



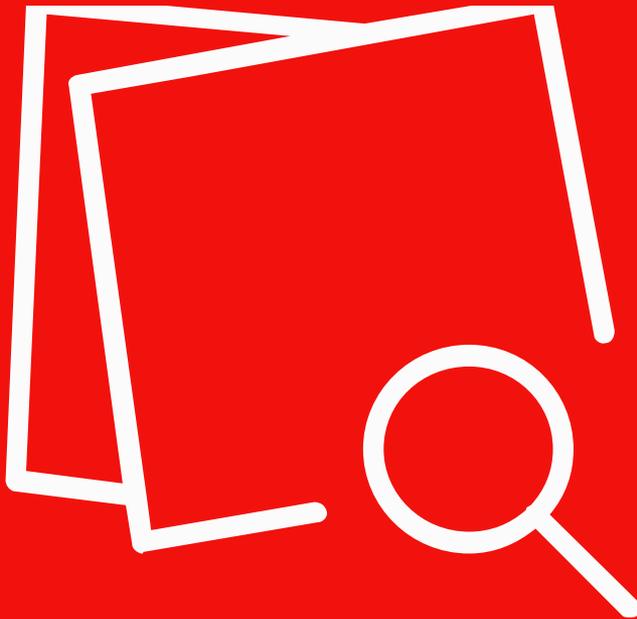
Corporate Services Campus Conversations

Semester 2, 2019

Presentation by
Dr Stephen Weller
Chief Operating Officer

Ms Sharone Ciano
Director Corporate Services

Overview



1. **Portfolio Function Chart**
2. **HE Sector Update**
3. **Strategic Plan 2020-2023**
4. **Campus Developments**
5. **System Developments**
6. **User Experience – students & staff**
7. **Q&A**

Portfolio Function Chart – October 2019



Portfolio Executive Committee (PEC)

Portfolio Leadership Forum (PLF) includes PEC members

Corporate Services Executive Officers Group (CEOG)

HE Sector Update

- Performance Based Funding



Graduate Employment Outcomes	Equity Group Participation – share of enrolments
Student Success - 1st year attrition	Student Experience – satisfaction with teaching quality

- Provider Categories Review
- Review of AQF
- Mission Based Compact

ACU Strategic Plan 2020-2023

Our six strategic priorities

1.

All our endeavours, grounded in mission

2.

Distinctive, inclusive, dynamic and student-centred education

3.

World-leading research, with impact

4.

Vibrant academic culture, enriched by innovation and discovery

5.

Deeply engaged, globally renowned

6.

Service, stewardship and sustainability

6 ■ Service, stewardship and sustainability

6.1

Sustain effective corporate governance and management practice that underpin our highest expectations of accountability

6.2

Cultivate a highly capable, people-focused, safe and ethical workforce in support of ACU's mission, focus and strategic priorities

6.3

Ensure long-term fiscal sustainability and ethical stewardship of financial and non-financial resources

6.4

Ensure the development and continual improvement of adaptable, accountable and transparent business and service delivery models

6.5

Develop and maintain a seamless and engaging student-centred environment throughout the student lifecycle

6.6

Implement and monitor an agile, secure and reliable cybersecurity regime

6.7

Underpin high quality student, academic and professional experience through quality information resources, libraries, learning spaces and physical infrastructure.

6.8

Take bold and decisive action on environmental, social and economic sustainability, and the eradication of modern slavery.

Campus Developments - Melbourne



**Mary Glowrey Building –
Learning Space, level 4**

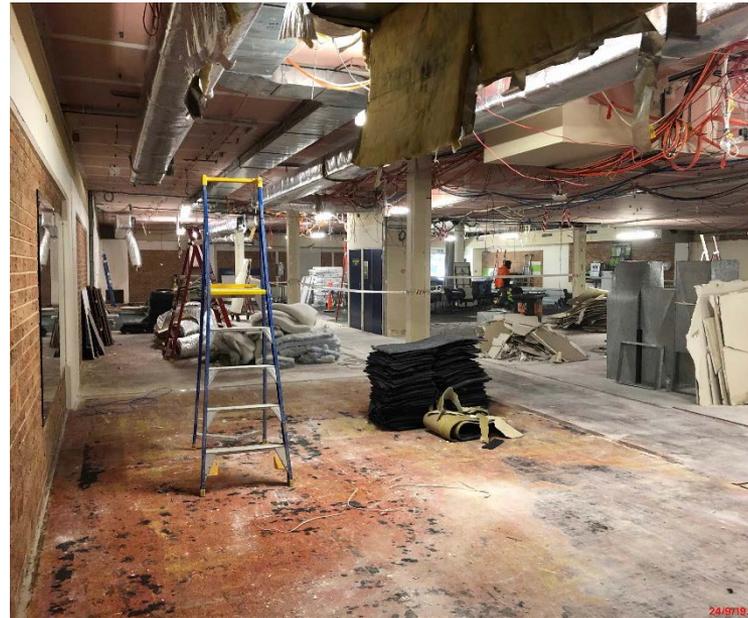


Mary Glowrey Building – Young Street

Mother Teresa Building Site



Campus Developments – North Sydney



**James Carroll
Building –
Physiotherapy
Labs project**

Campus Developments - Blacktown



**Blacktown
Main Street**

Health, Sport and Well-Being Projects



NS - Gym



MEL – The Track



BNE – Medical Centre



STR – FIFA Field



BNE – Oval



BAL – Camillus
School House

**\$10 million
Capital Funds 2019-2021**

PROJECT	CAMPUS
Medical Centre	North Sydney
The Track	North Sydney & Brisbane
Sport Gym	Brisbane
Pool Precinct Improvements	Brisbane
Accommodation Feasibility Study	Brisbane
Multi-sport Court	Canberra
Precinct Activation	Strathfield
Camillus School	Ballarat

System Developments

Student Futures

- Credit Management
- Scholarship Management
- Banner Transformation (Upgrade)
- Banner Document Management
- Banner Business Improvements
- Course Completion and Progression
- Class Selection & Timetabling (Allocations)
- InPlace (PPO, Managing Student Placements)
- Student Appointment System
- Transforming Collection of Student Information
- Course Management
- Conversion
- Co-Curricular payment systems



Staff Futures

- HR System Phase 2
- Digital Workspace
- Business Process Management
- ServiceNow Expansion
- End to End Staff Onboarding
- ACU Telephony
- Identity Management

User Experience - Students

Inspire Me



Attract
Engage
Apply

Connect Me



Offer
Convert
Enrol
Onboard

Student
Experience

Champion Me



Educate
Retain

Empower Me



Advance
Steward

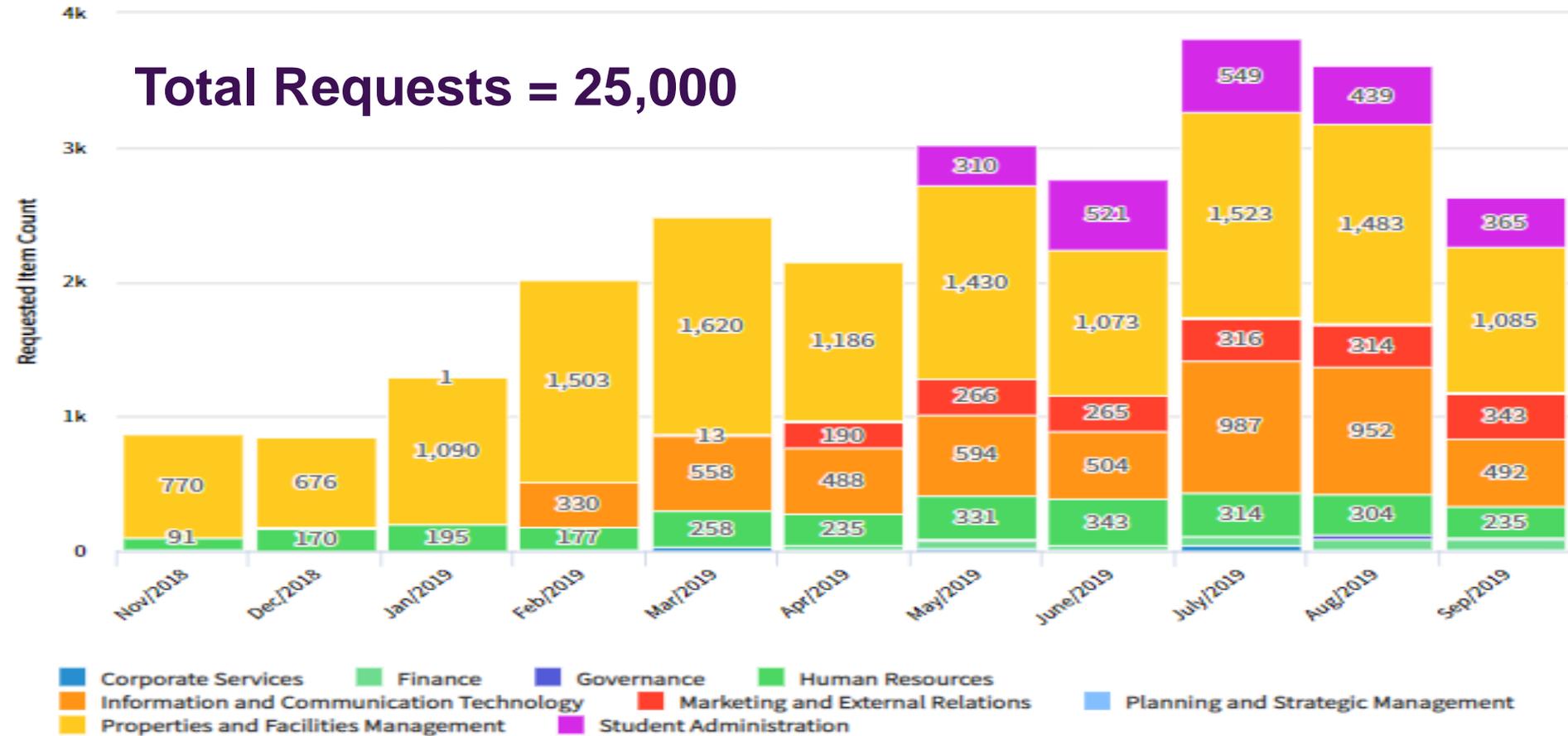
UX Team



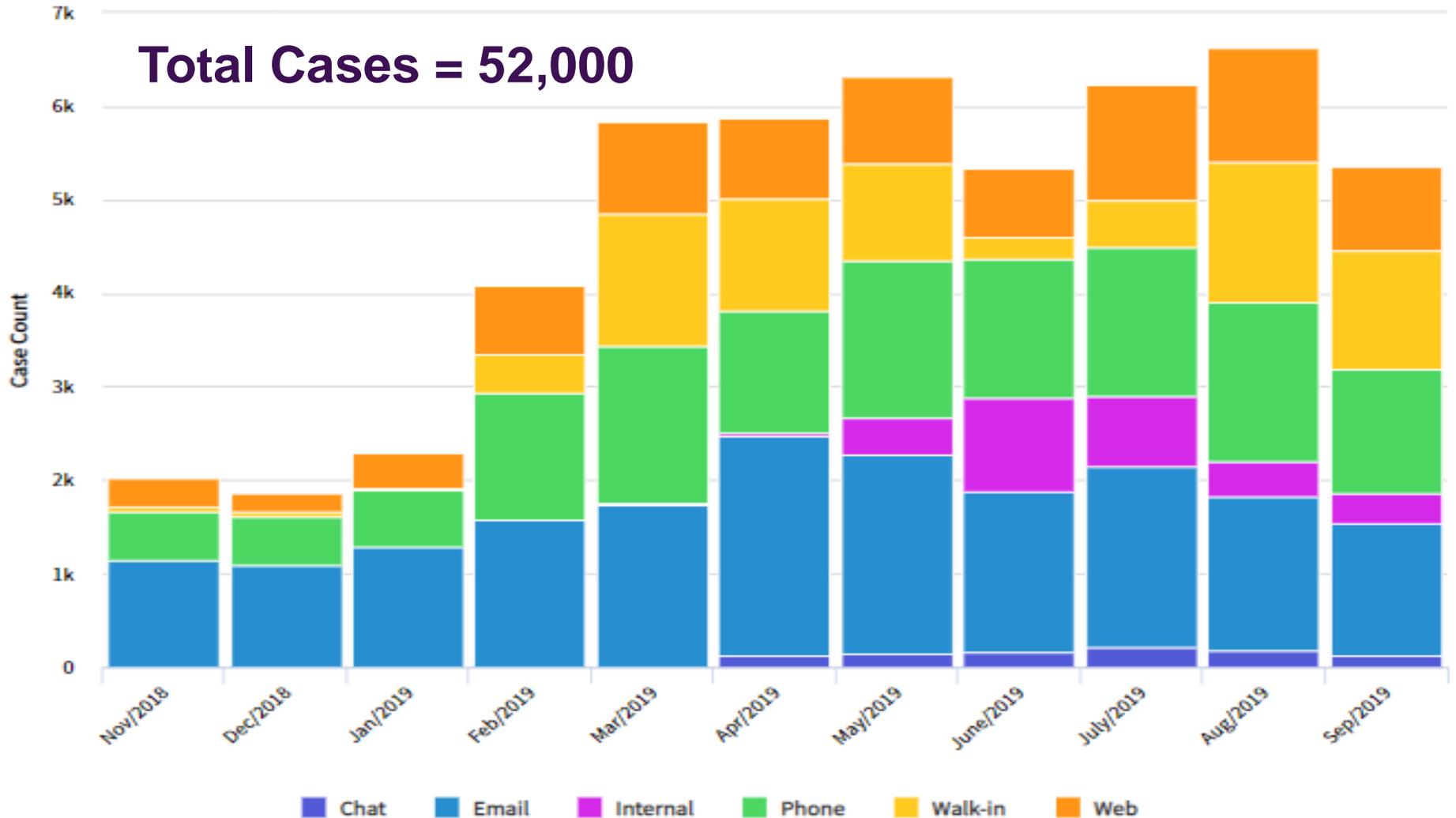
- Identify, prioritise & create UX solutions
- Develop & apply UX Framework
- UX research
- User focused solutions with stakeholders
- Internal consultancy

Requests Submitted by Month by Directorate

Total Requests = 25,000



Cases Created by Month all Directorates



Overall Customer Satisfaction All Services



Priorities 2019 - 2020

1. Quality Assurance Program
2. Knowledge Review
3. Training Programs
4. Improvement Opportunities

Note: At the end of October 2019, CSAT for Service Central is at 94%, which is a product of **45,870** Service Central Surveys issued (when request/case is resolved) with **1,193** surveys completed (2.6% response rate).

