

# Reimagining Student Services: Creating an Innovative & Responsive Student Experience



# CLICKS

Center for Learning Innovations & Customized Knowledge Solutions

*Your Partner for Innovation & Excellence*

**11<sup>th</sup> – 13<sup>th</sup> December, 2017**  
**Copthorne Dubai Hotel,**  
**Dubai-UAE**



**CLICKS' Public Program 2017-18**

## Program Structure

Today's context for Higher Education presents student services leaders and professionals with several challenges. Externally, they have to cope with changing student demographics, emergence of new technologies, demand for greater accountability, and concerns about increasing cost of Higher Education. Internally, they are often challenged with the mission to contribute to students' learning and personal growth, and ensure their preparedness for work and life as well as establish seamless integration and synergy with the academic and other administrative units within the institution.

A student services department is one the core administrative functions in Higher Education, and hence plays a major role in fulfilling the mission of the institution. Each of its service unit is a critical touchpoint in the student lifecycle right from pre-enrolment to alumni. To successfully fulfill this role, a student services department must adopt and adapt to the changes affecting Higher Education landscape. In light of these imperatives, the workshop is designed to facilitate and elicit answers to the following questions: How can an institution establish a student services division that is adept and responsive to change? How can student services plan and successfully apply operational excellence and innovation tools to deliver sustainable outcomes? How can student services adapt technology to facilitate access and increase its efficiency and effectiveness? How can a student services division develop student-centric culture, and synergize its efforts with other academic and administrative units to achieve common goals? What are the core competencies required for student services leaders and professionals to drive a successful and nimble student services division?







This three-day workshop will address these questions and others in an interactive way providing opportunities for the participants to share experiences and work in teams to address both internal and external challenges. The workshop will also expose participants to best practice tools, techniques and cases from institutions adopting various strategies to redefine, integrate and improve their student services.

## Target Audience

This program is designed for leaders and professionals responsible for planning, operating and measuring the impact of student services on students' learning and personal development experience as well as the institution's mission and strategic goals.

## Intended Learning Outcomes

**At the end of this program participants will be able to:**




-  Discuss the challenges and change imperatives in student services;
-  Set forward looking strategies and priorities for students' services division;
-  Walkthrough student experience lifecycle: Identify critical touch-points to reduce services silos and bottlenecks and increase vertical and horizontal integration and alignment;
-  Explore best practices in leveraging technology to facilitate access to student services and increase efficiency and effectiveness;
-  Determine the enabling competencies for a successful student services division, and
-  Determine the imperatives of a student-centric culture of leadership and teamwork

## Program Structure




### Day 1

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#### **Session (1): Adapting change in student services**

-  What are the factors affecting student services in Higher Education?
-  The challenges facing student services in your institution.
-  Determining the change imperatives in student services









#### **Session (2): Setting Direction for Student Services**

-  A planning framework for student services
-  Aligning student services with your institution's goals
-  Sharing good practices from reputable institutions of Higher Learning

### Day 2

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#### **Session (3): Rethinking student lifecycle**

-  Walking through the student lifecycle journey
-  Identifying student services' critical touch-points
-  Identifying service roadblocks and developing solutions
-  Aligning student experience outcomes
  -  *Enablers to successful student learning outcomes*
  -  *An example of alignment of student services with graduate attributes*
-  Using quality improvement tools
-  Teams' projects

## Day 3

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### **Session (4): Applying service innovations to student services**

- 🎯 Adapt technology solutions that are integrated and in line with an increasingly mobile student-body.
- 🎯 Examples of institutions' using technology to transform student experiences

### **Session (5): Managing human capital in student services**

- 🎯 Identifying critical job families in student services
- 🎯 Assessing student services human capital readiness

### **Session (6): Building a culture of leadership and teamwork in student services**

- 🎯 Establishing effective governance and accountability
- 🎯 Creating cross-functional alignment within and outside student services
- 🎯 Characteristics of good leadership in student services

## Delivery Strategy

The methodology of the workshop presentation is a team-based style and covers the following: -

- 🎯 Group dynamic
- 🎯 Video Presentations
- 🎯 Team Presentations

Throughout the workshop, participants will be working in teams using best practice tools and techniques addressing various issues and cases in student services and finally presenting and sharing their findings in an interactive manner.

## Program Leader



Educated in the UK and having worked internationally for over fifteen years, Mr. Mokhtar expertise and professional experience span areas such as organizational excellence, corporate planning, business process improvement and quality assurance.

In his professional career, he has provided leadership in facilitating policy-making and governance, strategy development and implementation, and quality assurance and accreditation. He has also developed institutional frameworks to initiate and implement various change programs aimed at improving performance in institutions of higher learning.

## Program Duration

This program is 3-day organized from 9:00 am – 5:00 pm with one hour dedicated for lunch break and 2 coffee breaks of 20 minutes each. Kindly be informed that registration will take place on the first day of the program from 8:30 to 9:00.

## Program Registration, Program Fees and Discounts

-  The registration fee for the 3 day program is 3,000 AED including lunch and two coffee breaks on each day in addition to program materials.
-  15% Early bird registration discount is available for individual registrations completed prior to the 20<sup>th</sup> of October, 2017.
-  Group registration discount of 20% is available for groups of 3 and above if registration is completed before 20<sup>th</sup> of October, 2017 and 15% if registration is done after the cutoff date.
-  All registrations are confirmed only upon receiving the full payment; registrations which are not completed are automatically cancelled after two weeks.
-  Delegates attending the entire program will receive certificates of attendance at the closure of the program.