

WEDNESDAY, 28 AUGUST

12.00 – 17.00 Registration & Sponsor's Exhibition Area Open

Wharewaka Function Centre

PRE-CONFERENCE SESSION

13.00 – 15.00 My eEquals update, GDN proposal, Digitary roadmap
Participating institutions' representatives only

Mākaro Room

15.00 – 15.30 Afternoon Tea & Sponsor Welcome

Sponsor's Exhibition Area

15.30 – 16.30 HoSA Board and AGM
All are welcome

Mākaro Room

18.30 Welcome Reception - Sponsored by TechnologyOne

Banquet Hall, Parliament

THURSDAY, 29 AUGUST

08.00 Registration Opens

SESSION 1

Mākaro Room

08.30 – 08.40 Mihi Whakatau

08.40 – 08.50 Welcome, Housekeeping, Health & Safety

*Pam Thorburn, Director of Student Academic Services, Victoria University of Wellington
& Dr Pat Sandbrook, Director, Student Administration, Massey University*

08.50 – 09.00 Welcome by *Justin Lester, Mayor of Wellington*

09.00 – 09.30 Keynote Address - *Professor Jan Thomas, Vice Chancellor, Massey University*

Confessions of a baby boomer: Spotify, monetisation, musty offices and the whole catastrophe
 • Finding our future as educationalists in an VUCA world
 • Meeting the changing expectations of new generations
 • Hearing the authentic student voice

09.30 – 10.15 The role of disruption in delivering a service revolution

- Joanna Scarbrough & Liz Bishara, Auckland University of Technology

10.15 – 10.22 Platinum Sponsor Presentation

– DIGITARY - *Andy Dowling, CEO*

Mākaro Room

10.25 – 11.00 Morning Tea

Sponsor's Exhibition Area

SESSION 2

Mākaro Room

11.00 – 11.25 Cross team collaboration leads to a great student service outcome

- Mara Eversons, University of Canberra

11.25 – 11.50 The Upside of Downsizing - a chance to reshape team culture

- Helen Murnane, Australian Catholic University

11.50 – 11.57 Platinum Sponsor Presentation – Meeting Student Expectations: a Now Way of Thinking

- Liz Fassone, Solution Consultant – Education, ServiceNow

11.57 – 12.42 Mission Impossible? Elimination of Rogue Processes Through Institution Wide Collaborative

Service Design and Delivery; and Through Developing Service Excellence Culture
- Kate Lee, University of Tasmania

12.42 – 12.47 Gold Sponsor Presentation - Cyon

Mākaro Room

12.47 – 13.35 Lunch

Sponsor's Exhibition Area

SESSION 3

Mākaro Room

13.35 – 14.20 What the future may hold for the New Zealand and Australian university system

- Professor Chris Gallavin, Massey University

SESSION 3 continued*Mākaro Room*

14.20 – 15.20 Panel – Student Partnership - Working in partnership with students, this panel will provide the opportunity to hear from students and what partnership means to them, their expectations from institutions and examples of when partnerships have and have not been applied with the associated outcomes. Discussing changes students might see for a future focused university and how institutions can best respond to these expectations.
Marlon Drake & Millie Osborne, Victoria University of Wellington Students' Association; Michael Salmon, Massey University Students' Association
Jamie-Lee Bracken - Massey University Wellington; Bridget Payne - Victoria University of Wellington

15.20 – 15.25 Gold Sponsor Presentation: Reed Graduation Services
 - Providing a Seamless Graduation Service

Mākaro Room**15.25 – 15.55 Afternoon Tea***Sponsor's Exhibition Area***SESSION 4***Mākaro Room*

15.55 – 16.20 *Connect 4 - Not a game, a bold new approach for MQ*
 - *Gail White, Macquarie University*

16.20 – 16.45 Customer Experience on a shoestring: Using the power of storytelling to shift thinking and create maximum value - *Liz Moon, Australian Catholic University*

16.45 – 16.50 Gold Sponsor Presentation – TechnologyOne

Mākaro Room

16.50 – 16.55 Housekeeping & Dinner Instructions

18.30 Networking Drinks & Conference Dinner*Te Papa Tongarewa, Museum of New Zealand*

- Sponsored by Digitary

FRIDAY, 30 AUGUST**08.30 Registration Opens***Wharewaka Function Centre***SESSION 5***Mākaro Room*

09.00 – 09.30 Keynote Address – *Professor Grant Guilford, Vice-Chancellor, Victoria University of Wellington*
 Insights on leadership of global-civic universities

09.30 – 10.15 Navigating the 'Matrix' – Flinders voyage of discovery
 - *Annika Danielsson, Flinders University*

10.15 – 10.40 How the Assessment and Progression team at Swinburne University of Technology build bridges across all corners of the university
 - *Andreana Newson, Swinburne University of Technology*

10.40 – 10.44 Gold Sponsor Presentation – JDR Software

Mākaro Room**10.45 – 11.15 Morning Tea***Sponsor's Exhibition Area***SESSION 6***Mākaro Room*

11.15 – 12.15 **Panel: The Use of Big Data** - Use of data analytics for predicting student patterns for recruitment and retention. What is being done in this space? What are the potential ethical and legal implications?
Professor Shane Dawson, University of South Australia; Simon Johnson, Victoria University of Wellington; Wendy Walker, Victoria University of Wellington; Stuart Cambridge, TEC

12.15 – 12.40 A sector solution for credit management
 - *Nerida Bewick & Dudley Collinson, Universities Admissions Centre*

12.40 – 13.40 Lunch*Sponsor's Exhibition Area***SESSION 7***Mākaro Room*

13.40 – 14.00 Collectively Responding to Rapid Change – *Mark Ewen, The University of Queensland*

14.00 – 14.20 It takes a village; raising the Student Service Network - *Rebecca Bone, Deakin University*

14.20 – 14.40 Taking NCEA exams online at secondary schools – progress so far and what's ahead
 - *John Oldroyd, NZQA*

14.40 – 14.50 Final Remarks & Conference Closure