

7th WSA N SEMINAR Programme

Friday 13th to Saturday 14th November 2009
Universitat Autònoma of Barcelona, Catalunya, Spain

Measuring the value of administration: how do we know we are doing well?

Chair: Liduine Bremer

Hold at: **Sala de Junes de la Facultat de Ciències de la Comunicació**
(Faculty of Communications Studies)

Friday 13th November 2009

- 8.30** **Arrival and registration**
- 9.00** **Welcome**
Liduine Bremer, Chairman of WSA N
- 9.15** **Icebreaker/Gathering the issues**
- 10.00** **Personal reflections of being a Head of Administration**
Santiago Guerrero Boned, Head of Administration, Universitat Autònoma de Barcelona (E)
- 10.30** **Break**
- 10.45** **Keynote speech**
Prof. Dr. Frans van Vught, president of ESMU; special adviser to EC president Mr Barroso
- 12.30** **Lunch (Hotel Serhs Campus)**
- 14.00** **How to assess the value of administration services: ethics and philosophy**
Prof Dr. Joan Subirats Humet, Professor of the Faculty of Political Sciences and Sociology and Director of the Institute of Government and Public Policies (IGOP), Universitat Autònoma de Barcelona (E)
- 15.00** **Interactive and facilitated Group exercise**
Lead by Sophie Bowen, Director of Academic and Student Administration University of Birmingham (UK)
- 16.30** **Break**

- 17.00** **Evaluation of Student Services - a journey from "satisfaction" to "value"**
Andrew West, University of Sheffield (UK)
- 18.00** **Close**
- 19.30** ***Dinner (Neri Hotel and Restaurant)***

Hold at: Casa de Convalescència (Barcelona)

Saturday 14th November 2009

- 9.00** **Measuring satisfaction about administration and services in a shared-service model: does it work?**
Liduline Bremer, University of Amsterdam (NL)
- 10.00** **Cost measurement for service and administration**
Andrea Syring, Freie Universität Berlin
- 11.00** ***Break***
- 11.15** **Report from WSAN steering committee, new members, chair**
- 12.15** **Feedback and concluding remarks**
- 13.00** ***Lunch (Catering Casa de Convalescència)***
- 14.30** **Social programme (*Gothic and Ribera walking tour*)**
- 19:30** ***Dinner (Mirador del Palau de la Música)***