

## WEDNESDAY, 28 AUGUST

**12.00 – 17.00 Registration & Sponsor's Exhibition Area Open**

*Wharewaka Function Centre*

### PRE-CONFERENCE SESSION

**13.00 – 15.00** My eQuals 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