

# Measuring & Improving

# Student Engagement & Experience

**Increasing the quality of teaching & learning to encourage retention in higher education**

**22nd & 23rd November 2011, Novotel on Collins, Melbourne**

## Hear insights from:



Professor Ross Milbourne  
Vice-Chancellor  
**University of Technology,  
Sydney**



Professor Gill Palmer  
Deputy Vice-Chancellor  
(Academic) &  
Vice President  
**RMIT**

Professor Richard James  
Pro Vice-Chancellor  
(Participation & Engagement)  
Chair of Higher Education &  
Director

**Centre for the Study of  
Higher Education  
The University of  
Melbourne**



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

## 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**

## Pre & Post-Conference Workshops

### Workshop A

**Using data on students' learning to improve education**

### Workshop B

**Engaging postgraduate coursework students**

Researched by:



## 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**

## Plus a panel of student representatives from:

**National Union of Students (NUS)**

**Council of Australian Postgraduate Associations Incorporated (CAPA)**

**Australian Federation of International Students (AFIS)**

**Council of International Students, Australia (CISA)**

## Ensuring quality engagement & experience

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](mailto:sarah.stanford@criterionconferences.com)

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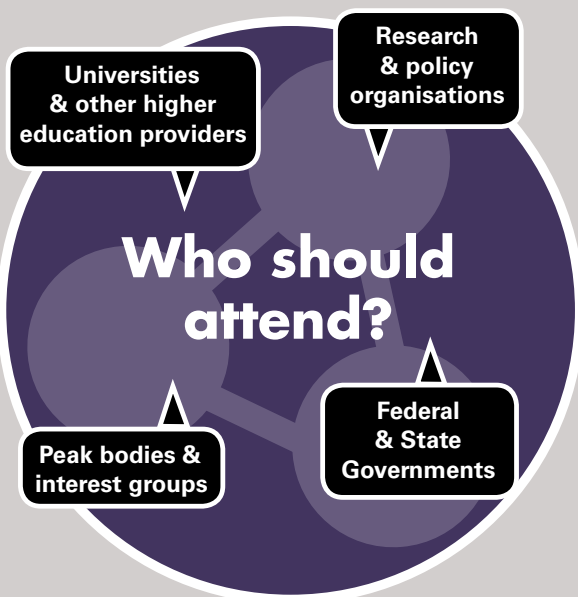


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- Student participation, engagement & experience
- Learning & teaching
- Student support
- Equity & diversity
- Student access & pathways
- Student retention

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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**



Student Panel

- 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

## Measures of student learning

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**



Panel Discussion

- Learning outcomes assessments
- University Experience Survey
- AUSSE
- CEQ

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

1.10 **Networking lunch**

## 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**



Case Study

- 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?**



Interactive Session

- 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**

The earlier you book the more \$\$\$ you save!

# 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

## Supporting diversity & greater participation

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)

1.00 **Networking lunch**

2.00 **Assuring student success across multiple entry pathways**



Panel Discussion

- 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**

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# Workshops

Monday 21st November, 2011

Thursday 24th November, 2011

## 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.

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