## Student retention 4.6 Attract and develop a high-achieving cohort of students through enriched learning and personal development experiences. UQ attracted 40.3 per cent of OP1-5 first preferences in 2020 and was first in the Indigenous Student Leadership program state for OP1-12s. In 2019, UQ also retained 83.8 per cent of commencing domestic bachelors, the highest rate in Queensland. Mobility and leadership opportunities **Student Success Program** Liveris Academy for Innovation and Leadership Professor Peta Ashworth OAM В Andrew N Liveris AO Regional Medical Pathway From the couch Ventures New major in Western Civilisation funded by the Ramsay Centre C В Professor Alastair Blanchard u Related initiative for 4.5 4.1 Indigenous engagement u Related initiatives for 4.6 pg 20 1.5 Student Complex 3.3 Rankings strategy pg 28 3.4 CX program pg 28

## Review of activities

## 5. Building an agile, responsive and e cient university operation

UQ is committed to ensuring that our operations and professional services are responsive to the needs of the University, built on a One UQ approach that drives service improvements and creates efficiencies – particularly in the student administration area. Streamlining and automating business processes, and building professional, advisory and technical skills in our workforce are key priorities.

5.1 Proactively build the capacity and capability of our workforce to achieve our strategic goals.

Labili Tu.224 0 ,ja.362 -1 and the Library adopted evidence-based methodologies to review processes and deliver improved services for students and greater strategic value from Library special collections.

A social experiment with a service robot was also trialled in conjunction with a Business, Economics and Law Doctor of Philosophy candidate.

Enhancing UQ policies and procedures

Disclosure and management of interests

## Key performance indicators Agile operations Improved internal collaboration

Proportion of Staff who agree there is good communication across all sections of UQ			
	2011	2015	2019
Per cent	32.0	30.0	32.0

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5.2 Enhance IT governance to ensure that UQ's information technology aligns with the University's strategy and priorities, appropriately considers risk and provides maximum value.

IT governance

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