



## ANNUAL REPORT 2020–2021

SUPPORTING EFFECTIVE DECISION MAKING



# Highlights

2020-2021 in numbers

**Members**

**126**



**Events**

**9**

**Website**



**Page Views**

**32,455**



**Users**

**8,345**

# Account summary

*2020–2021 at a glance*



**Revenue**  
**\$19,759**

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**Expenditure**  
**\$49,568**

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**Cash in the  
bank**  
**\$108,954**

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|                   |                       |
|-------------------|-----------------------|
| <b>Net assets</b> | <b>Annual deficit</b> |
| <b>\$109,005</b>  | <b>(\$29,809)</b>     |

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# President's report



In 2020–2021, the AAIR Executive Committee comprised:

- Stuart Terry (Otago Polytechnic) – President
- Kathie Rabel – Immediate Past President
- Don Johnston (Southern Cross University) – Vice-President
- Pam Rayner (Bond University) – Honorary Secretary
- Greg Jakob (Federation University Australia) – Honorary Treasurer
- Lisa Bolton (The Social Research Centre)
- Andrew Bradshaw (Macquarie University)
- Lizzie Li (University of Adelaide) – Newsletter Editor
- Leone Nurbasari (Australian National University)
- Ewa Seidel (Flinders University)
- Penny Szybiak (Charles Darwin University)

2020 was certainly a year no-one expected. It was a year of challenges and adversity as the COVID-19 pandemic exploded around the world. The pandemic did however allow the AAIR Executive Committee to look at new and different ways that we as a professional association could engage and support our members.

It was touch and go as to whether the AAIR SIG Forum, which is usually run mid-year, would go ahead. As the pandemic raged, the AAIR Committee made the agonising decision to cancel. So, instead of a SIG Forum in 2020, we continued our Conversations During COVID series run via the Association's newly acquired Zoom account, and introduced AAIR e-Vents and ConvAAIRsations. The AAIR e-Vents were shorter sessions of around 45 minutes, while the ConvAAIRsations were 1.5–2-hour conversations. These sessions provided an opportunity for our members to come together and discuss important matters affecting the industry during this time.

Later in the year when we would normally host an AAIR Annual Forum somewhere in the region, we had to change our thinking. Instead of members coming to us for the Forum, we brought the Forum directly to our members. This was our first ever virtual Forum AAIR has hosted, and the theme was, 'It's not all Zoom and Gloom: Let AAIR lift you up by sharing our experiences'. We were very pleased to be in a position to offer this virtual Forum to our members free of charge.

Our focus through this past year has been about ensuring members feel connected to each other, providing learning and professional development opportunities that are accessible, and supporting the professional development of our members.

The virtual Forum was superbly organised by the team led by Don Johnston working with Leishman Associates. The forum continued its international connection with Rintaro Ohno, Senior Assistant Professor at Tohoku University in Japan who presented at the Forum and won the best presenter for his presentation, *Student experience in Japan*.

I would personally like to acknowledge the continued and ongoing support of our valued platinum partners, eXplorance and Altis Consulting, who each sponsored a day of our 2-day virtual Forum. Their support enabled us to deliver events and that not only focused on professional learning opportunities, but networking opportunities with colleagues throughout the Australasian region.

We continue to be a connected, adaptable, and nimble association. We have kept our members connected and supported to sustainable practitioners in specialist fields as we have moved through these turbulent times.

We end the year still in good heart with a strong financial balance sheet, thanks to our highly respected Treasurer, Greg Jacob. I would like to acknowledge the time, commitment, and support the AAIR Executive Committee has provided throughout the year to ensure AAIR continues to be the leading professional association for institutional researchers. Lastly a huge thank you to Liesha Northover, our Executive Officer, who works tirelessly in the background ensuring the wheels of AAIR keep turning.



Stuart Terry

AAIR President

[president@air.org.au](mailto:president@air.org.au)

# Treasurer's report



It is my pleasure to present AAIR's financial statement for the financial year ending 30 June 2020.

The Association has adopted all the new and amended Interpretations issued by the Australian Accounting Standards Board (AASB) under the Accounting Standard AASB 1048 Interpretation of Standards. These Standards are mandatory for the current reporting period.

The Association recorded an operating loss of (\$29,809) for the 2020–2021 financial year (the 2019–2020 operating loss was (\$5,707)).

Significant variations in the operating result year on year are:

- Revenue from operations of \$19,759 (2020: \$43,337) was lower primarily due to membership fees being down \$8,714 and the AAIR Annual Forum surplus being down \$15,769, reflecting a transition from face-to-face to online forums and events. However, by not having a SIG Forum we saved a deficit of \$2,305 incurred in 2020.
- Operating expenditure of \$49,568 (2020: \$46,640) was slightly higher due to an increase in accounting and audit costs of \$2,985, and forum expenses of \$2,634. This was offset by a reduction in other operating expenses of \$3,206.

The impact of the Coronavirus (COVID-19) pandemic is ongoing and has been financially negative for the Association up to 30 June 2021. It is not practicable to estimate the ongoing potential impact, positive or negative, after the reporting date.

There was a reinstatement of last year's balance sheet reflecting the reconciliation of GST liabilities during this financial year, resulting in a reduction of \$2,468 in retained earnings.

Notwithstanding this, AAIR continues to be in a strong financial position with \$109,005 in net assets as at 30 June 2021 (2019: \$143,531), and this includes \$108,954 in AAIR's bank accounts (2020: \$141,063). The Association now has current liabilities of \$11,218 (2020: \$15,935) relating to deferred membership income, audit fees, and minor GST liability.

The strong financial position of the Association will allow it to continue to support members with ongoing networking, information, and events that will enable members' ongoing professional development and support high quality institutional research.



I would like to thank the AAIR Executive Committee for their support to me as Treasurer, and our Executive Officer, Liesha Northover, for her guidance and support in the day-to-day operations of the Association.

A handwritten signature in black ink, appearing to read 'Greg Jakob', with a stylized, cursive script.

Greg Jakob

AAIR Treasurer

[treasurer@air.org.au](mailto:treasurer@air.org.au)

# About us

The Australasian Association for Institutional Research (AAIR), established late in 1988, is a member-based professional body comprising members throughout the region. AAIR is incorporated within Australia as a non-profit organisation. It is affiliated with the [Association for Institutional Research \(AIR\)](#), which originated in the United States of America some thirty years ago, and which now commands a membership of some 3,000 people!

AAIR is the professional association for institutional research practitioners in higher education and other institutions in Australasia. 'Institutional research' is viewed as a range of activities involving the collection, analysis, and interpretation of information descriptive of an institution and its activities, including its students and staff, programs, management, and operations. The findings of such 'institutional research' assist institutional leaders (in both academic and administrative domains) by informing their planning and decision-making.

AAIR draws members mainly from Australia and New Zealand, with further members from the wider Pacific region. Members contribute to planning, decision making, policy formulation, and analysis concerned with the management of tertiary education. The broad aim of AAIR is to benefit, assist, and advance research that leads to the improved understanding, planning and operation of tertiary education institutions within Australasia. AAIR has the following principal objectives:

- to raise the level of professional competence and practice in the fields of tertiary education institutional research, planning, and analysis in the Australasian region
- to enhance inter-institutional cooperation in the undertaking of comparative institutional research projects
- to assist the professional development of members by:
  - organising an annual conference (the AAIR Annual Forum)
  - developing and fostering cooperative links with [AIR](#) and [AIR affiliates](#)
  - encouraging regional meetings of members to augment the AAIR Annual Forum.

## Mission

**TO ADVANCE INSTITUTIONAL EFFECTIVENESS IN TERTIARY EDUCATION**

# Vision

TO BE THE PROFESSIONAL ASSOCIATION THAT HAS THE GREATEST INFLUENCE ON  
TERTIARY EDUCATION PLANNING AND EVIDENCE-BASED DECISION MAKING IN AUSTRALASIA



## Values

AAIR has a commitment to:

- contribute and share
- innovation
- inclusiveness and diversity
- professionalism
- enjoyment and friendliness.



# *Value Proposition*

**AAIR IS THE ONLY DEDICATED, PROFESSIONAL ASSOCIATION FOR INSTITUTIONAL RESEARCHERS IN AUSTRALASIA. AAIR OFFERS TERTIARY EDUCATION PROFESSIONALS A UNIQUE FORUM TO DEVELOP SKILLS, SHARE KNOWLEDGE AND ADVANCE IDEAS TO SUPPORT EFFECTIVE DECISION MAKING. AAIR PROMOTES DATA-INFORMED DECISION MAKING THROUGH REGULAR COMMUNICATIONS, SPECIAL INTEREST GROUPS, ANNUAL FORA AND REGIONAL EVENTS. BECOMING AN AAIR MEMBER WILL KEEP YOU UP-TO-DATE ON CURRENT AND EMERGING ISSUES AND HELP BUILD YOUR PERSONAL AND PROFESSIONAL NETWORKS.**

# Executive Committee

Members of the executive committee in 2020–2021 were all elected to their positions. They comprised the following:



*Stuart*

President



*Don*

Vice President



*Pam*

Honorary Secretary



*Greg*

Honorary Treasurer



*Kathie*

Immediate Past President



*Lisa*



*Andrew*

Ordinary Members



*Leone*



*Eva*

Ordinary Members



*Penny*



*Lizzie*

Newsletter Editor

## Committee meetings held

2020

31 July  
3 September  
1 October  
30 November

2021

4 February  
18 March  
5 May

# Committee attendance at meetings

| AAIR Executive Committee attendance 2020-2021  |           |           |           |                              |           |                              |           |           |           |
|--|-----------|-----------|-----------|------------------------------|-----------|------------------------------|-----------|-----------|-----------|
| Meeting dates  | 2020      |           |           |                              |           | 2021                         |           |           |           |
|  | 31 Jul    | 3 Sep     | 1 Oct     | 15 Oct<br>Special<br>meeting | 30 Nov    | 18 Jan<br>Special<br>meeting | 4 Feb     | 18 Mar    | 5 May     |
| <b>Committee</b>   |           |           |           |                              |           |                              |           |           |           |
| Lisa Bolton  | 1         | 1         | 0         | 1                            | 1         | 1                            | 1         | 1         | 1         |
| Andrew Bradshaw  | 1         | 1         | 1         | 0                            | 1         | 1                            | 1         | 0         | 1         |
| Greg Jakob   | 1         | 1         | 1         | 1                            | 1         | 1                            | 1         | 1         | 1         |
| Don Johnston   | 1         | 1         | 1         | 1                            | 1         | 1                            | 1         | 1         | 1         |
| Leone Nurbasari  | 1         | 1         | 1         | 1                            | 0         | 1                            | 0         | 1         | 1         |
| Kathie Rabel   | 1         | 1         | 1         | 1                            | 1         | 1                            | 1         | 1         | 1         |
| Pam Rayner   | 1         | 1         | 1         | 1                            | 0         | 1                            | 1         | 1         | 1         |
| Eva Seidel   | 1         | 1         | 1         | 0                            | 1         | 0                            | 1         | 0         | 1         |
| Penny Szybiak  | 1         | 1         | 1         | 0                            | 0         | 0                            | 0         | 1         | 0         |
| Stuart Terry   | 1         | 1         | 1         | 1                            | 1         | 0                            | 1         | 1         | 1         |
| <b>Invited</b>   |           |           |           |                              |           |                              |           |           |           |
| Liesha Northover   | 1         | 1         | 1         | 1                            | 1         | 1                            | 1         | 1         | 1         |
| Lizzie Li  | 1         | 1         | 0         | 1                            | 1         | 1                            | 1         | 1         | 1         |
| Bree Blackwell   | N/A       | N/A       | N/A       | N/A                          | 1         | N/A                          | N/A       | N/A       | N/A       |
| <b>Total attendees per meeting</b>   | <b>12</b> | <b>12</b> | <b>10</b> | <b>9</b>                     | <b>10</b> | <b>9</b>                     | <b>10</b> | <b>10</b> | <b>11</b> |
| Note: N/A means that person was not a member of the committee at the time of that meeting. |           |           |           |                              |           |                              |           |           |           |
|  |           |           |           |                              |           |                              |           |           |           |



# *Portfolios*



# Portfolios

AAIR has seven portfolios, which are allocated to Executive Committee members on an annual basis based on interest and expertise.

The management of portfolios is reviewed at each subsequent Executive Committee meeting that coincides with the Annual Forum in any given year.

The portfolios are managed using the cloud project management solution, [Asana](#).

Current portfolios include:

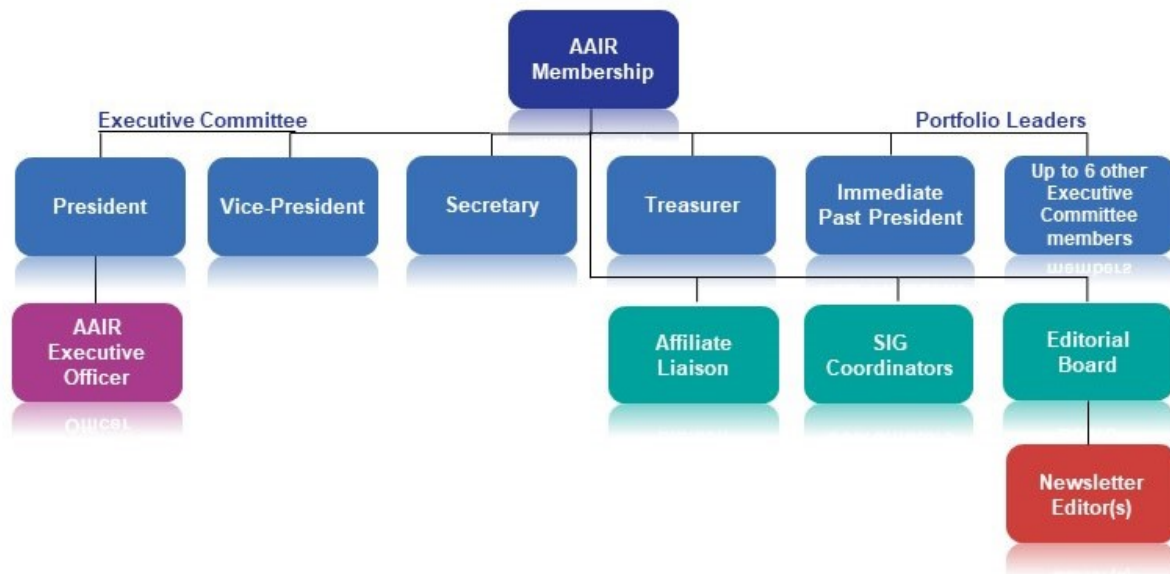
- Publications, communications, and social media
- Professional development
- Special interest groups
- Sales, marketing, and promotional materials
- Relationship management and development
- Membership and mailing lists
- Strategic planning

Due to COVID-19, the additional strain this placed on our committee members, and the changing landscape and priorities, we will not be reporting on our portfolios this year. Activity continued in several portfolios.

The publications, communications, and social media portfolio overseeing the completion of the 2019–2020 annual report and newsletters throughout the reporting period. The professional development portfolio and the special interest groups portfolios were involved in the various Zoom sessions hosted by AAIR, and the membership and mailing lists portfolio managing new and existing memberships.

The main activity through the year was focused on running Zoom sessions for our members. Please refer to the Events section on page 24 of this report for further information.

# Organisational structure

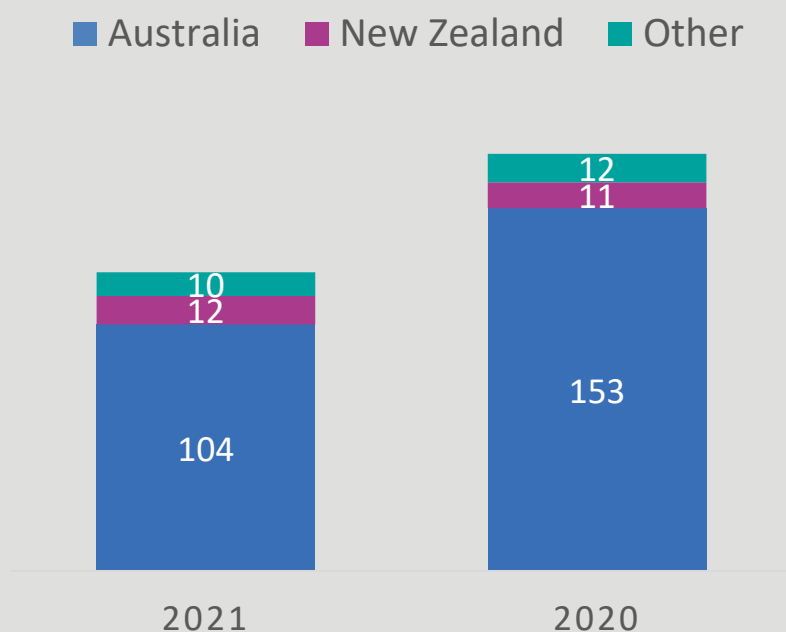




# Members

## Members by financial year

At the end of 30 June 2021, there were 126 members. Of this 126, there were 104 from Australia, 12 from New Zealand, and 10 from other countries.



A breakdown of members by Australian state for the 2020–2021 financial year follows:

| ACT | NSW | NT | QLD | SA | TAS | VIC | WA |
|-----|-----|----|-----|----|-----|-----|----|
| 10  | 30  | 2  | 20  | 3  | 0   | 30  | 9  |

## Communications Output

The total number of email communications sent to our members and newsletter mailing list subscribers over the previous two reporting periods are:

|                  | 2021 | 2020 |
|------------------|------|------|
| Positions vacant | 14   | 30   |
| Newsletters      | 6    | 11   |
| Bulletins        | 10   | 14   |
| Online events    | 20   | —    |
| Other            | 8    | 7    |

# Organisations in the membership

## Australia

Armatas Enterprises  
Australian Catholic University  
Australian Council for Educational Research  
Australian National University  
Bond University  
Council of Australasian University Directors of Information Technology  
Charles Darwin University  
Charles Sturt University  
Curtin University  
Deakin University  
Department of Education, Skills and Employment  
Edith Cowan University  
Federation University Australia  
Flinders University  
Hestu Consulting  
Kaplan Australia and New Zealand  
La Trobe University  
Macquarie University  
Monash University  
N Mast Consulting  
Queensland Tertiary Admissions Centre  
Queensland University of Technology  
RMIT University  
Southern Cross University  
The University of Melbourne  
The University of Newcastle  
The University of Notre Dame Australia  
The University of Sydney  
University of Adelaide  
University of Canberra  
University of Southern Queensland  
University of Technology Sydney  
University of the Sunshine Coast  
UNSW Australia  
Victoria University  
Wentworth Institute of Higher Education  
Western Sydney University

## New Zealand

Ara Institute of Canterbury  
Auckland University of Technology  
Otago Polytechnic  
Te Herenga Waka—Victoria University of Wellington  
The University of Auckland  
University of Canterbury  
University of Otago  
Waikato Institute of Technology (Wintec)  
Wellington Institute of Technology & Whitireia  
Community Polytechnic

## Other countries

Ritsumeikan University (Japan)  
Tohoku University (Japan)

## AAIR partners

[Altis Consulting](#)  
[eXplorance](#)  
[QILT](#)  
[The Social Research Centre](#)  
[Watermark](#)

Current at 30 June 2021.

# Fellowships

AAIR has two prestigious fellowships it offers in recognition of two life members of the association – the **Raj Sharma Fellowship** and the **Zimmer Travel Fellowship**.

During the 2020–2021 financial year, fresh discussions around the fellowships arose in light of the continuing COVID-19 pandemic. The AAIR Executive Committee agreed to launch modified packages to work within the current climate.

On 07 April 2021, an email was circulated to 905 subscribers, including AAIR financial members. Subscribers were asked if they wanted an opportunity to attend the 2021 AIR Forum Virtual in May under the modified Zimmer Travel Fellowship – this time without the physical travel as the Forum was online in 2021. Information about the AIR Forum was included in the communication.



Up to 4 grants were available, all of which covered the registration fee of USD499. Applicants were advised that they must meet the criteria to apply. They must:

- be a current AAIR Member with at least two years membership history (This doesn't need to be consecutive years. If your membership has lapsed and you wish to apply, please simply renew your membership.)
- not be an officeholder or member of the AAIR Executive Committee
- have submitted a complete application as per the fellowship instructions
- be willing to act as a mentor for future fellowship applicants
- be willing to present to the AAIR membership on their experiences while on the fellowship at the AAIR SIG Forum or AAIR Annual Forum following the completion of the fellowship
- provide a report and presentation to be published on the AAIR website blog and in the AAIR newsletter.



It was noted that for someone to apply they must be a current financial AAIR member. This was to encourage membership renewals as much as an opportunity for long lost members to re-join the Association. Recipients were encouraged to complete the online application before Wednesday 21 April 2021. With consideration of the applications received to be completed by Wednesday 28 April 2021. Despite 197 people opening this email, and 11 clicks on links inside the email, there were no applicants this year.

AAIR continues to be able to offer members the chance to obtain the Affiliated Organization Travel Grant through AAIR's affiliation with the Association for Institution of Research (AIR) in the USA. The grant is usually offered to the winner of the Best Presenter Award at an AAIR Forum in any given year. In 2020, the winner of the Best Presenter Award went to Rintaro Ohno, Tohoku University, *Student experience in Japan*.

It is planned to readvertise the standard fellowships to AAIR members once travel restrictions are lifted, making it possible to travel freely both domestically and internationally.

For more information about the AAIR Fellowships, please visit  
<<https://aair.org.au/membership/fellowships/>>.







# Events

AAIR hosts an annual forum and a SIG forum in each financial year. Sadly for AAIR, we had to cancel our SIG Forum for the first time since we began running them. In place of the SIG Forum, we offered a range of conversational Zoom sessions that allowed members to connect and share their experiences, as well as learn something new.

During the reporting period, AAIR hosted 8 Zoom events to discuss matters of concern to members and the industry. These sessions were offered free to members, with a nominal fee for non-members. The sessions hosted by AAIR were:

1. Load Planning #3 (Conversations During COVID) *Changes proposed by the government and the impacts on higher education* was held on 7 July 2020. There were 85 registrants.
2. AAIR Surveys and Evaluation e-Vent was held on 22 April 2021. There were 8 registrants.
3. AAIR Surveys and Evaluation e-Vent NZ Chapter 2021 was held on 20 May 2021. There were 8 registrants.
4. AAIR Surveys and Evaluation e-Vent AU Chapter 2021 was held on 27 May 2021. There were 4 registrants.
5. AAIR Surveys and Evaluation e-Vent NZ Chapter 2021 was held on 10 June 2021. There were 6 registrants.
6. AAIR Business Intelligence and Analytics e-Vent 1/2021 was held on 16 June 2021. There were 20 registrants.
7. AAIR Surveys and Evaluation e-Vent AU Chapter 2021 was held on 17 June 2021. There were 5 registrants.
8. Load Management & Planning ConvAAIRsation 1/2021 was held on 21 June 2021. There were 19 registrants.

As a result of feedback, we will be continuing this series and looking at how we can offer a wider range of events in the future.

## Conversations During COVID



# Special interest group Zooms

During the financial year 2020–2021, the growing global pandemic, and the inability to host our usual face-to-face forums, AAIR had to find a new way of reaching its members. We continued to run our Conversations During COVID series, and introduced ConvAAIRsations and AAIR e-Vents.



## Business Intelligence and Analytics e-Vent

On 16 June 2021, AAIR hosted the Business Intelligence and Analytics e-Vent. This e-Vent was attended by 20 colleagues from across the university sector: 17 AAIR members and 3 non-members.

The initial planned discussion was to look at how sometimes things don't go according to plan and can cause great strife to all involved in the BI and analytics space. The planned discussion topics were going to be about navigating the changing environment (with technology), managing the increased demand for data and analytics, and effective machine learning practices. But the narrative slowly segued into a knowledge sharing session where best practices, tips, and tricks on how to tackle situations around executive sponsorship, process and technology uptake, and user experience improvements, were shared.

The overall satisfaction of the surveyed participants was positive, with a couple of respondents suggesting that the 45-minute sessions could be extended to allow for more discussion. There are more e-Vents planned for the future.

*Lester Dsouza*

SIG Chair



## Load Management & Planning SIG ConvAAIRsations

Unfortunately, due to the advent and intensification of COVID-19 over the last financial year we were not able to meet in person, but the AAIR Load Management and Planning special interest group (SIG) managed to conduct two convAAIRsations (online sessions) during this period. I would like to thank Eva Seidel for assisting me to co-chair both sessions.

Our first session was held on 7 July 2020, where we had the pleasure of Dr Andrew Herd (Acting Assistant Secretary, Funding and Students Branch, Higher Education Division) attend from the Australian Government Department of Education, Skills and Employment, where we discussed the changes from the then recently released Job Ready Graduate Package. Overall, we had 85 people (35 members and 50 non-members) attend the session, which went for just under two hours. A recording of the session is still available on the AAIR website for those who may be interested. We would like to thank Dr Andrew Herd for always making time to present at our AAIR forums and convAAIRsations, especially when new government policies are announced.

The second session was held on 21 June 2021, where we had 19 people attend the session (16 members and 3 non-members). This session was conducted with a poll on various subjects for discussion, and these were voted on by those in attendance. The subjects with highest number of votes were discussed first, then the next most popular subject, etc. It was great to have such a format and it allowed all attendees to participate in and guide the discussion.

Some of the topics covered in our sessions included how other universities approached their load planning and the methods used, some of the impacts of COVID-19 with international students in their universities, short courses and whether these will continue in 2022, and trading of CSP student load between universities. The feedback received was very overwhelmingly positive on both occasions, and many commented it was appreciated that there was an exchange of ideas between universities and how they could take this back into their own load management at their university. As a result of hosting these ConvAAIRsations, Eva and I were invited to attend and present at the ATEM Conference in August 2021. Our session was called, 'Load planning and management: the AAIR perspective'.

Hopefully there will be more convAAIRsations over the coming months while we are still unable to travel to meet in person. I will be stepping down from working at Macquarie University from the end of November 2021 as I transition towards retirement, but I will continue to chair the Load Management & Planning SIG. Finally, I would like to thank Liesha for assisting us in hosting the online sessions over the last year.

*Andrew Bradshaw*

SIG Chair





## Surveys and Evaluation SIG e-Vents

The Surveys and Evaluation special interest group offered a series of networking e-Vents. These e-Vents were initially run fortnightly (once per month for Australian participants and once per month for New Zealand participants) but were later consolidated and offered monthly. Registrations and attendance were low over the five sessions, but conversations were useful and robust and often ran over the allotted time. While this kind of networking is deemed important by members, it seems that few members prioritised the online activity over other work commitments. It may be that these types of virtual sessions would be better offered with a specific topic or issue presented by different 'experts' or colleagues with more structured discussion and networking rather than an open forum. It seems that this type of informal, unstructured activity is best undertaken in-person; however, it should be noted that institution conference budgets have been heavily cut over 2020 and 2021 and 'support staff' such as institutional research practitioners are often unable to access funding to attend in person events, particularly in other states or countries.

The feedback was positive across the events, with some respondents suggesting that an hour could be more beneficial than the allotted 45 minutes.

*Lisa Bolton*

SIG Chair



JOIN US ONLINE.

# AAIR forum 2020

8–9 December 2020

Offered virtually via the OnAIR platform

*Theme: It's not all Zoom and Gloom: Let AAIR lift you up by sharing our experiences*

The 31st Annual Australasian Association for Institutional Research Annual Forum was held online via the OnAIR event portal from 8–9 December 2020. This was the first time AAIR has hosted an online Forum, and it was certainly a steep learning curve for all concerned. We had our hiccups, but we got there in the end.

As a way of offering packages to our regular platinum sponsors, we decided to offer them the opportunity to sponsor one whole day. Therefore, [Explorance](#) was our day 1 platinum sponsor, and [Altis Consulting](#) was our day 2 platinum sponsor.

The Forum was attended by 85 delegates (76 from Australia, 7 from New Zealand, and 2 from Japan). The virtual event was held over 2 half days, which included 12 concurrent sessions across 2 streams (including 4 SIG sessions). There were also 2 plenary presentations by our platinum day sponsors, [Explorance](#) and [Altis Consulting](#). Across the two days, there were a total of 430 sign-ins recorded.

## Sub-themes

The theme for the 31st Australasian Association for Institutional Research was *It's not all Zoom and Gloom: Let AAIR lift you up by sharing our experiences*. Each presenter was asked to choose from the following sub-themes:

- The evolving role of the institutional researcher
- Justifying the value of higher education and research
- Evidence-based strategic planning and implementation
- Benchmarking for continuous quality improvement
- Informing learning and teaching through evaluation and surveys
- Realising benefits – the role of institutional research in enterprise and transformation projects
- Compliance and government reporting reform
- Business intelligence, analytics, visualisation and modelling – the foundations of IR

## Conference organising committee

Below is a list of the Local Organising Committee:

- Stuart Terry, Otago Polytechnic (AAIR Forum Chair)
- Don Johnston, Southern Cross University
- Pam Rayner, Bond University
- Kathie Rabel, Life Member
- Greg Jakob, Federation University Australia
- Lisa Bolton, The Social Research Centre
- Andrew Bradshaw, Macquarie University
- Leone Nurbasari, The Australian National University



- Eva Seidel, Flinders University
- Penny Szybiak, Charles Darwin University
- Liesha Northover, AAIR Executive Officer

## AAIR Partners

It was agreed that Explorance and Altis would be the joint sponsors for the 2-day event, with Explorance sponsoring day 1 and Altis sponsoring day 2. A nominal fee was charged for their sponsorship, which included their logo being displayed in the OnAIR Portal banner and on the AAIR website, and they were both given an opportunity to present in the respective morning plenaries.

### Day 1 Platinum Sponsor



2020 Platinum Sponsor

### Day 2 Platinum Sponsor



2020 Platinum Sponsor

Proudly managed by



## Abstracts submissions

There was no official call for abstract process. Instead, AAIR had asked for expressions of interest from their members, together with approaches made by the AAIR Executive Committee to individuals they believed would benefit the program. Prior to the event, Leishman Associates were responsible for following up presenters for a brief abstract to be placed on the AAIR Forum website and in the OnAIR Portal.

Sessions were streamed through AIRCast via OnAIR. Leishman Associates set up all sessions with the required speakers, chairs, and moderators. Live Q&A was active in all live sessions. Chairs from each session would remind attendees to use this Q&A field to ask any questions to the speakers during the presentation. Attendees could also 'up-vote' questions they liked rather than post the same question again. Live Q&A was very successful and was utilised by attendees in each session. During the two days, over 80 Live Q&As were submitted.

The Networking Hub was a place for all attendees to set up the information they wished to share with other attendees and work on building a list of connections they wished to communicate with during

and after the event. All attendees registered for the event were listed down the left hand-side. Connections, pending requests and received invitations to connect were listed in the middle.

Attendees couldn't see personal details of other attendees until a connect request was accepted by the invited person. Once connected, the attendees could schedule meetings with each other, video chat, and send instant messages. Chats could only be one-on-one, meaning you could not create group chats. Unfortunately, the Networking Hub was under-utilised, with only 10 connections being made between the attendees, even though the Networking Hub platform was visited 148 times over the course of the two days.

## Registration

Registration for the virtual AAIR Annual Forum 2020 was free for any AAIR member with a current membership. For those who were not a current AAIR Member, they could purchase a 2021 membership, and this would also allow them access to the event. Registration was through an online form via a page hosted on the AAIR website, which was created and maintained by Liesha Northover. All attendees were registered with the same virtual registration type as the event was free to members. Registration for the AAIR Forum 2020 Online remained open throughout the Forum to allow any late registrations.

## SIG sessions

There were a few minor setbacks with running the SIG sessions online for the first time. To enable the SIGs to be interactive, 'breakout streams' were utilised. Although the platform had been tested with the government officials who were running this session, on the day when it had been switched to the actual breakout session, they were unable to access the breakout session due to government firewalls preventing the same as these were run through Zoom, not AirCast. The Chair, Andrew Bradshaw, did a great job engaging in conversation whilst the technical issues were sorted. After approximately 10 minutes, the session reverted to the same process used for the other sessions, meaning the attendees were unable to share their videos and / or audio.

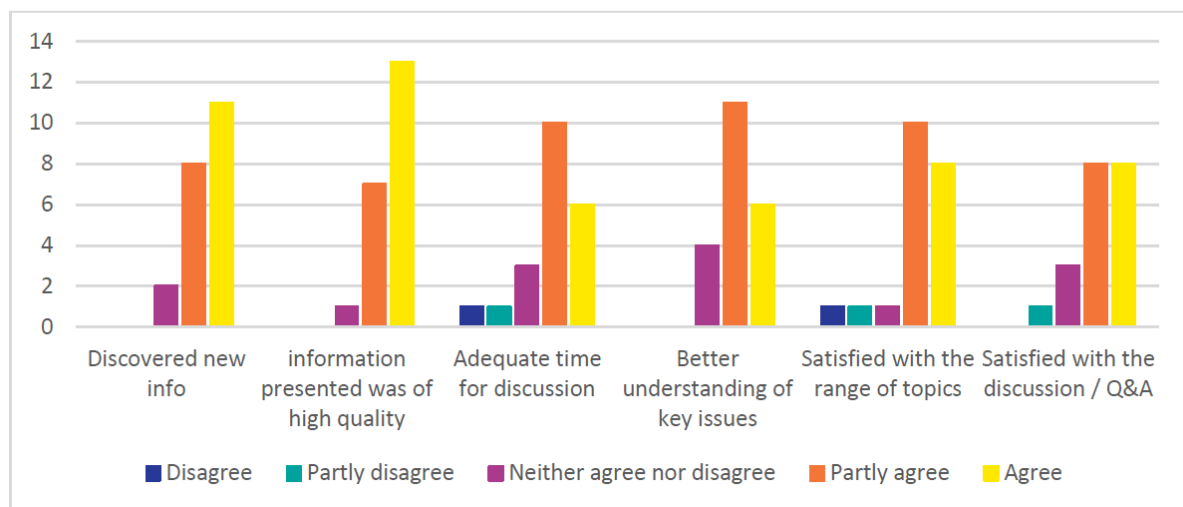
The special interest group workshop topics were:

1. Surveys and evaluation SIG  
*Deep dive into graduate outcomes: more arts than science*  
Facilitated by SIG Chair, Lisa Bolton, The Social Research Centre
2. Load management and planning SIG  
*Job-ready graduates package*  
Facilitated by Andrew Herd, DESE, and chaired by SIG Chair Andrew Bradshaw, Macquarie University
3. Business intelligence and analytics SIG  
*The next logical step*  
Facilitated by SIG Chair, Lester D'Souza, Australian Catholic University
4. Government reporting SIG  
*TCSI reporting*  
Facilitated by Maureen Wood and Wayne Shippley, DESE, and chaired by SIG Chair Don Johnston, Southern Cross University

## Survey feedback

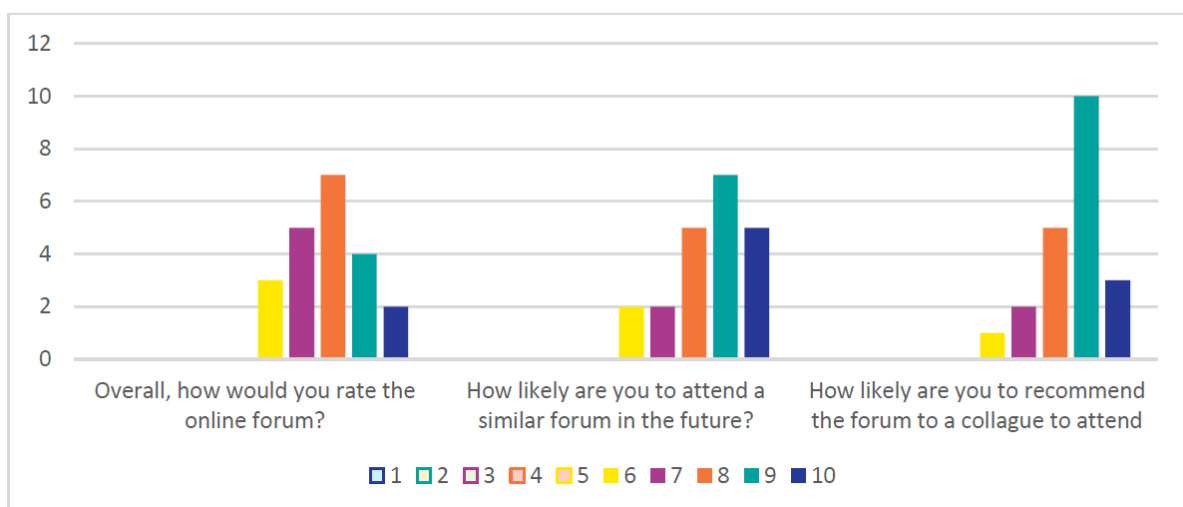
### How would you rate the program structure and content?

Based on each following statement



### How satisfied were you in the following scenarios:

Please rate 1 – 10, with 1 being the lowest and 10 being the highest



Below is an example of some of the feedback provided during the survey:

### If you were to attend a similar conference, please tell us what, if anything, could be improved?

- As a group we need to encourage more people to engage in the conversations. It's the questions and answers where you learn a lot about what others are doing. Guest speakers are effectively 'chairing' a meeting, so maybe brief speakers on how to draw questions from the attending groups.
- Additional opportunities for networking beyond the formal presentations and break out sessions. Perhaps a virtual drinks opportunity or a way to get in touch with like-minded attendees would be good.
- More speakers from NZ.

General comments included:

- Good first effort at Virtual meeting.
- Overall, I really enjoyed the AAIR Forum and found the virtual format easy to navigate.
- I found the on-line conference fantastic. The only problem was that actual work did call me away a couple of time. However the recordings of the sessions was really useful.

## Prize winners

*Best presenter: Rintaro Ohno, Tohoku University, Student experience in Japan.*

## Summary

Given the short lead time, the AAIR Forum 2020 online was a success. There were some minor technology issues however they were rectified quickly.

You can view the AAIR Forum 2020 on our website at <<https://aair.org.au/past-aair-events/aair-forum-2020/>>





# Annual General Meeting

The AAIR Annual General Meeting (AGM) was held on Thursday 25 February 2021 from 12.30–1.15pm AEDT. There were 27 registrations to attend the 2020 AAIR AGM, and 22 people attended.

Elections for the AAIR Executive Committee were held in September 2020 with the result being no changes to the Committee. The Committee has a term of 2 years, which will run until the 2022 annual general meeting. Some of the changes to the Executive Committee include:

- Kathie Rabel, who is the Immediate Past President, having served as President and Acting President until January 2020.
- Don Johnston (Southern Cross University), who is the AAIR Vice President and the leader of the Special Interest Groups portfolio. He also chairs the organising committees for the AAIR Annual Forum and AAIR SIG Forum.
- Pam Rayner (Bond University) who was co-opted to the AAIR committee during 2020 as Honorary Secretary as the position had been vacant for a period of time.
- Greg Jakob, who is the Honorary Treasurer and is responsible for the budget, finances, audits, and review of accounts.
- Lisa Bolton (The Social Research Centre), who is the leader of the Strategic Planning portfolio.
- Andrew Bradshaw (Macquarie University), who is the leader of Publications, Communications and Social Media portfolio.
- Lizzie Li (The University of Adelaide), who has continued in the role of Newsletter Editor during 2020 and has agreed to continue in this role in 2021.
- Leone Nurbasari (Australian National University), who is the leader of the Membership and Mailing Lists portfolio.
- Eva Seidel (Flinders University), who is the leader of the Sales, Marketing and Promotional Materials portfolio. Eva was co-opted onto the committee towards the end of 2019.
- Penny Szybiak (Charles Darwin University), who is the leader of the Professional Development portfolio.
- David Carroll (Monash University), who many of you will know from his long association with AAIR, reluctantly resigned from the Committee late in 2019.

There were 12 special resolutions presented to the membership. The AAIR Secretary, Pam Rayner, asked the membership to vote on whether we deal with each of the resolutions separately, or to vote on them collectively. It was her recommendation that we move to treat all the resolutions as one, and a poll of the members was taken to determine agreement or dissent for the proposal. The result of the poll was 95% in favour, none against and 5% abstain. Therefore, it was agreed that the resolution to treat all as one be polled. The resolution was put to the members to accept all changes to the rules and the result was again 95% in favour, none against and 5% abstain.

|   |
|---|
| <i>Special Resolution 1</i>   |
| That the members of AAIR approve the alteration and definition of ‘Special resolution’.   |
| <i>Special Resolution 2</i>   |
| That the members of AAIR approve the changes to the statement of purposes to make this more relevant to AAIR and more closely reflect the Association objectives.   |
| <i>Special Resolution 3</i>   |
| That the members of AAIR approve the inclusion of Division 9. DISCIPLINARY ACTION as taken from the Model Rules for Incorporated Associations, replacing the former Division 9. DISCIPLINE OF MEMBERS.  |
| <i>Special Resolution 4</i>   |
| That the members of AAIR approve the inclusion of 13. SPECIAL GENERAL MEETINGS as taken from the Model Rules for Incorporated Associations, replacing the former Division 13 of the same name.  |
| <i>Special Resolution 5</i>   |
| That the members of AAIR approve the removal of former Division 14. CONVENING EXTRAORDINARY GENERAL MEETINGS, as this is now covered in the inclusion of 13. SPECIAL GENERAL MEETINGS.  |
| <i>Special Resolution 6</i>   |
| That the members of AAIR approve the inclusion of Division 14. NOTICE OF GENERAL MEETINGS, as taken from the Model Rules for Incorporated Associations, as a more accurate and detailed representation of how AAIR runs general meetings and meets the legal changes to notice of time. |
| <i>Special Resolution 7</i>   |
| That the members of AAIR approve the inclusion of Division 15. USE OF TECHNOLOGY, as taken from the Model Rules for Incorporated Associations.  |

*Special Resolution 8*

That the members of AAIR approve the removal of former Rule 24.1 First Members, as this is now deemed obsolete.

*Special Resolution 9*

That the members of AAIR approve the replacement of the current Rule 25.11 Removal of Committee or members thereof with the new Rule 25.11, as taken from the Model Rules for Incorporated Associations.

*Special Resolution 10*

That the members of AAIR approve the removal of Rule 26.10 Circulatory resolutions, as this is not reflective of how the Committee passes resolutions.

*Special Resolution 11*

That the members of AAIR approve the changes to PART 6: FINANCIAL MATTERS, including all edits, deletions, and additions taken from the Model Rules for Incorporated Associations.

*Special Resolution 12*

Upon the passing of resolutions 1 through 11 above, that the members of AAIR approve all updates in its Rules as described in the tracked changes document circulated to the membership at least 21 days prior to this AGM.

# Surveys

Surveys circulated in 2020–2021 were for each of the online Zoom sessions that AAIR hosted on dates immediately following those online events.



Photo by [rawpixel](#) on [Unsplash](#)



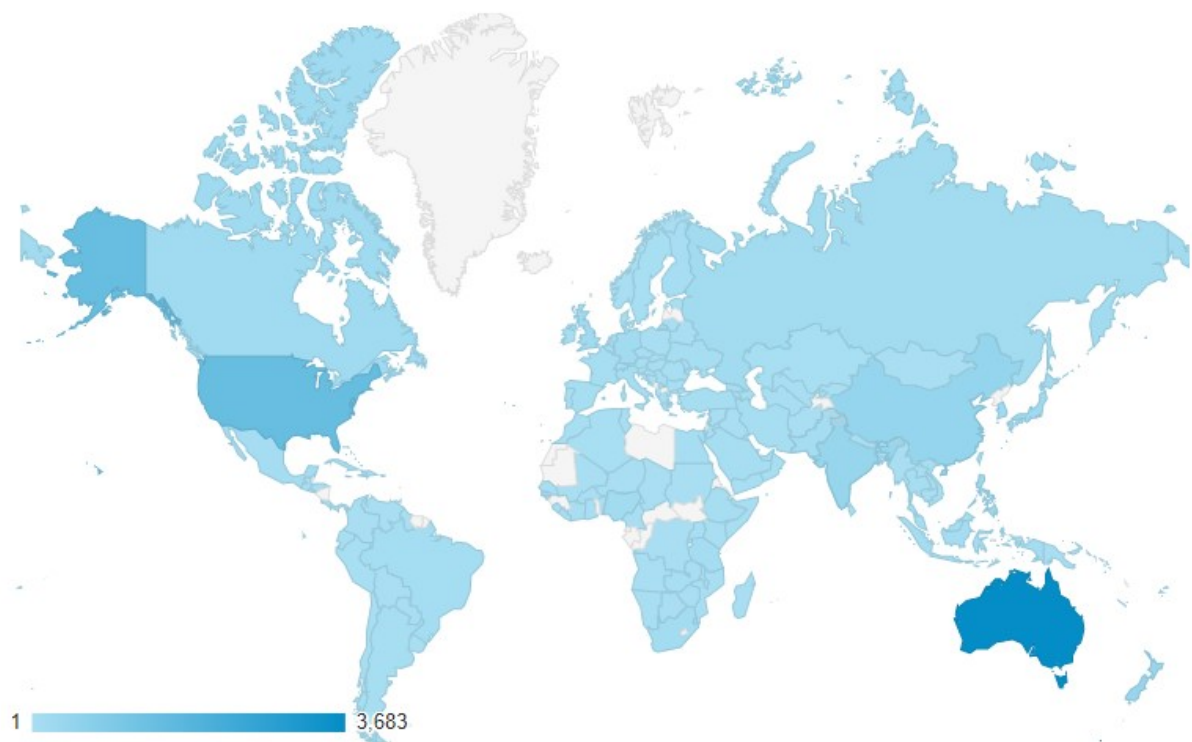
# AAIR online

## Website visitors

During the financial year 2020–2021, there were 10,722 sessions, which is an increase of 1,188 from the previous reporting year.

### Countries

Visitors to the AAIR website have come from most countries around the world, with 3,683 sessions originating in Australia (out of a total number of sessions from all countries of 10,722), which is 1,029 less than during the financial year 2019–2020. This figure is followed by visitors from the United States with 1,482 visitors, 447 from China, 412 from India, and 390 from New Zealand. This is out of a total of visitors from 162 countries around the world.



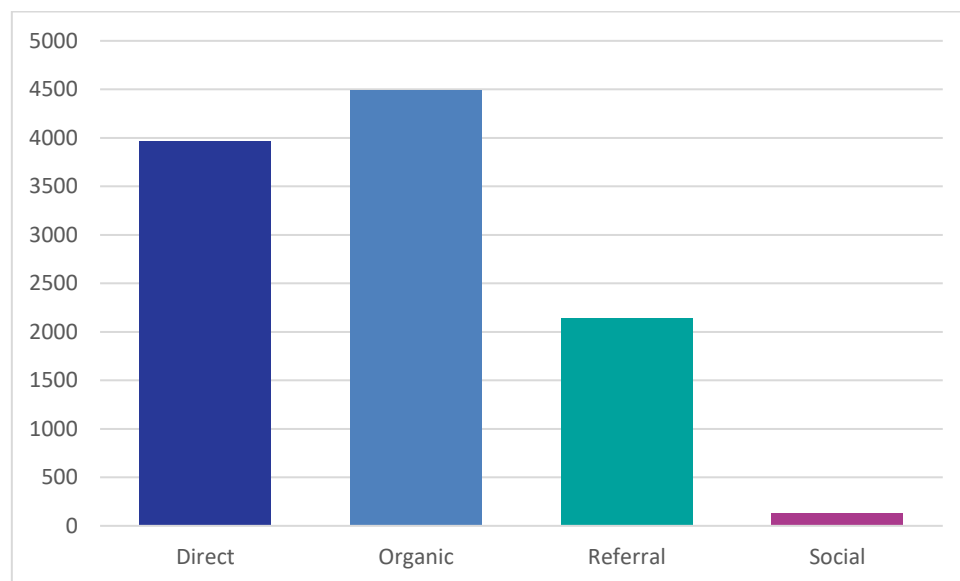
## Devices

Out of the total of 10,722 separate sessions on the AAIR website, 8,017 were made using a desktop computer, 2,541 were made using a mobile phone, and 164 were made on a tablet.

The preferred operating systems used by mobile visitors to the AAIR website in the financial year 2020–2021 were android with 1,771 visits, and iOS with 903 visits.

## Acquisition overview

The majority of AAIR’s website traffic has more recently been coming from organic traffic; however, website traffic during this financial year saw a significant increase in referral traffic.



The AAIR website had 32,455 pageviews this financial year, which is 3,111 fewer than in the previous financial year, with the majority of visitors coming to the following pages:

- Homepage (7,892)
- IR job roles > business-intelligence-manager (2,287)
- Events (1,248)
- What is institutional research (1,180)
- AAIR Forum 2020 (989)
- JIR (972)
- IR job roles > planning-officer (970)
- higher education jobs (828)

The average time spent on the AAIR website in one session was 55 seconds, which was less time than the previous year.

The [AAIR website is harvested by the National Library of Australia](#) to preserve the history of the association. A snapshot of the AAIR website was taken on 6 July 2020.

# *Social*

**Follows**

**89**



**facebook**



**twitter**

**Followers**

**381**

**Connections**

**378**



**LinkedIn**

# *Financial statements*





# Corporate directory

## *Association*

Australasian Association for Institutional Research Inc.

Suite 204, 585 Little Collins Street

Melbourne VIC 3000

[www.aair.org.au](http://www.aair.org.au)

## *Secretariat management*

Liesha Northover

Corporate Hippie

PO Box 2131

Belgrave VIC 3160

[www.corporatehippie.com.au](http://www.corporatehippie.com.au)

## *External auditor*

John Findlay

RSM Australia Pty Ltd

PO Box 685

BALLARAT VIC 3353

[www.rsm.com.au](http://www.rsm.com.au)

## *Professional conference organiser*

Leishman Associates

227 Collins Street

Hobart TAS 7000

[www.leishman-associates.com.au](http://www.leishman-associates.com.au)

AAIR.ORG.AU

