

STUDENT EXPERIENCE SUMMIT NSW 2019



Driving higher education into the next era of growth
through optimised student experience

12th November 2019 Intercontinental Double Bay, Sydney



LAURA-ANNE BULL
Deputy Vice Chancellor
Students
JAMES COOK UNIVERSITY



RACHEL ABEL
General Manager & Delivery
Lead - Student Communities
UNSW



CHRIS YOUNESS
Director, Employability &
Graduate Success
WESTERN SYDNEY
UNIVERSITY



LUCY SCHULZ
Director, Cloud Campus
DEAKIN UNIVERSITY

Also hear from:



UNIVERSITY OF
CANBERRA



RMIT
UNIVERSITY



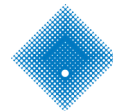
THE UNIVERSITY OF
SYDNEY



MONASH
University



MACQUARIE
University



VICTORIA
UNIVERSITY
MELBOURNE AUSTRALIA

Queensland
University
of Technology

WHO WILL BE ATTENDING:

- DVC's/ Heads/Directors:
- Student Experience/Success
- Student Services
- Student Connect
- Student Employability
- Customer Experience
- Teaching & Learning
- Service Delivery

KEY TOPICS:

- Deploying a holistic SX strategy to ensure strong engagement
- Embracing digital innovation to ensure successful multi-faceted approach to students
- Delivering a hyper-personalised SX to promote active student engagement
- Implementing effective mental & well-being programs to ensure a culture of student support

Tuesday 12th November, 2019

8:30 Registration, coffee & networking

9:00 Welcome remarks from the MC



DELEGATE SPOTLIGHT 9:10

What are the core challenges when transforming student experience?

MORNING PANEL

9:30 Exploring strategies to optimise SX and enable innovation within the higher education sector

- Examining challenges when deploying a SX strategy & methods to maintain strong student engagement
- Implementing a hyper-personalised SX to promote active engagement
- Outlining challenges with employability outcomes and how a strong SX can enable success post university

1. Kris Ryan, Pro Vice-Chancellor, Academic, **Monash University**

2. Tony Reed, Director, Student Services & Engagement, **University of Sunshine Coast**

3. Lucy Schulz, Director, Cloud Campus, **Deakin University**

4. Rachel Abel, General Manager & Delivery Lead - Student Communities, **UNSW**

5. Scott Bandfield, Program Director, SX Program, **Sydney Uni**



10:10 SPEED NETWORKING

10.30 Morning tea & networking

11:00 Establishing and deploying a holistic SX strategy to ensure ongoing engagement

- Exploring challenges with implementing a SX strategy & establishing a road-map to maintain growth
- Improving design & delivery to strengthen student & community engagement
- Aligning your CX/SX vision & strategy to enable successful student service delivery

Kylie Ebert, Director Student Life, **Macquarie University**

11.30 Student Panel: 2019 and Beyond - Our Vision, Our Experience, Our Voice

- Outlining what students want from the Australian higher education experience
- Exploring the importance of student inclusion & partnership in university operation and decision making
- 2019 and Beyond: Examining what the future of student experience will look like

12:00 Transforming your student experience using digital innovation and online engagement

- Exploring how a multi-faceted digital approach to student engagement can transform SX
- Implementing strategies to achieve a hyper-personalised student experience across all channels
- Using data analysis to proactively address SX challenges and improve the current SX process and strategy

Scott Nichols, Director Student Connect, **University of Canberra**

12.30 Lunch & Networking

1.00 Round Table Discussions (Suggested Topics):

- **Round Table 1:** Improving student and staff experience through modern technology and data solutions
- **Round Table 2:** Enabling predictive student intelligence for the higher education sector
- **Round Table 3:** Enhancing online SX and improving conversion and retention rates

1.40 Exploring the growing importance of partnership enabled approaches to support student success and retention

- Moving from reactive to proactive models of student success
- Fostering sustainable partnerships & designing services with and for students
- Embracing multi-disciplinary approaches to supporting students

Caroline Rueckert, Director Student Success, **Queensland University of Technology**

2.10 Exploring methods to drive successful student retention through a strategic focus on student experience

- Realising how traditional/digital student engagement methods impact retention & attrition rates
- Examining strategies to improve integration of international and domestic students
- Effectively measuring the success of student retention strategies and addressing challenges for 2019 and beyond

Darren Brown, Associate Director Employability & Success, **Victoria University**

2.40 Afternoon Tea & Networking

3.10 Panel Discussion: Realising how student experience can impact employability outcomes after university

- Addressing the challenges of employability rates
- Exploring the current/future graduate skills gap and providing work experience to under & post graduates
- Upskilling staff to weave employability into the curriculum for successful transition into workforce

1. Laura-Anne Bull, DVC Students, **James Cook University**

2. Darren Brown, Associate Director Employability & Success, **Victoria University**

3. Chris Youness, Director, Employability & Graduate Success, **Western Sydney University**

4. Sarah Fletcher, Director, Student Engagement, **Charles Darwin University**

3.40 SX Lightning Round -

1. Exploring how RMIT is supporting their digital SX

Representative, RMIT

2. UAC - Exploring how innovation in student admission process can enhance SX

James Kevin, General Manager Business Solutions, **UAC**

3. Delivering a hyper-personalised SX to boost student engagement

Lucy Schulz, Director, Cloud Campus, **Deakin University**

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4.10 Implementing effective mental health and wellbeing programs to ensure a culture of student support

- Exploring the need for universities to address the relationship between good mental health and student success
- Strategically focusing on student support programs to increasing the wellbeing culture
- Encompassing student-led initiatives to encourage a sense of belonging

Glen Bates, Pro Vice-Chancellor (Student Engagement)
(Swinburne University of Technology)

4.40 Conference Wrap Up: This session an interactive way to finish off the day. Each table will work together to write down 5 key takeaways and 5 people you wish to connect with after the event.

5.00 Closing Remarks from Chairperson
