

2013 ATEM SSCC

Student Service Centres Conference 2013

Are We Truly Student-Centred?

Thursday 2 & Friday 3 May 2013
Canberra, ACT

Another successful SSCC was conducted in which 176 (official figures) attended two days of customer service inspired papers, two panel sessions featuring speakers of national significance, as well as a panel of terrific students telling it like it is.

Theme: Are We Truly Student-Centred?

This back-to-basics customer service discussion will encourage delegates to discuss best practice, physical and e/virtual service delivery, innovation and what the future holds. It will also include our customers - STUDENTS - and what they expect from us. This conference will focus on whether their needs are truly being met by the centres that are there to support them, now, and into the future.

We have set ourselves the challenge of providing you an experience beyond expectation.

Program

The 2013 SSCC Program is now available for [download](#).

Presentations

Some of the 2013 SSCC presentations are now available for download below. Others will be added as they become available.

- Presentation 1: L-A Bull & P Preston; A holistic 1st year transition experience (SET for ANU)
- Presentation 2: T Reed & M Gillespie; Student Admin Nirvana?
- Presentation 3: F Ellis, T Healey & D Gillespie; Consolidation of services for students
- Presentation 4: [N Linnell; Service-Dominant Logic - A theory for service delivery](#)
- Presentation 5: [M Kek & J Grundy; A paradigm shift in student experience \(USQ\)](#)
- Presentation 6: D Davies; Providing service to students in their world
- Presentation 7: [L Jackson & S Morley; Student Service Delivery by Design - Faculty of Arts Student Centre](#)
- Presentation 8: [H Davis & F Hickman; From Starting Blocks to Podium](#)
- Presentation 9: [S Nichols; Student Central at UC - the 1st year in review](#)
- Presentation 10: S Bate & J Marrinan; Taking the 'distance' out of distance education
- Presentation 11: T Reed; What are the Laws to Effective Student Centre

Administration?

Presentation 12: I Thomson; From barren space to vibrant heart - the development of Hub Central

Presentation 13: H Bryant & C Van Veen; Growing @ CSU Mystery Shopping Program

Presentation 14: **C Ellis & O Hayes; Climbing the Mountain of Student Expectations**

Thursday, 2 May 2013 (Day One) - continued

11.00am-12.30pm Talking Heads/QA Panel Discussion What is the future of tertiary education? What might education look like in 2050?

Professor Stephen Parker Vice-Chancellor University of Canberra

Professor Marnie Hughes-Warrington Deputy Vice-Chancellor (Academic) Australian National University

Ms Lucy Schulz Executive Director Regulation and Review (TEQSA)

Professor Jennelle Kyd Senior Deputy Vice Chancellor and Provost Swinburne University of Technology

Ms Michelle Grattan Award winning journalist and Assoc Editor (Politics) and Chief Political Correspondent at The Conversation and University of Canberra professorial fellow.

12.30pm – 12.45pm Sponsor Spot - Tribal Tribal Group

12.45pm – 1.45pm Lunch by Tribal Tribal Group

1.45pm – 2.30pm Concurrent Session 1

Paper 1: A holistic first year transition experience (SET for ANU)

Australian National University

Presenters: Laura-Anne Bull and Paul Preston

Paper 2: Student Admin Nirvana? A case study in the making

Swinburne University

Presenters: Tony Reed and Michelle Gillespie

2.30pm – 3.15pm Concurrent Session 2

Paper 3: Consolidation of services for students

RMIT

Presenters: Fiona Ellis, Terrie Healey and Deirdre Gillespie

Paper 4: S-D Logic: a theory for service delivery

University of Queensland

Presenter: Nik Linnell

3.15pm – 3.45pm Afternoon tea by BSS Business Smart Solutions

Thursday, 2 May 2013 (Day One) - continued

3.45pm – 4.30pm Concurrent Session 3

Paper 5: A paradigm shift in student experience: Creating inter-connections between student services, curriculum and technologies into a seamless place of learning across the student learning journey

University of Southern Queensland

Presenter: Dr Megan Yih Chyn A. Kek and John Grundy

Paper 6: Providing service to students in their world

Customer Service Benchmarking Australia

Presenter: Dianne Davies