Hear insights from:

- **Professor Gill Palmer**
  Deputy Vice-Chancellor (Academic) & Vice President RMIT
- **Associate Professor Hamish Coates**
  Director, Higher Education Research
  **Australian Council for Educational Research**
- **Professor Richard James**
  Pro Vice-Chancellor (Participation & Engagement)
  Chair of Higher Education & Director
  **Centre for the Study of Higher Education**
  **The University of Melbourne**

**Benefits of attending:**

- **✓** Hear about the intersection of standards of teaching and learning with engagement and consequences of reform in higher education
- **✓** Learn how to link student feedback and survey data with institution-wide improvement strategies
- **✓** Identify strategies for improving the quality of the student experience within a system marked by increased access
- **✓** Hear how leading institutions have supported diverse student cohorts including international students, equity groups and those studying across distance

**Join the discussion with:**

- **Professor Kerri-Lee Krause**
  **Griffith University**
- **Professor Eve Woodberry**
  **University of New England**
- **Dr Linda Hort**
  **ANU College**
- **Professor Steven Larkin**
  **Indigenous Higher Education Advisory Council (IHEAC)**
- **Professor Garry Marchant**
  **Bond University**
- **Dr Cathy Stone**
  **Open Universities Australia**
- **Bruce Guthrie**
  **Graduate Careers Australia**
- **Professor Margaret Mazzolini**
  **Swinburne University of Technology**
- **Professor Ken Dillon**
  **Charles Sturt University**
- **Professor Karen Nelson**
  **Queensland University of Technology**
- **Dr Nadine Zacharias**
  **Deakin University**
- **Professor Sid Nair**
  **University of Western Australia**
- **Dr John Duncan**
  **Melbourne Institute of Business & Technology at Deakin University**
- **Nigel Palmer**
  **The University of Melbourne**
- **Ali Radloff**
  **Australian Council for Educational Research**

**Pre & Post-Conference Workshops**

**Workshop A**
Using data on students’ learning to improve education

**Workshop B**
Engaging postgraduate coursework students

**Researched by:**

- **Professor Ross Milbourne**
  Vice-Chancellor
  **University of Technology, Sydney**
- **Professor Ross Milbourne**
  Vice-Chancellor
  **University of Technology, Sydney**
- **Join the discussion with:**
  **Professor Kerri-Lee Krause**
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  **Melbourne Institute of Business & Technology at Deakin University**
  **Nigel Palmer**
  **The University of Melbourne**
  **Ali Radloff**
  **Australian Council for Educational Research**

To Register

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With TEQSA now in effect as the national regulator for Australian higher education, there is discussion about emerging measures of teaching and learning. Universities are well aware of the Government’s ambitious participation targets, the imperative this creates for a significant increase in student retention, and the strain this places on student support.

Such developments have brought the intersection between teaching, learning, and student engagement to the fore. It is now vital to share strategic insights and discuss challenges around student engagement to further improve the quality of Australian higher education.

This conference will address:

- The impact of the wider reform agenda on projects aimed at improving student engagement
- Debate of the effectiveness of measures and standards of higher education teaching and learning
- Issues with monitoring and strengthening quality student transitions across diverse access pathways
- Institutional strategies to support student cohorts most at risk of high attrition.

Criterion and ACER are delighted to offer a number of scholarships to selected participants.

To apply, please email sarah.stanford@criterionconferences.com

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Day One
Tuesday 22nd November, 2011

8.30 Welcome, coffee & networking

9.00 Welcome to Country
Wurundjeri Elder

9.10 Welcoming remarks from the Chair
Professor Margaret Mazzolini
Pro-Vice Chancellor & Chair of Academic Senate
Swinburne University of Technology

Engagement & higher education reform

9.20 The economics of student engagement
• Creative environments and student engagement
• Measuring the costs of attrition and returns of retention
Professor Ross Milbourne
Vice Chancellor
University of Technology, Sydney

10.00 Student solutions for enhancing engagement
• What are the key elements of a positive student experience of higher education?
• Perceptions of engagement with HE institutions both academically and socially
Jesse Marshall, National President
National Union of Students (NUS)
John Nowakowski, President
Council of Australian Postgraduate Associations Incorporated (CAPA)
Manjula Karunithilake, Victorian President
Australian Federation of International Students (AFIS)
Arfa Noor, National President
Council of International Students Australia (CISA)

10.40 Morning tea & networking

11.10 How might student engagement relate to national teaching & learning standards?
• Developing an architecture for national standards for teaching and learning
• The possible role of measures of student experience
• The significance of student subgroups
Professor Richard James
Pro Vice-Chancellor (Participation & Engagement)
Chair of Higher Education & Director
Centre for the Study of Higher Education
The University of Melbourne

Engaging success

11.50 Measuring engagement & outcomes: National & international perspectives
• International perspectives on student engagement
• A decade of evidence on student engagement
• Strategies for enhancing students’ engagement
Associate Professor Hamish Coates
Director, Higher Education Research
Australian Council for Educational Research

12.30 Debating methods for measuring the student experience
• Learning outcomes assessments
• University Experience Survey
• AUSSE
• CEQ

Panel Discussion
Associate Professor Hamish Coates
Director, Higher Education Research
Australian Council for Educational Research
Bruce Guthrie, Research Manager
Graduate Careers Australia
Professor Kerri-Lee Krause
Dean (Student Outcomes), Professor & Director
Griffith Institute for Higher Education
Griffith University

Quality in international & transnational education

2.10 Student engagement & international students
• Transnational education
• Working in partnership with external campuses
• Onshore students
Professor Gill Palmer
Deputy Vice-Chancellor (Academic) & Vice President
RMIT

2.50 What role does internationalisation play in student engagement?
• The role of ‘internationalisation of the curriculum’ in student engagement
• Including international students in data collection
• Supporting international student retention and the international student experience
Linda Hort, General Manager
ANU College

3.30 Afternoon tea & networking

Ensuring success

4.00 Defining the student experience with high levels of student engagement
• The make-up of the student experience
• Building a connected community and taking a personalised approach
• Designing learning spaces that engage students
• Approachable accessible staff
Professor Garry Marchant
Deputy Vice-Chancellor & Provost
Bond University

4.40 Student Experience: How will we know when (or if) we are succeeding?
• Overview of conference so far
• Monitoring and evaluating outcomes: Implications for higher education
Delegates will then break into discussion groups to explore key challenges addressed in the conference
Facilitated by the Chair

5.30 Close of conference

6.00 Complimentary networking drinks
Day Two
Wednesday 23rd November, 2011

8.30 Welcome, coffee & networking

9.00 Opening remarks from the Chair

Professor Richard James, PVC (Participation & Engagement)
The University of Melbourne

Standards of learning & teaching

9.10 Designing a learning & teaching standards framework: A whole of institution approach

• Using an evidence-based student lifecycle approach to engagement
• Dimensions of engagement in curricular and co-curricular contexts
• Institutional and cross-institutional mechanisms for monitoring and assuring standards and the benefits of collegial peer review in a standards framework

Professor Kerri-Lee Krause, Dean (Student Outcomes)
Professor & Director
Griffith Institute for Higher Education
Griffith University

9.50 Collecting robust feedback to understand the student experience

• What audit reports inform us on student feedback
• Understanding student experience: An ideal framework and what data should be collected?

Professor Sid Nair
Centre for the Advancement of Teaching & Learning (CATL)
University of Western Australia

10.30 Morning tea & networking

Studying across distance

11.00 Strategies for engaging students studying by distance in a regional environment

• Issues faced by regional, remote and rural students
• Identifying students at risk
• Supporting students from differential cohorts

Professor Eve Woodberry
Pro Vice-Chancellor (Students & Social Inclusion)
University of New England

11.40 Engaging students across distance & place

• Promoting a sense of ‘belonging’ amongst students studying exclusively on-line and often across more than one institution
• Maximising opportunities for positive student contact and connection
• Effective liaison across institutions for a coordinated approach to student engagement

Dr Cathy Stone
Director, Student Experience
Open Universities Australia

12.20 Successfully engaging Aboriginal & Torres Strait Islander students & supporting them through to completion

• Towards a racially inclusive quality higher education system
• Creating a culturally appropriate and supportive learning environment
• Addressing the gap in both access and retention

Professor Steven Larkin
Chair
Indigenous Higher Education Advisory Council (IHEAC)

Panel Discussion

2.00 Assuring student success across multiple entry pathways

• VET and HE responsibilities
• Implications for student support when embedding the AQF
• Regulation and standards in pathways and access

Linda Hort
General Manager
ANU College
Professor Ken Dillon
Dean of Studies
Charles Sturt University
Dr John Duncan
College Director
Melbourne Institute of Business and Technology at Deakin University

2.40 Inclusive practice versus individual adjustments: the case of students with disability

• Insights from existing data
• Measures of success?
• Towards inclusive practice in teaching and learning

Dr Nadine Zacharias
Director, Equity & Diversity Unit
Deakin University

3.20 Afternoon tea & networking

4.00 Institutional strategies for student success & retention

• Institutional frameworks and strategies
• Monitoring student engagement and the role of peers
• Stakeholder participation and partnerships

Professor Karen Nelson
Director, Student Success & Retention
Queensland University of Technology

4.40 Closing remarks from the Chair & close of conference

Early booking discounts apply – the earlier you book the more $$$ you save
Using data on students’ learning to improve education

Pre-Conference Workshop A
Monday 21st November, 2011
9.00am – 4.00pm

This workshop provides you with a deep understanding of the ways in which data on student learning can inform change at all levels of an institution. Using national and international surveys on student engagement and experience as examples, participants will discuss how to interpret findings, how to translate survey data into goals, and how to overcome obstacles and bring about change that improves education.

The workshop references national and international contexts, and focuses particularly on how to use on how to transform survey responses into actionable change. You will learn practical techniques on how to effectively use data as evidence for change at your institution. Please bring along ideas and challenges from your experience and work.

After attending this workshop you will gain:
• Understanding of the different types of data available on student learning and engagement
• Techniques to interpret survey data
• Practical strategies to transform survey data into goals
• Tools to help overcome barriers to institutional change

Facilitated by:

Associate Professor Hamish Coates
Director, Higher Education Research
Australian Council for Educational Research

Associate Professor Hamish Coates is Director of Higher Education Research at ACER and a Program Director with the LH Martin Institute for Higher Education Leadership and Management. He directs the AUSSE, is developing the UES, and is leading a consortium of international agencies to run OECD’s Assessment of Higher Education Learning Outcomes (AHELO) Feasibility Study.

Professor Sid Nair
Centre for the Advancement of Teaching & Learning (CATL)
University of Western Australia

Professor Sid Nair is an international consultant in quality and evaluations in higher education, based at the Centre for the Advancement of Teaching and Learning (CATL) at UWA. Prior to this he was Interim Director and Quality Advisor (Evaluations and Research) at the Centre for Higher Education Quality (CHEQ) at Monash University.

Engaging postgraduate coursework students

Post-Conference Workshop B
Thursday 24th November, 2011
9.00am – 4.00pm

During this workshop you will explore practical ways of using evidence on student engagement to improve postgraduate coursework students’ retention and success. The workshop addresses challenges that higher education institutions face in engaging and supporting these students to succeed.

Participants will discuss postgraduate coursework students’ engagement and experience, including current research in the area, international trends in measurement and practical strategies to enhance students’ success.

During this interactive workshop you will explore:
• Who postgraduate coursework students are
• The challenge of engaging postgraduate coursework students
• The international trends in measurement of postgraduate coursework students’ engagement
• Understanding findings on student engagement measures using case studies as examples
• Methods linking evidence from surveys to improvement
• Practical strategies to increase student engagement among postgraduate coursework students at your institution

Prior to attending this workshop, please identify some issues and challenges your institution has faced when trying to engage postgraduate coursework students and any strategies that you have used or plan to use to enhance engagement among these students.

Facilitated by:

Ali Radloff
Research Fellow, Higher Education
Australian Council for Educational Research

Ali Radloff manages the Australasian Survey of Student Engagement (AUSSE), and works on DEEWR’s University Experience Survey (UES), Online Leadership Learning System (OLLS), the Australian Quality Training Framework (AQTF) Quality Indicators project, and the OECD’s Assessment of Higher Education Learning Outcomes (AHELO).

Nigel Palmer
Research Fellow, Centre for the Study of Higher Education
The University of Melbourne

Nigel Palmer has acted as National President and then National Policy and Research Advisor for the Council of Australian Postgraduate Associations (CAPA). His research interests include student participation and equity, higher education quality assurance and management and research and research training policy and practice.
Registration Page
Conference: 22nd & 23rd November, 2011
Workshops: 21st & 24th November, 2011

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