



THE UNIVERSITY OF
MELBOURNE

Delivering change: demonstrating success

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Student comments (MES)

Do you have any suggestions or comments about course planning or careers or pathways advice?

“It would be good if the university was a little more proactive about setting up general (within each Faculty) course and careers advisers.”

“...did not consider my specific needs or wants in regards to completing my degree in a somewhat unconventional way”

“The University should listen to the student’s ideas of what s/he want to do and then help with the course planning or career and pathways advice followed by internships on that pathway.”

“Advisor doesn’t take keen interest in my aspirations and challenges.”



SSEF findings

Three key areas for improvement:

1. Student advising services – graduate pathways and enrichment opportunities
2. Careers advice, programs and services
3. Student Centre services



Actions

Area of Improvement	Business Improvement and System Projects
Student advising on graduate pathways and enrichment opportunities	Implementation of Student Success Program (funded by SSAF funds), Case Management System, business practice guidelines and referral protocols to support the Student Services Network.
Careers programs and services	Careers Action Plan following the review of Careers and Employment Services. Proposed co-location of Careers services with Academic Skills, Transition and Orientation and Student Success Program in a single resource centre.
Student Centre services	<p>Review of Enrolment and Special Consideration business processes and development of business practice guidelines informed by existing policy directives.</p> <p>Implementation of enterprise wide Appointment Booking and Queue management system.</p> <p>Training of customer services staff.</p>



