ranitha Ramdeyal, Board member “Automation and digitization have been put forward as a strategic goal for the NWU in 2021. To confirm this priority many activities and projects started in 2022 to realise this goal. This included the purchase of a new student information system, implementing new email platforms and transferring to Skype to business for telephonic conversations”.
12:45 – 14:00	<b>Lunch</b>
<b>Session 4:</b> 14:00 – 15:00 Presentation	<b>Presentation:</b> “Growing third stream income - innovation in fundraising to assist needy students to graduate” <b>Presenter:</b> Ms Cara-Jean Petersen: CEO, Feenix <b>Session chair:</b> Mr Peet du Plessis, GM: AAA
15:00 – 15:20	<b>Refreshments</b>
<b>Session 5:</b> 15:20 – 16:20 Break-away groups	Break-away group discussions <b>Break-away Group A: Plenary Room – Senate Room</b> ** Facilitators: <a href="#">Mr Ashmind Daniels (AAA Board)</a> and <a href="#">Ms Marietjie Ackermann, Section Head, Higher Degree Admin., North-West University</a> <ul style="list-style-type: none"> <li>• <u>Discussion topic 1:</u> <b>Automated student Call centres and bots to provide services to students</b> (30 min.)                Discussion leader: <a href="#">Ms Yolandah Hall, Manager: Student Systems &amp; End User Support, UCT</a></li> <li>• <u>Discussion topic 2:</u> Cost reduction through automation - Sharing the realities on the ground.</li> </ul> <b>Break-away Group B: Fabia I Room</b> Facilitators: <a href="#">Mr Preggy Reddy</a> and <a href="#">Ms Ranitha Ramdeyal (AAA Board Members)</a> <ul style="list-style-type: none"> <li>• <u>Discussion topic 3:</u> Changes in assessments administration with the latest on-line assessment methods                Discussion leader: <a href="#">Ms Pumeza Soga, Head of Assessments at Stellenbosch University</a></li> </ul>

	<ul style="list-style-type: none"> <li>• Discussion topic 4: Hybrid working conditions – is it practical for academic administration?</li> </ul> <p><b>Break-away Group C: Fabia II Room</b>  Facilitators: <a href="#">Mr Vido Kungune (AAA Board)</a></p> <ul style="list-style-type: none"> <li>• <u>Discussion topic 5: <b>Digital Transformation - UWC International Student Services Office Administrative Practice</b></u> (30 min.)  Discussion leader: <a href="#">Mr Kwezi Bonani, International Students Services Office Coordinator, UWC</a></li> <li>• <u>Discussion topic 6: <b>Dealing with Generation Z: Career Services</b></u> (30 min.)  Discussion leader: <a href="#">Ms Michelle le Grange, Manager: Career Services, UP</a></li> </ul> <p>“The Z generation can best be described as a reflection of innovative technology; they are known as the natives of technology. It is a generation that requires quick, interaction and creative engagement. Whilst these characteristics are admirable, maintaining a connection and engagement with the Z Gen is a difficult challenge for administrative portfolios within universities”.</p>
<p><b>Session 6:</b> 16:20 – 17:15</p>	<p>Teamwork Fun Event – <b>“Make a video clip”</b> – Delegates from various institutions are allocated to teams for this event to promote interaction between colleagues of other institutions, and to win the prizes.</p> <p><b>Rules for the Team Competition</b> will be made available to the teams at the commencement of the conference.</p> <p>The Team allocations / name lists will be displayed on the entrance doors of the conference hall.  <a href="#">Adjudicators: AAA Board members</a></p>
<p>19:30 – 23:30</p>	<p>Gala Dinner function at Emperors Palace: Theme: <b>“My favourite TV Show / Movie”</b>  Dress code: Dress like a character/(s) from your favourite TV show or movie – prizes to be won 😊  (Dressing up is not compulsory – otherwise smart casual)</p> <div style="display: flex; justify-content: space-around; align-items: center;">     </div> <p><b>Dinner hosts:</b> <a href="#">Mr Vido Kungune</a> and <a href="#">Ms Ranitha Ramdeyal</a></p> <p><b>Adjudication panel for prizes:</b> <a href="#">Mr Ashmind Daniels</a>, <a href="#">Mr Preggy Reddy</a>, <a href="#">Ms Cara-Jean Peterson</a>, <a href="#">Ms Nonzuzo Zikalala</a>.</p> <p><b>Program:</b>  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 video clips. There will also be a few fun prizes as well.  19:30 – 20:30: Buffet dinner  After dinner: Dancing with Dee Jay Mark till late (+23:00). Watch music from the movies on the big screen</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 <b>full cash bar</b> available. (No own liquor is allowed).
<b>Friday, 19 May 2023</b>	
07:00 – 08:00	Breakfast
08:00 – 08:45	Delegates to check out and store luggage at reception storage.
<b>08:45</b>	<b>Lucky draw – You have to be there to win!</b> Facilitated by Peet du Plessis
<b>Session 7:</b> 08:50 – 09:20	Feedback from Break-away groups (10 min each) Facilitated by Peet du Plessis
<b>Session 8:</b> 09:20 – 09:45 Presentation	Presentation: <i>Digital transformation in certification and best practice</i> <b>Presenter and Gold sponsor:</b> Advance Secure Technologies, Cardiff, UK Mr Kevin Bassett and Ms Georgina Lee - Directors  
<b>Session 9:</b> 09:45 – 10:30 Paper	<b>Paper:</b> <i>Streamlining academic administration through websites.</i> Robyn Southgate and Grace Naidoo, Faculty of Arts and Humanities, University of the Western Cape Session chair: Mr Preggy Reddy (AAA Board)
<b>Session 10:</b> 10:30 – 11:10 Presentation	Ms Emily Maddock Khan, Representative of the Association of University Administrators (AUA-UK) and Head of College Services, University of Nottingham International College. <b>Presentation:</b> <i>Not Going Back to the Norm</i> Session chair: Mr Peet du Plessis, GM: AAA
<b>11:10 – 11:30</b>	<b>Refreshments</b>
<b>Session 11:</b> 11:30 – 12:30 AGM	<b>4<sup>th</sup> Annual General Meeting</b> of Members of the AAA – <b>Chair: Mr. Vido Kungune</b> <b>Scribe: Mr Peet du Plessis</b> <b>Agenda point:</b> Feedback by Ms Ranitha Ramdeyal on her on-line participation at the 2022 AUA Conference. <b>Important Note:</b> The AGM agenda and supporting documents are published on the website. Delegates who would like a hard copy, are welcome to make their own copies before the conference. <a href="https://assocacadadmin.co.za/2023-conference-agm/conference">https://assocacadadmin.co.za/2023-conference-agm/conference</a>
<b>Session 12:</b> 12:30– 13:10	Motivational: Speaker: Jackie Phamotse, Writer, Businesswoman, Social activist and Philanthropist
13:10	<b>Lucky draw - Sponsored weekend getaway for two at Emperors – dinners, bed &amp; breakfasts included.</b>   <b>Closing: Mr Vido Kungune, Chairperson of the Board</b>
<b>13:15 – 14:30</b>	<b>Lunch and goodbyes</b>