



UNSW
SYDNEY

Australia's
Global
University

UNSW Library

CAUL Statistics Forum 2018





SUMMARY

Who?

Why?

How?

47

Schools

53,481

Students

19,905

Commencing Students

132

Centres and institutes

39,848

Local Students

6,117

Staff

18

On-campus colleges
and affiliated student
accommodation

13,633

International Students

267,937

Alumni



WHO WE ARE

Academic Services Unit (ASU)

SEM + HCASS

Outreach and Services Teams

Strategic Focus Groups



WHY WE COLLECT STATISTICS

Balanced Scorecard

Monthly, annual and faculty reports

Service definitions and reviews

Continuous service improvement



HOW WE USE STATISTICS

Illumin

Personas and customer journey maps

Internal communications strategy

UNSW3+



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