SPUSC Surveys by presentation name

What did you particularly like about this presentation?
- Would like to have seen bigger variance after changes implemented but good to see what and how these things were carried out.
- The relency to my role. Laidback, natural speaker.
- Some relevant content.
- It was excellent!
- Very informative.

What would you have done differently?
- Nothing.
- I was expecting more of a focus on customer engagement as the title suggests. This was really just a case study on improving the performance of a Service Desk which is interesting but not really what I was expecting.
- No.
- Nothing.
A Radical New Approach To Realising Benefits From ITSM And Where The Cloud Can Assist

- The speaker used presentation graphics effectively
- The speaker was engaging (clear, easy to understand, relaxed, good eye contact)
- The session was relevant to my current work
- The session content was informative
- The session was what I expected from the title and abstract
What did you particularly like about this presentation?
- It was funny and entertaining.
- Loved the PowerPoint presentation

What would you have done differently?
- Nothing.

Any other comments?
- Excellent.
What did you particularly like about this presentation?
- Learning about Office 365.
- Q&A.
- Explained new concepts effectively.
- Gave a clearer picture of where Microsoft are heading with their services.
- It was interesting enough, just not really relevant to my particular role in IT.
- The explanations offered about MS cloud services and the preview of Office 365.
- MS admitting they were previously not the best in interoperability!
- Overview of cloud services particularly relevant to higher Ed and the future stuff and being able to use different browsers with MS products.
- Very relevant to where we are at. What Microsoft are doing. An honest interaction with audience.

What would you have done differently?
- Nothing.
- Overlooked privacy problems which is a major concern at my university.

Any other comments?
- Some of the slides were hard to read.
Conference Wrap-Up

- The speaker used presentation graphics effectively
- The speaker was engaging (clear, easy to understand, relaxed, good eye contact)
- The session was relevant to my current work
- The session content was informative
- The session was what I expected from the title and abstract

Legend:
- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
Convergence Of IT Management Frameworks - How To Get Best Leverage From Your Investment To Date

- The speaker used presentation graphics effectively
- The speaker was engaging (clear, easy to understand, relaxed, good eye contact)
- The session was relevant to my current work
- The session content was informative
- The session was what I expected from the title and abstract

Legend:
- Blue: Strongly Disagree
- Red: Disagree
- Green: Agree
- Purple: Strongly Agree
What did you particularly like about this presentation?
- Audience involvement. Views from multiple environments.

What would you have done differently?
- More time to discuss topics.
- Include someone on the panel from NZ.
What did you particularly like about this presentation?
- It was real world discussion
- Open discussion
- A good discussion on the varied service desk issues and positives
- Seeing how similar different the institutions are.
- A little more time for discussion
- Getting a cross university perfecting. Heartening on some way to know that the issues and challenges we face are so similar
- Relevant.
What did you particularly like about this presentation?
- Relevance to ongoing transition occurring at my institution.
- Inspirational.
- Inspirational. Great session.
- Absolutely brilliant.
- Awesome presentation.
- Emotive and motivational journal.
- Everything was awesome!
- Exceptional and motivational.
- Great session.
- Justin was a fantastically engaging and entertaining speaker. Even though, I'm very unlikely to kayak my way across the Tasman ;) I found the presentation immensely inspiring.

What would you have done differently?
- Nothing, great presentation!
What did you particularly like about this presentation?
- Explanation of the process of people change management.
- Relevant.
- Good common sense ideas that senior managers should also listen too!

What would you have done differently?
- Needed more depth. Change Management 101. Touched on one or two things of great interest, but majority of time was spent introducing the base concept.
What did you particularly like about this presentation?

- I feel I got more value out of the q and a session at the end more so than the presentation itself.

What would you have done differently?

- I’m still not sure I fully understand the structure implemented, reporting lines and communication channels. I would have liked to have seen graphical representations of the previous and new support structures.
What did you particularly like about this presentation?

- The humour.
- Controversial and interesting. Has given me something new to reflect on.
- Engaging to the imagination and thoughts go immediately to future projects.
- The use of humour to get the point across.

What would you have done differently?

- A couple of jargon like communications for me, but certainly no reflection on the presentation.
- Longer time allotment.
- More colourful slides and vary tone of his delivery a bit more.

Any other comments?

- More of this kind of presentation for future SPUSC events.
- I came in with a preconceived idea which didn't quite match but it's was informative. Not my area but have discussions with someone who is involved with programs and services to students.
What did you particularly like about this presentation?
- A non IT insight into customer service: refreshing.
- Refocus our staff on customer service. And good to think about the client perspective.
- Some good insights in to service delivery.
- Who would have thought you would get real world info from a theoretical academic. Wish I didn't have a hangover.
- Simple but highly focused on the customer’s satisfaction.
- Spot on.

Any other comments?
- Presentation was a bit rushed, due to lack of time. Not so easy to take down notes.
What did you particularly like about this presentation?

- Interesting and relevant.
What did you particularly like about this presentation?
- Great delivery of info.
- All of it, the presentation was very good.
- Very engaging, good speaker, good use of graphics and used relevant examples.
- The session was not what I expected, but was great!
- Very informative.

What would you have done differently?
- Nothing.

Any other comments?
- The title was different from the one advertised but nonetheless, it was an excellent presentation.
What did you particularly like about this presentation?

- Excellent advice, historian and current events all rolled into a nice semi humorous view. Excellent again.
- Very relevant and good speaker as was informative and entertaining with today's problems of online technology and viral spread of information and how we anticipate in this.
What did you particularly like about this presentation?
- Very good.
- The info on how to manage iPhone in an enterprise.
- Excellent presentation: informative, instructional - truly excellent! One of the best lectures of the day.

What would you have done differently?
- Given the speaker more time.
- Made better slides.
- Nothing.

Any other comments?
- Less darkness in the slides.
What did you particularly like about this presentation?
- It was extremely relevant to my position and roll. Interesting approaches and good follow-up on outcomes and where they are going with the project.

What would you have done differently?
- Nothing different except possibly a graph of before/after results. A picture says a hundred words.
What would you have done differently?

- Not had it in a public area - hard to hear over the general chatter.
What did you particularly like about this presentation?

- Lively presenter.
- Knowledge of speaker on the topic.
- Excellent presenter, interesting topic.
- Great enthusiasm.
- His energy & enthusiasm, performance.
- Very theatrical, didn't really give a solution including a question from the floor.
- Excellent presentation.
- Very dynamic speaker. Very clear key points. Really got a lot out of this session.

What would you have done differently?

- Ensured that I had spell checked the content; there were some spelling and grammatical issues.
- Repeated a lot of the Microsoft presentation yesterday.
- More information on topic.
- Better less wordy slides.
- Stuck to one point.
- Nothing.
What did you particularly like about this presentation?
- Good quality real information about the project.

What would you have done differently?
- Maybe a few more slides supporting or reflecting what was being spoken about.

Any other comments?
- Great job!
What did you particularly like about this presentation?

- Really liked the tie in between genetics and computing and it was a great reminder of why we work in IT in a University...... To support the academic endeavours.
- Light & relevant.
- Interesting.
- Linking genetics to it scenarios was very well done. Very interesting presentation.
- Waiting for "grateful academics" to pass on their gene structure to others, they few and far between :)

Opening Remarks

- The speaker used presentation graphics effectively
- The speaker was engaging (clear, easy to understand, relaxed, good eye contact)
- The session was relevant to my current work
- The session content was informative
- The session was what I expected from the title and abstract

![Graph showing ratings for different aspects of the presentation]
What did you particularly like about this presentation?

- Very real relevant experience.
- The speaker was just nervous; he was still funny and engaging!
- As we are currently about to migrate our student email it was interesting looking at the unexpected incidents that occurred.

What would you have done differently?

- More detail.
What did you particularly like about this presentation?
- Insights into future.
- The most useful thing I took away from this session was the analogy of a service centre being like a water pipe. Too small a pipe and cracks will appear. The rest was common knowledge, some very unaplausable study results and random statistics. If I hear how many Internet devices and Facebook users there are one more time I'm going to puke.

What would you have done differently?
- Not tried to explain gen z.

Any other comments?
- A different presenter may have better.
What did you particularly like about this presentation?

- Relevant to ongoing transition to shared services occurring at my institution.
- Advice on how to engage stakeholders.

What would you have done differently?

- Time for questions.
What did you particularly like about this presentation?

- Group work.
- Clear and Concise.
- Got to know more about CAUDIT than ever before.
- It was interactive and involved discussion.
What did you particularly like about this presentation?
  ➢ Very informative

What would you have done differently?
  ➢ No

Any other comments?
  ➢ Nil
  ➢ Knowing Mark I know that he is passionate about the subject, however on the stage he appeared stilted, spoke almost in a drone. He needs to be able to try and relax, hard to do. Maybe a little bit of light relief, something slightly of topic or audience participation to lighten the mood.
What did you particularly like about this presentation?

- Interesting topic, good presenter.
- Interesting though subjective.
- Interesting.
- The interesting studies into stereotyping.
- Wrong hair colour.
- I liked the concept.
- Unfortunately I could not hear or understand this speaker - quiet voice, heavy accent and lots of noise from the foyer.
- Not much.
- Sadly, I can't think of anything, except that the speaker clearly cared about the subject.

What would you have done differently?

- Have the presenter present some her own findings around Sydney.
- More graphics or graphs, less text.
Be clearer with information. Avoid 'sort of' 'kind of' 'like' etc if you're being corporate in style or be more graphical and lighter in content if you're being more informal. Also slow down and be very aware of the one point you want each statement to say. I wanted to understand but the presentation was too muddy in visual and aural presentation.

- As above.
- Not talk on number-based stats he entire time.
- Targeted the presentation to the audience that was watching it!

Any other comments?

- It may just be me, but the subject matter in this particular case feels so familiar that I may have read it off a cereal box this morning.
- Presenter was difficult to understand at the start of the presentation.
- I found the speaker difficult to understand and couldn't hear at times.
- Keep it up. This has the possibility of being an excellent research or social presentation.
- I was looking forward to this presentation but sadly it was very disappointing.
- Was difficult to understand.
What did you particularly like about this presentation?

- Discussion.
- The interactive quality - incorporating the online polls - of the presentation was fantastic. It really engaged the audience and prompted some great discussion. Traci was an engaging speaker and her passion for the topic of Student Support is contagious.
- Impressive presentation, good discussion.
- Interesting to see what is happening in other Universities. Great video clip and interaction with survey.
- Open and passionate, well done kiwis!

What would you have done differently?

- More time for discussion.
- Session needed to be slightly longer to allow more discussion.
What did you particularly like about this presentation?

- The ways it can be used in the ongoing search of sustainability.
- Looking at other options available and what is being done in other countries.
- He didn't preach to us. But just gave us some useful points and things to think about.
- Good points from Aaron thanks.
- Relevant to what I am investigating for our Uni. interested in recycling.
What did you particularly like about this presentation?
- Golden gate.
- Will have to deal with these issues in the future.
- Good delivery.
- Relevance to some of our current "wish list" thinking. Potential to evaluate ideas that could save us having to re-invent the wheel.
- Very good delivery and new subject matter.
- Dealing with mobile tech is very topical.

What would you have done differently?
- Nothing.
- Nothing.
What did you particularly like about this presentation?
- Content was good.
- Honest about lessons learnt.

What would you have done differently?
- Delivery - I’m sure that there could have been a more lively way to present this perhaps with some photos, graphs etc.

Any other comments?
- Csu look to be leaders in student wireless solutions.
- Only reason for disagreement is that it is not my work area. However in saying that our institution is also planning a wireless upg and I can pass the info through to the appropriate area within my division.
What did you particularly like about this presentation?
- The talk on what tools to use.

What would you have done differently?
- Talk more about the topic and less about the company.

Any other comments?
- Too much time spent on talking about the company.