Presentation 1

Title: Capturing the Perceptions of ANU
Presenters: Sara Rowley and Bo Liu, Planning and Performance Measurement
Time slot: 11:25 – 11:55am (30 minutes), Thursday 10 September
Abstract:
Why do prospective students choose Canberra and ANU? What challenges the student while they are studying? How can we work cooperatively to use feedback to change students’ experience for the better?

The University’s Evaluation Team manage an evaluations framework that covers students from classrooms to career. Current students’ experience of arrival, living, learning, support and careers outcomes are collected via the range of core surveys deployed at ANU, such as the Student Barometer, Student Experience of Learning and Teaching and the Student Experience Survey. Graduate experiences and outcomes are measured shortly after graduation via the Australian Graduate Survey.

Similarly, current research candidates are invited to complete the Postgraduate Research Experience Survey, the HDR Exit Survey on thesis submission, as after graduation the national Postgraduate Research Experience Questionnaire.

In 2015, several internal surveys were deployed that help further our understanding of students’ perceptions of ANU. Domestic undergraduate applicants were invited to provide feedback on change of preference activities and new students were surveyed on their transition to study at ANU.

This presentation will provide an overview of the suite of surveys deployed across the student lifecycle at ANU. It will cover high level results from individual surveys as well as considering a holistic view of the student experience and how we can work together to support students throughout their life cycle, by collecting and reflecting on feedback.

Presentation 2

Title: Student Experience in Transition: Connecting Students and Creating Community
Presenter: Dr Dierdre Pearce, Student Experience and Career Development
Time slot: 12:00 – 12:25pm (25 minutes) Thursday 10 September
Abstract:
What is “student experience” and how does it influence student satisfaction, success and persistence with university? What factors contribute to a positive “student experience” and how do we supply them in a time of budgetary and resource constraints? While teaching quality, facilities and administrative processes contribute to a satisfactory relationship with students as clients, these are not necessarily viewed by students as central to a satisfactory “student experience”. Instead they frame their “student experience” around their relationship with peers and with university academic and professional staff who form the core of their community on campus.

This year the SECD team have used these concepts to shape programs involving opportunities for, and challenges to, students’ developing a sense of belonging during pre-arrival, orientation and the first semester. This paper presents snap shots to illustrate what we have discovered so far, and poses questions we will address next year.
Presentation 3

**Title:** Graduate Trainee Scheme  
**Presenter:** Angela Watkins, Director, Division of Student Recruitment and Admissions  
**Time slot:** 12:30 – 1:00pm (30 minutes) Thursday 10 September  
**Abstract:**  
Graduate Trainee Scheme: A scheme that is a two year program that gives a trainee placements across all areas of DSRA and other parts of portfolio – Marketing Office, Division of Global Engagement, College placements.  
- Connections and Cooperative – scheme is underpinned by long and short term placements within the Division and across the institution. Allows the trainee to develop their own network, encourages mentorship, improves interdivisional relationships.  
- Challenges: there are an insufficient number of experienced staff in Canberra who understand complexity of ANU and who understand all areas of recruitment and admissions. The scheme provides a trained pipeline of talented staff that are recent graduates and are best placed to promote the university to future students. The scheme enables a comprehensive understanding of the student lifecycle across both domestic and international markets and also brings in other aspects of the key influencers: Marketing, Colleges, Directors Project  
- Community: Improves relationship between the Division and other Colleges and Divisions by the development of a team who are empathetic of the differing need across ANU.

Presentation 4

**Title:** Doing More With Less: Connecting You to Student Data  
**Presenter:** Student Business Systems  
**Time slot:** 2:00 – 2:15pm (15 minutes) Thursday 10 September  
**Abstract:**  
Supporting students in achieving the best university experience during their time at ANU is comprised of many complex tasks for administration staff. Many of these tasks are performed in the well-known Student Admin System. A typical day is filled with a plethora of tasks that include entering data, resolving exceptions, running processes and creating reports and queries. These users need to access the rich data set in the Student systems throughout the day and make critical business decisions. Join SBS staff as we explore new functionality that increases visibility, speed of access and presents student data in more digestible way.  

This presentation will explore the basic concepts of portal functionality as it applies to the outwards facing clients of Central Student Administration. We will showcase some new functionality that creates greater visibility of a college’s student data. With this new functionality we can provide common views of student data to both central admin and college admin, that will help eliminate confusion and streamline the student experience. This will be presented in the format of either a live demo with the Student Administration System or a pre-prepared PowerPoint presentation.

Presentation 5

**Title:** Building the Capable Connected Community Members: Come to the Library to Learn How Not to Smile at a Crocodile  
**Presenters:** Roxanne Missingham and Heather Jenks, ANU Library  
**Time slot:** 2:20 – 2:50pm (30 minutes) Thursday 10 September  
**Abstract:**  
ANU students come to the university with an extraordinary set of skills and entries. They are the leaders of the future in research, industry, Government and communities. How can we create a community and set of collaborations with students that will create the skills that they need to survive in an increasingly complex online world? In this presentation we will look at three services which the Library has developed to create and communicate the skills and knowledge that are essential for the future leaders of the world.
The first is our special communication program to higher degree students: the Personal Librarian Program. Recognising that students come with a premise of communication online and a need to connect to digital research support the Library has adapted and expanded the Personal Librarian Program from Yale University Library to establish a connection with new students which is not an impersonal email based communication but gives each student a library staff member who is their special dedicated support person, able to not just communicate library services but to provide a personal face in this impersonal world. We will report on this and outreach programs to halls of residences in terms of scope of the programs and impact.

The second theme is challenges. This part of the presentation will explore how we worked through ANU processes to implement 24 x 7 access in level 2 in Chifley Library, what students use the Library for in the long hours of the evening and morning and how we see this as part of transforming the library to a service where the clients are the focus and we support their learning, rather than continuing a traditional library gateway model.

Thirdly we come to the crocodile motif. One of the major roles for ANU students is developing skills to analyse, write and publish to support future research careers, whether in academic, government, community or industry. In the publishing industry crocodiles abound, threatening to inhibit the careers of future researchers. We have developed a set of programs online and face to face to develop the skills and knowledge of students to prevent to being used and abused by fly by night publishers. In this section we will talk about the programs – our successes and our learnings.

Presentation 6
Title: ANU Learning Communities: Launching Conversations on Campus
Presenter: Victoria Firth-Smith, Student Experience and Career Development
Time slot: 2:55 – 3:10pm (15 minutes) Thursday 10 September
Abstract:
ANU Learning Communities are dedicated to bringing people together in areas of common interest. They provide opportunities for students to extend their learning beyond traditional educational structures such as lectures and tutorials. These events are open to staff also, to universally reinvigorate the ANU campus experience. This presentation will provide an overview of the ANU Learning Communities program and its impact on students at ANU in 2015. Student perceptions and feedback of the program will be obtained via surveys and the data collected will be used to demonstrate the effectiveness of the program and identify areas for improvement.

Presentation 7
Title: The Evolution of Academic Skills Drop-In Session
Presenter: Dr Lacy Pejcinovic, Academic Skills and Learning Centre
Time slot: 3:15 – 3:30pm (15 minutes) Thursday 10 September
Abstract:
The Academic Skills and Learning Centre (ASLC) at AU provides a one-on-one consultation service to all students at ANU. As a part of this service students have been able to choose whether to make a 1 hour appointment or to come for a shorter drop in session. Ove the past 12 months the ASLC has revised the drop in approach in an attempt to make the service accessible to more students and to respond to changing student needs. In this presentation I will explain the new “mobile” drop in service that was trialled in Semester One 2015. The session was expanded from 1 hour a day to 2 hours a day and rather than being held at the Centre, the sessions were shifted to various locations around campus including the Chifley library, AD Hope Building, Burton and Garran Student Residence, and Access and Inclusion. Early indications from the trials suggest that more students are seeking advice on minor academic skills issues in this format, hence opening up more space for the longer one-on-one sessions with ASLC advisors. What’s more, we are seeing an increase in first time use of the ASLC services through the drop-ins.
Presentation 8

Title: Global Trends in Higher Education Advances: news from the 1st international conference on Higher Education Advances, 24 – 26 June 2015, Valencia, Spain
Presenter: Dr Sabrina Caldwell, Research School of Computer Science
Time slot: 1:00 – 1:30pm (30 minutes) Friday 11 September
Abstract:
- Conference themes
- Conference themes that may have implications for student administration and services
- Competencies and employment readiness
- Evaluation
- Innovative teaching methods and technologies
- Student reflections and perspectives
- Case study

Presentation 9

Title: Creating Space for Community: Changing Client Perceptions of the Student/Staff Divide
Presenter: Cris Clucas, Student Experience and Career Development
Time slot: 1:35 – 1:50pm (15 minutes) Friday 11 September
Abstract:
"To belong is to act as an investor, owner and creator of this place. To be welcome, even if we are strangers." (Peter Block, 2009). The ANU Student Experience and Career Development team are tasked with developing and presenting the University’s Orientation program, which welcomes new students, provides opportunities for the ANU Community to include new students, and for new students to feel like a part of this community.

This project was inspired by ‘Yarn-Bombers’ in the US, who shifted from knitting artworks in parks to knitting scarves to leave for people in need to take. The seed of an idea, sown on social media, grew unexpectedly with support from students and staff across the campus, into the Knit for New Students Initiative. The initial focus of the project was to produce as many scarves and beanies for new students as possible in the few months before Semester 2 Orientation week in July 2015, but grew to be much more.

Knitting is naturally a community-minded pastime with knitters creating pieces for themselves and other people – time invested in each hand made piece. Support for this project not only came from across the campus but from the wider Canberra community and beyond, culminating in Orientation week at the Wellbeing Mini-Market Day when over 120 knitted items were given away to new students as a welcome gift. In the process a community of students and staff was formed with interest to continue the project into 2016 and beyond.

The outcome of the project was more than the tally of knitted items but the creation of a space that facilitated connections between groups of current students and ANU staff. Lessening the ‘us and them’ divide by creating an inclusive group where people shared skills and enjoyed the wellbeing benefits of a creative, meditative and social pastime.
Presentation 10

**Title:** Emerging Leaders & Manager Program: Professional Development Opportunities for Professional Staff  
**Presenter:** Leanne Harrison, Coral Bell School of Asia Pacific Affairs  
**Time slot:** 1:55 – 2:15pm (20 minutes) Friday 11 September  
**Abstract:**  
Are you passionate about working in a university environment but would like to find out more about the higher education sector in Australia? Do you manage staff or are keen to step up to supervision? Are you interested in further study but not sure what to do, or how you will fit it in to your busy schedule? This presentation provides an overview of the Emerging Leaders and Managers Program offered by the LH Martin Institute at the University of Melbourne - a must for professional staff development!

Presentation 11

**Title:** The Challenge of Change in our Student Centre  
**Presenter:** University of Canberra  
**Time slot:** 2:20 – 2:40pm (20 minutes) Friday 11 September  
**Abstract:**  
Change is challenging and more and more a revolving door. It seems that no sooner do we implement new processes and procedures or adapt old ones than we start again. Our UC Student Centre is now 3 years on and has not stood still. This presentation will discuss how we have developed the use of the centre in response to changing priorities and the strategic focus of the University; how successful we have been and what the future might look like. We will explore the challenges that we faced and how we managed those challenges to bring about improvements in student service and support with improved co-operation across the University. A greater collaboration between faculties and central services, the introduction of a student engagement and retention program and greater community involvement and access have been the result of both intentional changes and changes that just ‘evolved’ because we saw the need and jumped in. Tomorrow could look very different to today as we continue to seek opportunities to share resources, to integrate spaces and to use technology and data better, so that we can be well-positioned to provide the best quality service and support to our students and our community.

Presentation 12

**Title:** Finding Opportunities in a Unique Environment  
**Presenter:** Australian Defence Force Academy  
**Time slot:** 2:45 – 3:05pm (20 minutes) Friday 11 September  
**Abstract:**  
This presentation will cover some of UNSW Canberra’s initiatives to support the student experience and improve student performance.