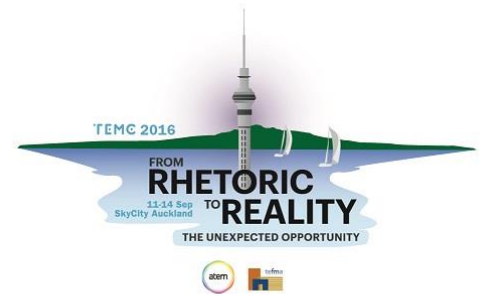


Concurrent Session K
Wednesday 14 September 2016
1:00pm – 1:50pm



Session 6
Six Degrees and University of Melbourne Stop 1 Student Services project.

Peter Malatt, Fiona Downie

Six Degrees, University of Melbourne

Fiona Downie is the Director, Student Service Delivery at the University of Melbourne. Fiona was a member of the team that designed the University's student service model as part of the institution-wide Business Improvement Program in 2013-14, and has led the implementation of the new Stop 1 student service model and channels in 2015-16.

Peter Malatt is a founding member of Six Degrees, widely recognised for engaging design in hotel, tertiary education and civic fields. Peter is an enthusiastic contributor to education and the profession, and has served in 2014-15 as Victorian President of the Australian Institute of Architects.

Six Degrees Architects and the University of Melbourne Student Services will present jointly on the design workshop based process for brief development and staff adaptation to new technologies in the Stop 1 Student Services project.

The University agreed in 2014 to move to a shared service delivery model by January 2016 that consolidated student services in a single centrally-managed organisational structure, delivered from a central location and with enhanced access to services through user-friendly and integrated online, telephone, email and in-person support channels. This required a re-thinking of “as is” service delivery to move from a provider-driven to a user-centred model, and the implementation of a suite of process, system and infrastructure projects that delivered necessary service changes and efficiencies within less than two years.

The centrepiece of this change program was the design and delivery of a new student service delivery space on the Parkville campus catering to the needs of over 50,000 students and more than 200 staff. The new Stop 1 (Parkville) space went live on 4 January 2016 and comprises a new central bookshop, a “one stop” student services facility, café, seminar and interview spaces and a substantial office accommodation area.

The presentation will focus on the facilitation and outcomes of design workshops held with staff and managers, and concentrate on the beneficial outcomes it produced including:

- Change management of staff to new technologies, an internet queuing system and new work practices.
- Design outcomes from staff workshops on key issues such as service centre layouts, workplace design and social spaces.
- The activation of previously “dead” spaces by the new project, and its integration with the campus strategy for encouraging student life on campus.
- The integration of the project with new technologies including smart booking systems with SMS reminders.

The presentation will discuss the architectural outcomes, but will focus on the staff and student driven outcomes of the design and its implications for both user satisfaction and design efficiency.