



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 (subject to change)

Day 1: Sunday November 4

8.00 – 9.00	Registration and Refreshments
9.00 – 9.15	Welcome from OBHE and KHDA Richard Garrett , Director, OBHE and Dr. Warren Fox , Chief of Higher Education, KHDA
9.15 – 9.25	Putting it into Practice-Mindfulness is not just for students Staff from 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: <ul style="list-style-type: none"> • Table 1: Dr. Kevin Dunseath, Regional Director and Director, Dubai Center, City, University of London- "MBA Student Success: follow the money" • 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, University of Swinburne- "Learning Ecosystems"
12.15 – 1.15	Lunch

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Day 1: Sunday November 4

- 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, 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
 - **Professor Nick Saunders**, Chief Commissioner, Tertiary Education Quality and Standards Agency (TEQSA), Australia
- 2.15 – 3.15** **Institutional Case Studies: Student Success and Well-Being Innovation**
Chair: **Nitesh Sughnani**, Senior Quality Assurance Manager, Higher Education Department, 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 – 4.30** **Big Data- the search for new insights**
 This session will discuss endeavors by selected education companies- both regional and multinational- to generate valuable student success insights from novel platforms, integrations and partnerships.
Chair: **Richard Garrett**, Director, OBHE
Panelists:
 from Tribal and others to be announced
- 4.30 – 4.45** **The Minister for Happiness and Wellbeing (invited- timing to be confirmed)**
 Her Excellency **Ohood bint Khalfan Al Roumi** is the UAE's Minister for Happiness and Wellbeing. The UAE Government aims to make the country amongst the top five happiest countries in the world by 2021.
- 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, Chief of Higher Education, KHDA</p>
9.15 – 10.00	<p>Improving Student Success- The positive and mindful university Chair: Philip Sanders, Managing Director, i-graduate Panelist: <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, Chief of 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. Panelist: <ul style="list-style-type: none"> • Professor Glyn Watson, Provost, University of Birmingham, Dubai Campus • Professor Christopher Abraham, CEO and Head of the S P Jain School of Global Management, Dubai Campus Panelist from UAE University and Zayed University to be announced. </p>
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: Dr. 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: Dr. Ibrahim ElMayet, 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. Lorraine 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. Ralph Wolff, Founder and President, The Quality Assurance Commons for Higher and Postsecondary Education. • Table 6: Dr. Martin Carroll, Provost, Manukau Institute of Technology New Zealand • Table 7: 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"
12.30 – 1.30	Lunch

AGENDA (subject to change)

Day 2: Monday November 5

- 1.30 – 2.30 **Results of QBBG Survey on TNE Student Success**
Chair: **Carolyn Campbell**, Senior Consultant, OBHE
Panelist:
• **Fabrizio Trifiro**, Manager International, Quality Assurance Agency UK
• **Brandon Lee**, Director-General (Private Education), SkillsFuture Singapore
• **Brian Keenan**, Director, Strategic Initiatives, KHDA
- 2.30 – 2.45 **A “Brain Break” session led by KHDA staff**
- 2.45 – 3.30 **The Student Voice on Student Success and Well-Being: Panel of students from Dubai and beyond**
Chair: **Amy Walker**, Event Manager, George & Burnell Events
Panelist:
• Graduate student at Middlesex University, Dubai
• **Omar Al Owais**- undergraduate at the American University of Sharjah
• **Sarah Alkaabi**- undergraduate at New York University, Abu Dhabi
• **Maitha AlSuwaidi**- undergraduate at New York University, Abu Dhabi
• **Juan Pablo Barraza Ibarra**- undergraduate student at Universidad Tecmilenio, Mexico
• **Dan Way Ng**- undergraduate student at S P Jain School of Global Management, Dubai
- 3.30 – 3.45 **Closing comments**
Richard Garrett, Director, OBHE and **Dr. Warren Fox**, Chief of Higher Education, KHDA