

| Key Result Area           | Action/Project Description                                                                                                    | Targets/KPI's                                                                                                                                                                                                                                                                                                                                              | Link to University Priority             | Accountability | Timeline         |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|----------------|------------------|
| Enhancing Service Culture | Establishment of Student 'free space'                                                                                         | Development of the welcome centre initiative within Clayton Campus centre to provide student 'free space' on-going in line with major requirements identified through the Clayton CSEN                                                                                                                                                                     | Improving the Monash student experience | CS             | 01-April-2007    |
| Enhancing Service Culture | <p><b>Campus Service Centres</b></p> <p>Continue to progress the concept of a network of service centres at all campuses.</p> | <p>a) Relocate the Clayton Student Service Centre to the Campus Centre</p> <p>b) Engage with Monash South Africa for development of an enhanced/new physical location for student service centre</p> <p>c) Explore opportunities for the development of a shared service model for the integrated delivery of student services at the Gippsland Campus</p> | Improving the Monash student experience | CS             | 01-June-2007     |
| Enhancing Service Culture | <b>Parking Project</b>                                                                                                        | Further implementation and continued rollout of parking project including post implementation review                                                                                                                                                                                                                                                       | Post VSU Funding                        | CS             | 01-June-2007     |
| Enhancing Service Culture | <b>Student Association Liaison</b>                                                                                            | <p>Linkages to and liaison with various Student Associations through: Chair Clayton Campus Orientation Committee,</p> <p>b) Clayton Campus Student Experience Network</p>                                                                                                                                                                                  | Improving the Monash student experience | CS             | 01-December-2007 |