

# Enquiry Management Framework

## Objectives

This framework will provide a One UQ approach to manage inbound enquiries. It will provide guidance to:

- Set up and maintain a UQ-wide approach to manage enquiries across different channels
- Improve collaboration of different areas when managing enquiries
- Capture customer data and enquiries in a useful and consistent way
- Consolidate existing knowledge and implement effective knowledge management
- Set up required workflows and interfaces within the UQ systems

# Enquiries Management sub-Working Group membership

**Kym Powell**  
Student Services

Project Team

**Corinne Franklin**  
Student Employability

Project Team

**Kathleen Smeaton**  
Library

Project Team

**Linda Edwards**  
Future Students

Project Team

**Shane Jackson**  
Future Students

Project Team

**Kyra Simondson**  
ASD Admissions

Project Team

**Colleen Stillman-Cheng**  
Future Students

Project Team

**Adriana Velez**  
Future Students

Project Team

**Michaela Deen**  
ITALI

Project Team

**Gregory Harrison**  
ITS

Project Team

**Jodie Chappell**  
Graduate School

Project Team

**Helen Woodman**  
Research

Project Team

**Amanda Briggs**  
Advancement

Project Team

**Kate Swanson**  
Graduate School

Advisor

**Sylvia Bonny**  
Business School

Advisor

**Kevin Owen**  
Advancement

Advisor

**Stephanie Jillett**  
Institutes

Project Team