Effectively build a student-centric culture to deliver an exceptional experience at every stage of the student journey

Drive student engagement, retention and satisfaction
Embrace digital transformation to enhance the student experience
Adopt a student-centric business model to excel in an increasingly competitive environment
Improve career development opportunities to advance employability outcomes

9 - 12 April 2019    Novotel Sydney Darling Square

FEATURED SPEAKERS

Professor Keilha Dunstan
Deputy Vice Chancellor (Academic)

Kimberley de los Santos
Executive Director of the Pace Center for Civic Engagement

David Sams
Director, Student Experience and Support

Tom Key
General Manager, Future & Innovation

Neville Hiscox
Senior Director, Student Education Business Services

Ian Thomson
Director, Student Experience

Lucy Schulz
Director, Cloud Campus

Patrick Nellestein
Higher Education

Angela Hawkins
Assistant Dean of Students

Navitas

Melissa Jones
Dean of Leadership & Student Engagement, Trinity Residential College

The University of Western Australia

Jodie Davis
Associate Director, UniAccess

Lucy Schulz
Assistant Dean of Students

Robert Chasse
Education Manager, Services, Centre for English Teaching (CET)

Amy Barnhouse
Advisor to the Deputy Vice-Chancellor (Academic), Student Retention & Success

Sean Grieg
Director

Thomas Koruth
Director, Student Success

MEDIA PARTNERS

SPONSORED BY

GALLUP

Strativity

BOOK NOW
Phone: +61 2 8239 9711
Email: registration@liquidlearning.com.au
Priority Code: 1

BOOK NOW

ORGANISED BY

LIQUID LEARNING
2019 Theme: ‘Exceed Expectations’

As higher education becomes increasingly competitive, pressure continues to mount for delivering an exceptional student experience. To succeed, you must engage a diverse portfolio of learners and stand out as a leading provider.

We have invited some of the most accomplished and adept leaders to uncover the secrets of optimising your student experience strategy. Our lineup of leaders will help you achieve above and beyond for your students and institution.

Pre-Summit Workshop

9 April 2019

Implement and promote support services
- Understand the cultural needs of students and manage expectations
- Promote your support services
- Innovate the delivery of your orientation programs

Adapt communication styles
- Enhance cross-cultural integration
- Understand students as individuals
- Improve communication through social media

Enhance the international student experience 9.00 - 4.30
- Implement and promote support services
  - Understand the cultural needs of students and manage expectations
  - Promote your support services
  - Innovate the delivery of your orientation programs
- Adapt communication styles
  - Enhance cross-cultural integration
  - Understand students as individuals
  - Improve communication through social media

SOLUTION SPOTLIGHT

11.45 - 12.35
Attracting, Engaging and Retaining Students through Gallup Strengths
- Overview of Student Success Coaching program at Laureate
- Impact of coaching on staff & students
Linda Brown
Chief Executive Officer
Laureate Australia & NZ
Anne Lingafelter
Learning Solutions Consultant
Gallup

INTERACTIVE PANEL DISCUSSION

1.30 - 2.30
Embed a student-centric culture
- Build and maintain student-centricity
- Integrate decision making
- Examples of student-centric initiatives
Caroline Rueckert
Director, Student Success
Patrick Nellestein
Higher Education Compliance Manager
Hugh Greenough
General Manager, Student Services
Lynn McClelland
Executive Director
Student Services and Communications

EXPERT COMMENTARY

2.30 - 3.20
Integrate student experience in the curriculum and beyond
- Enable staff buy-in
- Harness student stories
- Innovation within a framework
Lynn McClelland
Executive Director, Student Services and Communications

CASE STUDY

3.40 - 4.30
Integrate the student experience on a Cloud Campus
- Identify the different challenges posed for Cloud Campus students
- Build digital capabilities and service culture
- Enable and encourage student engagement
Lucy Schulz
Director, Cloud Campus
Deakin

NETWORKING RECEPTION

4.30 - 5.30

Summit Day One

10 April 2019

OPENING KEYNOTE CASE STUDY

9.00 - 9.45
Transforming the student experience
- Leveraging insight to design a brand aligned student experience
- Assessing and improving organisational student centricity
- Balancing experience enhancement with experience innovation
Sean Greig
Director
Strativity

CASE STUDY

9.45 - 10.30
Expand your CDL and WIL capacity in a shared services environment
- Manage the changing remit of a student experience portfolio
- Increase student and academic participation
- Maintain levels of service through change
David Sams
Director, Student Experience and Support
UNSW

INTERNATIONAL INSIGHTS

10.45 - 11.05
The Princeton student experience
Student life in the US is an incredibly unique experience. Join Kimberly to hear more about the student experience at this Ivy League university.
Kimberly de los Santos
Executive Director of the Pace Center for Civic Engagement
Princeton University

CASE STUDY

11.05 - 11.45
Start at the beginning - drive engagement from the onset
- Improve the experience from the first contact
- Consolidate and align functions
- Lessons from the formation of UniAccess
Jodie Davis
Associate Director, UniAccess
The University of Newcastle

Expert Facilitator: Robert Chasse Education Manager Services, Centre for English Teaching (CET) University of Sydney
Summit Day Two 11 April 2019

OPENING CASE STUDY 9.00 - 9.45
Engage and involve students as partners for change
- Develop a culture of co-creation
- Lessons learnt from student co-creation
- Achieve student-centred outcomes
Ian Thomson
Director, Student Experience
The University of Adelaide

CASE STUDY 11.45 - 12.30
Develop a collaborative, unified approach
- Generate engagement across your institution
- Improve communications with students
- Key takeaways from SPARK
Amy Barnhouse
Advisor to the Deputy Vice-Chancellor (Academic), Student Retention & Success
Federation University

INTERACTIVE PANEL DISCUSSION 1.30 - 2.30
Successfully engage a diverse student cohort
- Techniques for personalising the student experience
- Provide inclusive support services
- Strategies for facilitating social engagement
Cathy Frazer
Executive Director, Student Experience
Melbourne Polytechnic

Melissa Jones
Dean of Leadership & Student Engagement, Trinity Residential College
The University of Western Australia

Michelle Rogers
Director, Student Experience
Curtin University

CASE STUDY 2.30 - 3.20
Design the student experience for the Future of Work
- Build CX capabilities to take on the future
- Take human-centred design beyond ‘just talk’ into delivering change
- Design future learning technologies for better student engagement and job-readiness
Tom Key
General Manager, Future & Innovation
TAFE NSW

INTERACTIVE PANEL DISCUSSION 3.40 - 4.30
Exceed expectations
- Reflect on key lessons
- Strategies to excel
- Create your action plan
Donna Mack
Design Thinking Consultant in Higher Education

CASE STUDY 11.45 - 12.30
Develop a collaborative, unified approach
- Generate engagement across your institution
- Improve communications with students
- Key takeaways from SPARK
Amy Barnhouse
Advisor to the Deputy Vice-Chancellor (Academic), Student Retention & Success
Federation University

INTERNATIONAL INSIGHTS 10.45 - 11.05
The Stanford student experience
There are some valuable lessons we can learn when looking at students’ experiences internationally. Join Angela as she shares her insights into the student experience at Stanford.
Angela Hawkins
Assistant Dean of Students
Stanford University

CASE STUDY 11.05 - 11.45
Design the student experience for the Future of Work
- Build CX capabilities to take on the future
- Take human-centred design beyond ‘just talk’ into delivering change
- Design future learning technologies for better student engagement and job-readiness
Tom Key
General Manager, Future & Innovation
TAFE NSW

INTERACTIVE CLOSING ROUNDTABLE 3.40 - 4.30
Exceed expectations
- Reflect on key lessons
- Strategies to excel
- Create your action plan
Donna Mack
Design Thinking Consultant in Higher Education

Post-Summit Workshop 12 April 2019
Student experience transformation toolkit 9.00 - 4.30
Tap into the psychology of the customer
- Shape strategy around student behaviours
- Understand different student demographics
- Identify decision-making points and processes
Create and sustain student confidence
- Effective engagement strategies
- Reduce attrition rates
- Involve alumni in regeneration
Expert Facilitator: Paul Laurenson  Consultant  Capture Confidence

Utilise insights and feedback to build strategies
- Leverage your CRM to capture and utilise data
- Translate emotive data to fuel every touchpoint
- Improve organisational student centricity
Build a culture of institution-wide collaboration
- Effectively communicate data to engage staff in implementing change
- Train and upskill staff involved in the student journey
- Increase engagement levels across your organisation

Who will attend?
Directors, Managers, Head of:
- Student Services / Student Support
- Student Engagement / Experience / Enrichment
- Careers / Employability
- Marketing / Social Media
- Business Strategy
- IT Services
- Digital Transformation
- Learning & Teaching
- Library Services

More people? More savings!
Receive a 30% discount when booking a team of 15 to attend, please call: +61 2 8239 9711 or email: registration@liquidlearning.com.au

UP TO 30% OFF
**Options (per person)**

<table>
<thead>
<tr>
<th></th>
<th>Value Plus Rate</th>
<th>Super Saver Rate</th>
<th>Early Bird Rate</th>
<th>Standard Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Days</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
</tr>
<tr>
<td>3 Days</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
</tr>
<tr>
<td>2 Days</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
<td>$2395 + GST = ($2624.50)</td>
</tr>
<tr>
<td>1 Day Workshop</td>
<td>$1395 + GST = ($1495.50)</td>
<td>$1395 + GST = ($1495.50)</td>
<td>$1395 + GST = ($1495.50)</td>
<td>$1395 + GST = ($1495.50)</td>
</tr>
</tbody>
</table>

Discounted off standard rates:
- Save up to $500
- Save up to $300
- Save up to $150

**Partner Discount**

Members of supporting organisations receive a special 10% discount off standard rates.

**Group Discounts Available**

- 15% off Standard Rate Team of 3-4
- 20% off Standard Rate Team of 5-9
- 25% off Standard Rate Team of 10-14
- 30% off Standard Rate Team of 15+

**Conditions:** Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation’s eligibility for discounts. Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

**Credit Card Details**

Please charge my credit card for this registration:

- **Card Type:**
  - [ ] Visa
  - [ ] MasterCard
  - [ ] American Express

**Electronic Funds Transfer (EFT)**

Please transfer funds directly to:

- **BSB:** 032 002
- **Account No.:** 407 273
- **SWIFT Code:** WPACAU2S

**Note:** 2% surcharge applies to American Express payments.

**Card Number**

[ ] [ ] [ ] [ ] [ ]

**Expire** [ ] / [ ]

**CVV**

**Full Name as on card**

**Cardholder’s Contact Number**

**Cardholder’s Signature**

**Please quote ref FSX0419A - S**

**Registration Policy:** If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutes as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd. If a cancellation notice is received less than 14 days from the event running, a credit note will be given to the value of the registration fee less a service fee of 10% plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellations. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilities or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate. If an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following the date of cancellation.

**Disclaimer:** Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

**Privacy Statement:** Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily for contact, updates and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick the box below.

**To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd.**

**Level 9, 13 Clarence Street, Sydney NSW 2000, Ph: +61 2 8239 9700, email: database@liquidlearning.com.au**

© 2019 Liquid Learning Group Pty Ltd ACN 128 415 354