To lead and inspire the development, delivery and support of a world-class student experience throughout UWA.

<table>
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<tr>
<th>Holistic student experience</th>
<th>Students’ administrative interactions and experiences</th>
<th>Student communications</th>
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| a) Articulate, package and deliver the UWA student experience, including: Education; Administrative Services; and Student Life | a) Map the journey from first point of contact to graduation and beyond (for all cohorts) and identify opportunities and barriers to improvement  
b) Achieve best practice customer service  
c) Design and implement platforms for IT enablement of all student processes, and moving student services online  
d) Establish and share processes that build relationships with Faculties, schools, student groups and other teams outside the DVC-E Portfolio in order to streamline the student admission and administrative processes | a) Implement technology platforms and content to support the university’s online presence, to attract prospective students, and support and engage current students  
b) Build relationships and connections with student leaders and the student community via existing and new collaborations |

To successfully implement the Education Futures vision and engage in a process of continual improvement of student education.

<table>
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<tr>
<th>Education innovation</th>
<th>Coursework</th>
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| a) Implement new LMS and substantially increase utilisation  
b) Review delivery of 1000 units in 2015 (Carpe Diem)  
c) Deliver a new student academic orientation experience  
d) Implement solutions to support the student learning experience in areas of training, skills assessment, digital content, MOOCs/LMS | a) Review, develop and deliver updated policy on student assessment  
b) Strategically develop and communicate an annual schedule of student surveys and ensure appropriate dissemination of existing data, implementation of strategies to address gaps, and feedback on initiatives to students |

To build a shared culture within the Education portfolio based on communication, collaboration and co-operation

<table>
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<tr>
<th>Team building and communications</th>
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| a) Set up communication channels including a DVC-E portfolio webpage, an all-portfolio email list, and a series of face-to-face events  
b) Disseminate and track progress on the outcomes from planning day |

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