

Conference Program

Thursday 31st October 2019

8:45am	Registration, Tea & Coffee
9:30 – 9:35	Welcome to Country – Uncle Perry Wandin
9:35 – 9:45	Opening remarks - Darren Holland, Deputy Vice-Chancellor (Student Support and Services), Federation Uni
9:45 – 10:30	Keynote Address: "Creating universities for the future" - Professor Linda Kristjanson AO, Vice-Chancellor, Swinburne University
10:30 – 11:00	Morning Tea
11:00 – 11:45	Peer-Led Breakout Sessions: <ul style="list-style-type: none">• Driving innovation whilst juggling business as usual - Daphnee Devlin, Australian Catholic University• Holistic assessment and project-based learning in a higher education creative media context - Dr Colin Webber and Dr Luke McMillan, SAE Creative Media Institute• Tell 'em they're dreaming! - Sharone Ciancio and Angela Forrester, Australian Catholic University
11:45 – 1:00	Workshops: <ul style="list-style-type: none">• New business models in the thriving education start-up sector - David Bowser, CURIO• Mining Through Process Mining, Murtuza (Matty) Kapadia and Vishnupriya (Priya) Singh, The University of Melbourne
1:00 – 2:00	Lunch
2:00– 2:45	Keynote Address - John MacKenney, Principal Digital Strategist, Adobe
2:45 – 3:30	Peer-Led Breakout Sessions: <ul style="list-style-type: none">• KPIs that matter in student-centric services: Amplifying the student voice - Reshmee Gunesh and Claudio Iturbe, Monash University• Unifying with continuous improvement: A case study - Service Improvement Team, The University of Melbourne• The Connected University – Lessons from Other Industries – Michelle King and Blake Burningham, KPMG
3:30 – 3:45	Closing Remarks
3:45 – 4:15	Afternoon Tea / Networking
6:30pm - 10pm	Conference Dinner – MCG

Friday 1st November

8:45am	Registration, Tea & Coffee
9:30 – 10:15	Keynote Address - Anthony McClaran, Chief Executive Officer, TEQSA
10.15 – 10:45	Morning Tea
10:45 – 12:00	Workshops: <ul style="list-style-type: none">• Dealing with Generation Z and Beyond: The Challenge of Changing Students, Changing Learning Expectations - Professor Warren Bebbington, The University of Melbourne• Optimising the Workforce through Analytics and Organisational Design - Quentin O'Grady, Workforce Planning Global• Engaged stakeholders: A practical approach to delivering successful change - John Roberts, IECL
12:00 – 1:00	Round Table Discussions
1:00 – 1:45	Lunch
1:45 – 2:30	Peer-Led Breakout presentations <ul style="list-style-type: none">• A hands-on approach to understanding and improving customer experience - Luke Williams, Australian Catholic University• Stronger Together - The University procurement hub - Scott Jenkins, Australian Catholic University and Simonne Everington, Accenture• What Must Go Right – How Risk and Opportunity Management Adds Value - Teresa Tjia and Dr Anand Kulkarni, Victoria University
2:30 – 3:30	Panel Session and Closing Remarks
3:30 – 4:15	Networking Drinks and Canapes
