



THE OBSERVATORY
on Borderless Higher Education

Mission Possible?

The International Quest to Define and Improve Student Success

A global forum on student well-being and outcomes in higher education



Dubai • 4-5 November 2018 • Hilton V Hotel Curio Collection, Dubai

Our knowledge partner is the Knowledge and Human Development Authority (KHDA) in Dubai



AGENDA

Day 1: Sunday November 4

8.00 – 9.00	Registration and Refreshments
9.00 – 9.10	Welcome from OBHE and KHDA Richard Garrett , Director, OBHE and Dr. Warren Fox , Board Member; Advisor to the Chairman of the Board of Directors for Higher Education, KHDA
9.10 – 9.30	Putting it into Practice-Mindfulness is not just for students Ms. Amna Raisi , Manager, KHDA
9.30 – 10.30	Student Success in Higher Education- What do we know? This session will explore the findings of OBHE's 2018 country case studies on student success data. New survey results from i-graduate, on student happiness and well-being, will also be unveiled. <ul style="list-style-type: none"> • Richard Garrett, Director, OBHE • Philip Sanders, Chief Executive, i-graduate
10.30 – 10.45	An Introduction to KHDA- Putting happiness and well-being at the heart of education Dr. Abdulla Al Karam , Chairman of the Board of Directors and Director General, KHDA
10.45 – 11.15	Networking Break
11.15 – 12.15	WORLD CAFÉ, PART 1

A tradition at OBHE events, the World Café is an opportunity for small group discussion with a variety of institutional leaders and practitioners committed to student success. In response to our call for proposals we have received a fascinating array of submissions from around the world, highlighting innovative efforts to enhance student success and well-being

World Café Day 1 sessions are:

- **Table 1: Dr. Kevin Dunseath**, Regional Director and Director, Dubai Center, City, University of London-
“MBA Student Success: follow the money” A study of student success measurement in MBA and EMBA rankings.
- **Table 2: Ms. Lily Rumsey**, Head of International Partnerships, University of Salford-
“Saudi Vision 2030 and investment in UKHE: is it just a time of transition or a true transformation for Saudi women?”
- **Table 3: Dr. Sneha Bhatia**, Faculty at Curtin School of Business, Curtin University Dubai-
“Technology Intervention in the classroom: An Impediment or Enhancement to student learning & engagement?”
- **Table 4: Dr. Alan France**, 1st Deputy Rector (Academic), Westminster International University in Tashkent, University of Westminster-
“The Perception of the Prestige and Reputation of International Branch Campuses (IBC) as measured by the Employability of Graduates in Uzbekistan”
- **Table 5: Dr. Jay Hays**, Professor and Chair, Institute of Management Technology, Dubai-
“Last Chance: A Research Project Investigating a Student Retention and Academic Success Intervention”
- **Table 6: Dr. Sarah Maddison**, Pro Vice Chancellor, Swinburne University of Technology-
“Learning Ecosystems” Exploring the learning ecosystem model at Swinburne University of Technology in Australia, including interactions, experiences and support with communities before university, at university, and after university.
- **Table 7: Dr. Adam Marks**, Provost's Advisor on Academic Quality and Strategic Initiatives will show how the Zayed University's use of the Online Virtual Bridge is an important resource in building skills in high school students before they enter university; **Ms. Haseena Al Katheeri**, Acting Director of the Office of

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Undergraduate Student Academic Success will discuss how the University's use of DegreeWorks and GradesFirst helps students stay on track to graduation and helps faculty chart student progress; and **Ms. Cathy Journeaux**, Coordinator of Al Waha Academic Support Zone, will present on "Using Technology to Promote Student Success" showing how Blackboard is used to track student use of online resources in Al Waha Academic Support Zone.

12.15 – 1.15

Lunch

1.15 – 2.15

International and National Approaches to Student Success

In recent decades, governments and regulatory authorities including quality assurance agencies have worked to improve the student experience in higher education, setting standards, using performance metrics, preparing evaluation reports and shaping funding incentives. This session will explore international and national approaches to strengthening student experience and success around the world.

Chair: **Carolyn Campbell**, Senior Consultant and Advisory Board Member, OBHE

Panelists:

- **Dr. Jocelyn Gacel-Avila**, General Coordinator of UNESCO-IESALC's Regional Observatory on Internationalization and Networks in Tertiary Education (OBIRET) and Vice Dean, University of Guadalajara
- **Celia Partridge**, Assistant Director, Partnerships and Mobility, Universities UK International
- **Dr. Karen Treloar**, Director, Engagement Group, Tertiary Education Quality and Standards Agency (TEQSA), Australia

2.15 – 3.15

Institutional Case Studies: Student Success and Well-Being Innovation

Chair: **Nitesh Sughnani**, Director of University Quality Assurance, KHDA

Panelists:

- **Professor Mushtak Al-Atabi**, Provost & CEO, Heriot-Watt University, Malaysia
- **Andrea Fortanelli**, General Director of Tecmilenio University, Mexico

3.15 – 3.45

Networking Break

3.45 – 4.45

The Big Data Questions - an interactive session

This interactive session will ask for delegate participation at tables in answering some of the questions being posed by Mr. Garrett and Dr. Wafi on gathering and using data.

Led by:

- **Richard Garrett**, Director, OBHE
- **Dr. Wafi Dawood**, Board Member; Chief Executive Officer of Strategy and Planning Sector, KHDA

5.00 – 7.00

Networking Reception

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Day 2: Monday November 5

8.00 – 9.00	Registration and Refreshments
9.00 – 9.15	<p>Highlights from Day 1 and Introduction to Day 2 Richard Garrett, Director, OBHE and Dr. Warren Fox, Board Member; Advisor to the Chairman of the Board of Directors for Higher Education, KHDA</p>
9.15 – 10.00	<p>Keynote: Improving Student Success- The positive and mindful university Chair: Philip Sanders, Managing Director, i-graduate <ul style="list-style-type: none"> • Sir Anthony Seldon, Vice-Chancellor of the University of Buckingham and one of the world's leading thinkers on student well-being. </p>
10.00 – 11.00	<p>Student Success and Well-Being in Dubai- Panel of institutions Chair: Dr. Warren Fox, Board Member; Advisor to the Chairman of the Board of Directors for Higher Education, KHDA Dubai is the world's biggest international education hub. Leaders from Dubai-based institutions will reflect on student diversity, success and well-being. Panelists:</p> <ul style="list-style-type: none"> • Professor Glyn Watson, Provost, University of Birmingham, Dubai Campus • Professor Christopher Abraham, Professor and Head of Dubai Campus, S P Jain School of Global Management, Dubai • Professor Fazal Malik, Associate Professor, Dean Humanities, Arts and Applied Sciences, Head of University Communications, Amity University Dubai • Professor Belkeis Altareb, Dean, University College, Zayed University, Dubai Campus
11.00 – 11.30	Networking Break
11.30 – 12.30	<p>WORLD CAFÉ, PART 2</p> <p>A second chance to engage with World Café hosts from around the world. World Café Day 2 sessions are:</p> <ul style="list-style-type: none"> • Table 1: Mr. Greg Fantham, Lecturer, Heriot-Watt University Dubai- “Student Engagement in TNE: a socio-cultural perspective” • Table 2: Dr. Christopher Hill, Associate Professor in the Faculty of Education, Director Doctoral Training Centre, The British University in Dubai, and Dr. UmmeSalma Mujtaba Husein, Birmingham Business School – University of Birmingham Dubai Campus- “Student Satisfaction in TNE Hubs: Experience and Output” • Table 3: Mr. Ibrahim El Mayet, Regional Business Development Manager for MENA, University of London Worldwide- “How is University of London Worldwide doing across the three pillars of student success?” • Table 4: Ms. Loraine Houlton, Head of International Development (Faculty of Social Sciences, School of Law), University of Wolverhampton- “Lessons Learned from closing an International Branch Campus: How to support student success using the UK QAA Quality Framework” • Table 5: Dr. Faiza Umar, Head of CAS (Centre for Academic Success), Lecturer, International Foundation Programme, and Siobhan McNiff, Lecturer, International Foundation Programme, Middlesex University, Dubai- “Inclusivity in Higher Education” This presentation will center on developing a cultural view of disability, not as a deficit, but simply as a difference that enriches university diversity, promotes student success as well as all the HE community's well-being. • Table 6: Dr. Majeda Humeidan, Chair of the Department of Psychology in the College of Natural and Health Sciences will show how stereotypes are important in helping students navigate their place in university in a presentation on “Stereotype threat, student success, and career matters in the UAE context”; Ms. Jane Tatterton, Advisor from the Office of Alumni and Student Career Services and Mr. Rashed Al Shamsi, Manager of the Office of Alumni and Student Career Office will discuss what

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Day 2: Monday November 5

Career services does to enhance students' employment and employability skills in "Guiding Zayed University Students through the Labyrinth of Higher Education and Employment"

- **Table 7:** Dr. Zakeya AlRasbi, Director of the Emirates Center for Happiness Research at the United Arab Emirates University-
"UAEU's journey to becoming the first positive university in the nation"

12.30 – 1.30

Student Success and Well-Being: Panel of students from Dubai and beyond

Chair: **Amy Walker**, Speaker and Writer on Student Well-Being

Panelists:

- **Dan Ng**, BBA student from S P Jain School of Global Management
- **Alia al Hazami**, Graduate of the American University of Sharjah, BA in International Relations with a double minor in English Literature and Women Studies
- **Sarah Khaled Al Kaabi**, Student at the NYU Abu Dhabi, majoring in Economics and minoring in Music
- **Juan Pablo Barraza Ibarra**, Marketing major at the Universidad Tecmilenio
- **Omar Al Owais**, Student of International Relations at the American University of Sharjah
- **Maitha Alsuwaidi**, Student of political science in NYUAD
- **Jessica Haskett**, MEng Architectural Engineering student- at Heriot-Watt Scotland/Dubai
- **Meike Shulte**, MBA Operations & Logistics graduate student, Middlesex University, Dubai

1.30 – 2.30

Lunch

2.30 – 2.50

Young People's Mental Health in a Changing World

Dr. Saliha Afridi, Clinical Psychologist; Managing Director, The Lighthouse Center for Wellbeing

2:50 – 3:45

Results of QBBG Survey on TNE Student Success

Chair: **Carolyn Campbell**, Senior Consultant and Advisory Board Member, OBHE

Panelists:

- **Fabrizio Trifiro**, Manager International, Quality Assurance Agency UK
- **Brandon Lee**, Director-General (Private Education), SkillsFuture Singapore
- **Brian Keenan**, Director, Strategic Initiatives, KHDA

3.45 – 4.30

International Takeaways

Chairs: **Richard Garrett**, Director, OBHE and **Dr. Warren Fox**, Board Member; Advisor to the Chairman of the Board of Directors for Higher Education, KHDA

Panelists:

- **Ms. Dorte Kristoffersen**, Director, Dorte Kristoffersen Consulting
- **Dr. Martin Carroll, Provost**, Manukau Institute of Technology in New Zealand
- **Dr. Ralph Wolff, President**, The QA Commons for Higher Education

4.30

Optional Campus Tour: Amity University Dubai

Global Forum delegates may tour the campus of Amity University Dubai. Transportation is provided, departing from the site of the conference. Amity University Dubai is part of the Amity Education Group, a private education company based in India with sites in China, Mauritius, Singapore, Dubai and London. If you have not RSVPed and wish to join the tour, please speak with the Global Forum registration desk to check availability. Space is limited to 20.

Speaker Profiles

- Prof. Christopher Abraham**, Professor and Head of Dubai Campus, S P Jain School of Global Management, Dubai
 Prof. Christopher Abraham is a permanent resident of Canada with Post Graduate qualifications in Business Administration, HRM, Law and a PhD in Positive Psychology. A Certified Design Thinker from Stanford with 33 years' experience in management consulting, marketing and management education Currently the CEO - Dubai campus and Sr. VP at S P Jain School of Global Management, a top ranked Business School, A keynote and TedX speaker, has done many consulting and executive assignments for global organizations, including The World Bank, Emirates Airlines, DHL, Twice Winner Education Leadership Award World Leadership Congress 2015 & 2017
 Honorary Fellow Leaders Excellence at Harvard Square Global Advisory Board Member World CMO Council
- Dr. Saliha Afridi**, Clinical Psychologist; Managing Director, The Lighthouse Center for Wellbeing
 Raised and educated in the US, I moved to Dubai in 2008. I worked at a private practice for several years, and in 2011, I cofounded The LightHouse with the intention of making a positive impact on the mental health of individuals and families living in this region. I am a clinical psychologist with generalist training and experience in a wide range of mental health issues. Over the last decade, I have had extensive experience consulting with executives and the corporate workplace on a range of issues related to wellness, stress management, coaching and Transformational Counseling. It is my purpose and my passion to work with individuals and teams, giving them the courage to address the challenges that face them – and to guide them on a path to happiness.
- Professor Cakil Agnew** is assistant professor of psychology at Heriot-Watt University. She gained her PhD in Psychology from the University of Aberdeen (UK) in 2010, and her research has focused on organizational safety culture and safety leadership in high-risk industries. Her paper on Student engagement experiences of Psychology students was completed in partial fulfillment of her PGCAP. Dr. Agnew's paper is presented on her behalf by a colleague in the psychology department, Greg Fantham.
- Professor Belkeis Altareb** is the Dean of University College at Zayed University. She and her team are responsible for the core curriculum, General Education Program, of which 27 of the 39 credit-hours are taught within the college. A counseling psychologist by profession, Dr. Altareb has been fortunate to be part of Zayed University's growth since 1999. Her interests are in higher education, leadership development, and mental health.
- Professor Mushtak Al-Atabi** is currently the Provost and CEO at Heriot-Watt University, Malaysia. His research interests include thermofluids, renewable energy, biomechanical engineering, engineering education and academic leadership.

Professor Al-Atabi published three books, "Shoot the Boss," "Think Like an Engineer" and "Driving Performance" and he has numerous research publications, awards and honours.

He is a Fellow of the Institution of Mechanical Engineers (FIMechE) and a member of the Global Engineering Deans Council. Professor Al-Atabi he pioneered the CDIO (Conceive, Design, Implement, Operate) and delivered the first MOOC (Massive Open Online Course) in Malaysia.

He trains executives from Multinational Corporations including banks and energy companies.

- Dr. Abdulla Al Karam**, Chairman of the Board of Directors and Director General of the KHDA, is responsible for a wide spectrum of education in Dubai's private sector, spanning early learning, school, and higher education and training Institutes.

Dr. Abdulla has the distinction of holding key positions across the United Arab Emirates, as well as being a Board member of the National Qualifications Authority, of the UAE Federal Government. He is a member of the university council at UAE University. Dr. Abdulla serves on the board of trustees for Dubai Future Foundation and Mohammed Bin Rashid University of Medicine and Health Sciences. He has also been nominated as a member of the Higher Committee for Protection of the Rights of People with Disabilities in the Emirate of Dubai, and is a board member of Dubai Cares.

Previously, Dr. Abdulla held positions in various government sectors, including: Vice Chairman and Secretary General, Hamdan Bin Rashid Al Maktoum Award for Distinguished Academic Performance; Chairman of the Dubai Government's Human Resources Committee, which was set up as the link between human resources programmes and initiatives and Dubai's goals and strategic priorities; Board member, Dubai Knowledge Fund, which seeks to effectively participate in developing Dubai's knowledge capital through profitably managing funds. He was also a member of the World Economic Forum's Global Agenda Council on Education 2010.

Prior to the formation of KHDA, Dr. Abdulla held the post of CEO of Dubai Knowledge Village, which ushered in the International Branch Campus, with a remit to diversify the educational landscape in Dubai. Before that, Dr. Abdulla headed the

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Research Unit at Dubai Internet City and began his career working as a software engineer in the United States and France. Dr. Abdulla holds a PhD in computer engineering from the University of South Carolina.

- **Haseena Al Katheeri** is the Acting Director for Student Success at Zayed University. She has vast experience and made many contributions to academia for more than 16 years. She holds a Master degree in Cyber Security from Zayed University and a Bachelor degree in Management Information Systems. She also has a diploma in IT Education. Her prior experience also included various projects and activities in shaping young people's futures
- **Sneha Bhatia** (Ph.D) Faculty, Curtin Business School, Curtin University Dubai, Transnational Academic Group Academic member, MEPA (Middle East Psychological Association) is seasoned in instructional design and delivery, developing different pedagogies for enhanced learning, student consultation & contextualizing course content. Dr. Bhatia has strong subject expertise in Business Management, HRM, OB & Applied Psychology, has been in academia for the past 10 years and taught in two countries, worked with students of various nationalities and multi dimensional colleagues.
- **Carolyn Campbell** has had a career in higher education policy and quality assurance at national and international levels. She is currently Senior Consultant at the Observatory on Borderless Higher Education and a member of its Advisory Board. Carolyn is a member of the Appeals Committee of the European Quality Assurance Register and an international auditor for the Finnish national agency for education. She is a member of CHEA's International Quality Group and the International Advisory Group of the Lumina Foundation in the USA. She is also the external Academic Board member for Hult International Business School.

Carolyn is a graduate of the University of Glasgow – MA LLB – and in 2015 was awarded an OBE for services to higher education.

- **Professor Martin Carroll**, Executive General Manager Academic and Provost, Manukau Institute of Technology Professor Carroll is a multi-award winning international leader on tertiary education quality assurance and technology-enhanced learning and, particularly, on the combination of these two phenomenon. He has served in senior leadership roles in tertiary institutions and external quality agencies in New Zealand, Australia and Oman, as well as providing advisory services worldwide. After hours Martin can sometimes be spotted with his rock band Sporca Gush.
- **Dr. Wafi Dawood** is a Board member and the CEO of Strategy & Planning in KHDA. He is also an Adjunct Professor in the British University in Dubai. Dr. Dawood also serves as a member of the Board of Advisors of the 2 the Point international consultancy based in Zurich. In addition, he is a subject matter consultant with PWC and IBM Kenexa. Dr. Dawood is also a member of the editorial committee of the Ministry of Interior Quality Journal.

He holds a Ph.D. in Performance Management and has also completed the Sheikh Mohammed leadership program. In 2004, Dr. Wafi was awarded by H.H. Sheikh Mohammed Bin Rashid Al-Maktoum, as the Distinguished Employee of Dubai Government.

His professional career included working as the Chairman of the Board of Directors of Dubai Quality Group, the Vice Chairman of the Global Benchmarking Network. He has also worked in Dubai World Trade Centre as the Director of Corporate Performance & Quality. Before that, he worked as the Quality Senior Manager in DP World, where he assisted the organization to win Dubai Government Excellence Program – Golden Category in 2005.

Dr. Wafi Dawood has led KHDA's participation project in the European Foundation for Quality Management (EFQM) program, and assisted the organization to be awarded the 5 Star Recognized for Excellence as the first organization in the Middle in 2013.

Dr. Dawood has also worked in consultancy Projects in UAE, UK, Singapore, Bahrain, Kuwait, Qatar and Saudi. He has many Publications related to Performance Management and Quality in international conferences. He has also spoken in many National and International Conferences.

- **Dr Kevin Dunseath**, Regional Director MENA, City, University of London Kevin has had extensive teaching and senior management experience at universities across the world, including leadership positions at London Business School, the University of Sheffield, the University of Exeter, Universiti Brunei Darussalam, and King Fahad University of Petroleum and Minerals.

Before joining City, Kevin led a 3-year project for Oxford University Innovation establishing a new private university in Oman. He is a graduate of the universities of Oxford, Cambridge, Wales, Essex and Sheffield.

- **Ibrahim El Mayet** As part of the Global Engagement Directorate (GE) within University of London, Ibrahim heads-up regional engagement across the Middle East and Africa building local networks and partnerships to drive sustained and long-term

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development. This comprises close engagement with teaching institutions, governments, funding agencies, professional bodies, alumni, the corporate sector and related organisations. Ibrahim is also a current student of the University of London taking on the Global MBA studying online during his travels.

- **Andrea Fortanelli**, is a Master in Marketing and Management from the EGADE Business School, and Master in Positive Leadership from Tecmilenio University, her thesis focused on the study of positive emotions at work that contribute to the well-being and happiness of people; In 2018, her research was exposed at the Positive Education Festival in Dallas, Tx. In addition, she is certified in Positive Psychology and Positive Organizations.

She is currently one of the Presidents of Tecmilenio University. She has six years of experience as head manager, where she has been in charge of more than 2000 students and 200 teachers.

- **Dr. Warren Fox** is Executive Director of the Higher Education for the Dubai Knowledge and Human Development Authority in the United Arab Emirates. Previously he was Executive Director of the Office of Higher Education, Policy & Planning, for the Ministry of Higher Education and Scientific Research of the United Arab Emirates. He also serves on the School Board for the American Community School.

Dr. Fox served as Scholar in Residence, University of California at Berkeley, with the Center for Studies in Higher Education, focusing on higher education administration, state-level policy and finance, and best practices for accountability. He was the longest serving Executive Director of California's planning and coordinating agency for higher education - the California Postsecondary Education Commission. The Commission is responsible to the executive and legislative branches for updating the state-wide plan for higher education and for recommendations on budget, capital outlay, academic programs, and other issues. He also served as convener of the California Education Roundtable composed of California's university system leaders.

Dr. Fox is a past President of SHEEO (the State Higher Education Executive Officers national association), and former Chair of the National Postsecondary Education Cooperative for the U.S. Department of Education and NCES. He is also a former Chairman of the National Forum of System Chief Academic Officers and former member of the WICHE Executive Committee. Dr. Fox received his B.A. in Political Science from the University of California at Berkeley, and his Ph.D. from the University of Southern California School of Policy Planning and Development.

- **Dr. Alan France** Appointed in 2002 by the University of Westminster as 1st Deputy Rector of Westminster International University [WIUT] in Tashkent Uzbekistan. His mission was to lead the development of a new university modelled on the best of UK education with the spirit and character of an Uzbek institution. WIUT is a unique example of UK TNE collaboration and has grown from 120 students to 3,500 and is rated as the best in Uzbekistan.
- **Richard Garrett** is Director of The Observatory on Borderless Higher Education, an international higher education think tank. With over 20 years experience in higher education research, consulting and policy, Richard's work has focused on online learning, TNE and non-traditional providers worldwide. Richard is also Chief Research Officer at Eduventures, a higher education research firm in the United States owned by NRCCUA and ACT. Richard is based in the US.
- **Jocelyne Gacel-Ávila** PhD in International Education and Master of Arts in Foreign Languages and Civilizations at the University of Paris (French, English and German). Currently General Coordinator of the UNESCO Regional Observatory on Internationalization and Networks for Tertiary Education in Latin America and the Caribbean; Vice Dean for Social Sciences and Humanities, tenured researcher and professor of the PhD programme on Higher Education at the University of Guadalajara where she was in charge of the internationalization process for 20 years; Member of the National Research System of Mexico (Level 2).

Considered a leading expert and researcher on the internationalization process in Latin American and the Caribbean; collaborator of the World Bank and member of the OECD expert team on the contribution of higher education in regional development; President of the Mexican Association for International Education (AMPEI) (1996-2000/ 2014-2016); NAFSA Senior Fellows in Internationalization (2011- 2014); Vice-President of the Board of OECD Higher Education Programme (2010-2012); Vice-President of the Board of the Consortium for North American Higher Education Collaboration (CONAHEC) (2005-2007); Member of the expert team of the International Association of Universities for the Global Survey on Internationalization; Consultant of the Inter-American Organization for Higher Education and founding director of the magazine "Global Education" (AMPEI).

Winner of the 2010 CONAHEC Award of Distinction for outstanding contribution to academic collaboration in North America and 2006 AMPEI Award for the enhancement of the internationalization of the Mexican higher education sector.

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- **Professor Jay Hays** is Chair of Institutional Engagement and Student Life at IMT Dubai Business School. Author of over 50 books, journal articles, and conference papers, creator of numerous innovations, and recipient of international awards, Jay brings a lifetime of international and cross-cultural experience to his current undertakings, having lived in Australia, Dubai, Germany, Italy, Malaysia, New Zealand, and the United States of America, and led major projects on five continents.
- **Dr Christopher Hill**, Assoc. Prof., Director DTC, The British University in Dubai
Dr Hill has worked in the field of international higher education for the past decade and has extensive experience with the branch campus model in both Asia and the Middle East. Dr Hill's research interests include TNE and the student experience in the global arena. Dr Hill hosts the Think Education podcast discussing research practice and teaching and learning within higher education.
- **Loraine Houlton** is currently the Head of International Development for the Faculty of Social Science, a Principal Lecturer in Law. She has trained in mediation and designing dispute resolution systems in both the UK and USA and is a qualified lawyer. Loraine has been involved with developing, designing and delivering TNE for 20 years and was appointed as Chair of the Higher Education Academy UK Special Interest Group in relation to TNE and QAA.
- **Dr. Majeda Humeidan** is chair of the departments of Psychology at Zayed University in Abu Dhabi and Dubai. She joined academia after managing Student Affairs and working in student counseling in the United States and the United Arab Emirates. She is interested in all matters related to empowering and engaging students in a positive environment.
- **Dr. UmmeSalma Mujtaba Husein** is an Academic and Business Consultant, with wide experience in the Middle-East. She has worked with various branch campuses and Transnational education providers, where she's been actively involved in teaching, research and developing student experience. She has also supplied insights to leading local newspapers as an educational consultant.

She is a regular speaker at various local and international seminars and conferences, where she has spoken on wide variety of themes that cover both local Middle-East and other perspectives. She is currently employed with University of Birmingham in the capacity of Programme Director.

Her core research areas are Transnational Education, Student experience, Islamic Management (both core and extended concepts), Comparative Management, and various facets of Sustainability.

- **Catherine Journeaux** is a Senior Instructor in the Department of English and Writing Studies and Coordinator of Al Waha Academic Support Zone at Zayed University, Abu Dhabi. She holds a Masters in Educational Technology and English Language Teaching and is an HEA Fellow. Her research interests include the development of self-determination through the provision of academic self-access resources online.
- **Brian Keenan** has spent his entire career in international education in Africa, Europe, and the Middle East. He has over three decades of higher education experience in the Gulf as university faculty and administrator. Brian has worked for KHDA, the Dubai government education regulation, for the last three years. Current professional interests include student engagement, student happiness, and improving higher education access, quality, and choice for students.
- **Dorte Kristoffersen** is an experienced quality assurance professional with a strong international profile having held senior executive positions in quality assurance bodies in Australia, Denmark, Hong Kong and the US. She was Executive Director of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) until January 2018. Ms Kristoffersen now resides in Melbourne, Australia and has since 2018 worked as an independent consultant in quality assurance and higher education.
- **Mr Brandon Lee** is the Group Director for the Regulation, Fraud & Enforcement Group under SkillsFuture Singapore. He holds the concurrent appointment of Director-General (Private Education). Mr Lee had previously worked in the Singapore Armed Forces (SAF), Ministry of Trade and Industry (MTI) and former Council for Private Education.
- **Sarah Maddison** is the Pro-Vice Chancellor (Academic Innovation & Change) and a professor of astrophysics at Swinburne University of Technology. Sarah have oversight of the Learning Transformations Unit, supports the Future Ready Learners strategic initiatives, and plays an active role in building the learning ecosystem at Swinburne. Passionate about STEM education, Sarah has led her team to win a prestigious Office of Learning & Teaching Citation and an Open Universities Australia NOVA award.
- **Fazal Malik** is Dean Humanities, Arts and Applied Sciences at Amity University. He served Associate Dean Applied Media at the Higher Colleges of Technology in the UAE. Fazal also worked as Broadcast Journalist for the BBC, and established Radio stations within the disadvantaged communities in England. A practitioner of interdisciplinary research, Fazal is fascinated by

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the possibilities of engagement between humanities, arts and technologies as the 4th Industrial revolution dawns. He writes regularly for the local newspapers.

- **Siobhan McNiff** is an expert study skills tutor with a clear understanding of college and university level writing skills and disability support. She is qualified to diagnose specific learning difficulties including dyslexia, dyspraxia and dyscalculia for educational purposes, and is an enthusiastic staff trainer in areas of disability awareness, including legal compliance. She works to promote inclusion and her expertise and experience help negotiate and implement individual learning plans to enhance learning potential.
- **Celia Partridge**, Assistant Director, Partnerships and Mobility, Universities UK International
Celia has worked at the Royal College of Music and at the UK Council for International Student Affairs (UKCISA), where she led on the Prime Minister's Initiative for International Education. Her private sector experience includes managing Barclays UK flagship community investment programme. As a consultant, her work has included strategic reviews, programme development and sustainability strategy for a range of charities and private enterprises, most recently the Business and Sustainable Development Commission.
- **Amna Raisi** KHDA investor facilitator by day, yoga teacher by night, this in a nutshell is Amna Raisi. Dynamic, a non-believer in limits...and a believer in flight! An International Economics graduate from the American University of Sharjah, Amna also pursued a culinary school diploma, and studied yoga in India. This dynamism (and randomness!) reflects Amna's love for life and passion for continuous learning. Her calling and motivation in life is helping as many people as possible, no matter what the medium is – whether it is through yoga, or even through her daily job of meeting investors in the education sector. Amna also takes living a healthy lifestyle in general very seriously, and is adamant about delivering a message of both physical and mental health to people.
- **Lily Rumsey** is currently the Head of International Partnerships at the University of Salford, Manchester. Having worked within the International sector for over 5 years and with a wider background of working within HE she has been involved in many facets of HE since 2009. Currently pursuing her EdD in International Education at the University of Nottingham, Lily wishes to share some of her insights towards the Saudi student experience and the role of UK HE institutions.
- **Phil Sanders** is Managing Director of i-graduate, part of Tribal Group. He has over twenty years' experience working in international Education and IT Product and Service companies, leading and directing teams and working with public and private sectors in Education and Training, Health and Social Care, Government, and Consultancy Services, among others. Phil now oversees the worldwide operations and expansion of i-graduate's business, including the company's Student Barometer survey which offers a global benchmark of the student experience and delivers insights that enable institutions and their stakeholders to improve student recruitment, experience and outcomes.
- **Nitesh Sughnani** is the Director of University Quality Assurance at the Higher Education Department for the KHDA. Nitesh, has been with the KHDA for over 10 years and is responsible for managing the quality assurance activities of the University Quality Assurance International Board (UQAIB). UQAIB is an advisory board that is responsible for the quality assurance of all international branch campuses and the programmes they offer in Dubai. Nitesh also works closely with the government on the strategic development of the higher education sector in Dubai and is also responsible for KHDA's international engagements with partner quality assurance agencies. Nitesh Sughnani is currently pursuing his doctoral degree in higher education management at the University of Bath, UK.
- **Karen Treloar** is the Director, Engagement Group at the Tertiary Education and Quality Standards Agency (TEQSA) Australia, and is an expert in quality assurance in higher education. In her current role Dr Treloar is responsible for international partnerships and oversees activities with a range of stakeholders including students. Karen is also a board member of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE).
- **Fabrizio Trifiro'** leads QAA's work on TNE, international cooperation, and the international student experience. Over the years he has contributed to international developments in the quality assurance of TNE, specifically around ways to enhance its effectiveness and efficiency through cross-border cooperation between quality assurance agencies.

Fabrizio holds a PhD in Political Philosophy, a MA in Human Rights, and a MSc in Social Research Methods.

- **Faiza Umar** has been teaching English language and academic study skills to non-native speakers for over 17 years. She is currently employed at Middlesex University Dubai as the Head of the Centre for Academic Success and is also a lecturer on the International Foundation Programme. Her qualifications include a Master's degree in Education and another one in English Literature. She has completed her Post Graduate Certification in Higher Education and is a Fellow at the Higher Education Academy.

Speaker Profiles

- **Amy Walker**, Speaker and Writer on Student Well-Being

Amy is currently conducting a research project on how well-being is being integrated into education here in the UAE, illustrating both expert analysis and personal and human experience.

Amy's primary passion is building awareness around the importance of well-being in education and youth development, using her time to speak in schools here in the UAE. On weekends, Amy volunteers as a Youth Leader at Fellowship Dubai, working with students from Year 8 to Year 13.

- **Professor Glyn Watson** is the Provost for the University of Birmingham Dubai campus. Prior to taking up this role he was Pro Vice Chancellor and Head of the College for the College of Social Sciences. In his time at Birmingham, he has held a number of senior academic leadership roles, including Deputy Head of College, Dean of the Business School, College Director of Education and academic lead for the development of the University's digital programmes.

Student Panelists:

Dan Ng, BBA student from S P Jain School of Global Management, American University of Sharjah

Alia al Hazami, Graduate of the American University of Sharjah BA in International Relations with a double minor in English Literature and Women Studies, New York University, Abu Dhabi

Sarah Khaled Al Kaabi, student at the NYU Abu Dhabi, majoring in Economics and minoring in Music, New York University, Abu Dhabi

Juan Pablo Barraza Ibarra, Marketing major, Universidad Tecmilenio

Omar Al Owais, Student of International Relations, American University of Sharjah

Maitha Alsuwaidi, Student of political science, NYU Abu Dhabi

Jessica Haskett, MEng Architectural Engineering student, Heriot-Watt Scotland/Dubai

Meike Shulte, MBA graduate student in Operations & Logistics, Middlesex University- Dubai



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