

PERSONAL DETAILS

Hamish Bennett COATES
hamishcoates@gmail.com

Australian citizen
United States work rights

www.hamishcoates.com
+61 423 475 605

BRIEF BIOGRAPHY



Professor Hamish Coates contributes to the field of higher education through research, leadership and development. Over 20 years he has led over 70 influential projects, worked across 50 countries, authored over 200 publications, procured over AU\$23 million in funding, conducted hundreds of workshops, given over 260 keynotes and invited presentations, and generated ongoing revenue streams. He has an h-index of 32, over 4,500 citations, and is sought internationally as a speaker.

Hamish is a Tenured Professor at Tsinghua University's Institute of Education and Deputy Director of the Tsinghua University Centre for the Assessment of College and Student Development. From 2013 to 2017 he was Professor of Higher Education at the University of Melbourne's Centre for the Study of Higher Education (CSHE). He was Founding Director of Higher Education Research at the Australian Council for Educational Research (ACER) from 2006 to 2013, and between 2010 and 2013 also Program Director at the LH Martin Institute for Tertiary Leadership and Management (LHMI). Hamish held prior roles at Graduate Careers Australia (GCA) and the University of Melbourne's Assessment Research Centre (ARC).

Hamish completed his PhD in 2005 at the University of Melbourne, and subsequent executive training at INSEAD (Fontainebleau) and MBS (Melbourne). He holds a Master of Education, Bachelor of Science and Bachelor of Arts (Honours) from the University of Melbourne.

Hamish concentrates on improving the quality and productivity of higher education. Considered an authority in several areas, active interests include large-scale evaluation, tertiary education policy, institutional strategy, assessment methodology, learner engagement and success, and academic work and leadership.

Leadership contributions have included establishing a high-impact research and development program at ACER, developing a suite of leadership programs at LHMI, redeveloping academic programs at CSHE, leading and serving on boards and committees at several institutions, creating system-level change in education policy and practice, and implementing research-driven systems within dozens of universities.

Research contributions include: OECD AHELO, Australasian Survey of Student Engagement (AUSSE), Australian Student Experience Survey (SES), Australian Quality Training Framework (AQTF) Quality Indicators, Graduate Pathways Survey (GPS), Graduate Destination Survey (GDS), and the Online Leadership Learning System (OLLS).

Hamish teaching focuses on policy, leadership and methodology. He works with executive teams, tertiary staff, manages research groups, supervises graduate students, has led and contributed to numerous advisory groups, runs workshops and conferences, has worked with hundreds of universities and training organisations, serves on several editorial and academic boards, consults to international agencies, and has held honorary fellowships at the several leading international institutions.

He has worked with governments, institutions and agencies in: Australia, Austria, Bangladesh, Belgium, Cambodia, Canada, China, Colombia, Cyprus, Egypt, Fiji, Finland, France, Germany, Hong Kong, India, Indonesia, Ireland, Italy, Japan, Kazakhstan, Kuwait, Malaysia, Mexico, Netherlands, New Zealand, Norway, Pakistan, Philippines, Qatar, Romania, Russia, Saudi Arabia, Singapore, Slovak Republic, South Africa, South Korea, Sri Lanka, Sweden, Taiwan, Thailand, United Arab Emirates, United Kingdom, United States, Vietnam and Zimbabwe.

INTERNET RESOURCES

www.hamishcoates.com
<https://scholar.google.com.au/citations?user=Fmu5TjcAAAAJ&hl=en>
<https://findanexpert.unimelb.edu.au/display/person3488>
www.orcid.org/0000-0001-5763-3229
www.researcherid.com/rid/G-2627-2015

PROFESSIONAL APPOINTMENTS

Tenured Professor and Deputy Director of the Tsinghua University Centre for the Assessment of College and Student Development; 1.0 time fraction; Institute of Education; Tsinghua University; 9/2012–current
Professor of Higher Education; 1.0 time fraction; Centre for the Study of Higher Education (CSHE); University of Melbourne; 12/2013–7/2017
Founding Director of Higher Education Research and Principal Research Fellow; 0.8 time fraction; Educational Monitoring and Research; Australian Council for Educational Research (ACER); 9/2010–10/2013
Program Director; 0.2 time fraction; LH Martin Institute for Tertiary Education Leadership and Management (LHMI); University of Melbourne; 1/2010–11/2013
Principal Research Fellow; 0.8 time fraction; Educational Monitoring and Research; ACER; 12/2009–9/2010
Principal Research Fellow; 1.0 time fraction; Transitions and Postsecondary Education and Training; ACER; 12/2007–12/2009
Senior Research Fellow; 1.0 time fraction; Transitions and the Economics of Education; ACER; 10/2006–12/2007
Research Fellow; 1.0 time fraction; Transitions and the Economics of Education; ACER; 2/2006–10/2006
Lecturer; sessional; Assessment Research Centre (ARC); University of Melbourne; 1/2006–12/2008
Senior Research Officer; 1.0 time fraction; Research Department; Graduate Careers Australia (GCA); 2/2005–1/2006
Statistical Consultant; sessional; Self Employed; Hamish Coates Research Services; 6/2002–1/2006
Senior Resident Tutor; 1.0 time fraction; Residential College; Trinity College; 1/2001–6/2005
Research Fellow; sessional; Centre for the Study of Higher Education (CSHE); University of Melbourne; 6/2002–12/2004
Quantitative Methods Tutor; sessional; Department of Economics; University of Melbourne; 7/2002–11/2003
Statistics Tutor; sessional; Department of Statistics; University of Melbourne; 7/2002–11/2003
Research Assistant; 1.0 time fraction; Assessment Research Centre (ARC); University of Melbourne; 7/1999–6/2002
Research Assistant; 0.5 time fraction; Centre for Applied Educational Research (CAER); University of Melbourne; 1/1999–7/1999

HONORARY APPOINTMENTS

Honorary Professor; Melbourne Graduate School of Management; University of Melbourne; 7/2017–current
Adjunct Professor (honorary); Evaluation Center for University Internationalisation; Southwest Jiaotong University; 4/2015–current
Adjunct Professor (honorary); Faculty of Medicine; University of Sydney; 1/2014–current
Visiting Scholar (honorary); Centre for Educational Management and Higher Education Development; Danube University Krems; 1/2016
Visiting Fellow (honorary); Institute of Teaching and Learning Innovation (ITaLI); University of Queensland; 7/2015
Visiting Fellow (honorary); Institute of Education (IoE); Tsinghua University; 6–7/2015
Research Fellow (honorary); Centre for the Study of Higher Education (CSHE); University of Melbourne; 1/2006–11/2013
Visiting Fellow (honorary); Center for the Study of Higher and Postsecondary Education; University of Michigan; 10/2004–12/2004
Visiting Fellow (honorary); Research and Development; International Institute for Educational Planning (IIEP), UNESCO; 1/2002–2/2002

EDUCATION QUALIFICATIONS AND PROGRAMS

Graduate Certificate of Management (GCMGMT); Melbourne Business School; 3/2009–12/2014
Management Acceleration Program (MAP); INSEAD, France; 1–2/2012
Doctor of Philosophy (PhD) (Higher Education); University of Melbourne; 2002–2005
Master of Education (Assessment and Evaluation) (MED); University of Melbourne; 2001–2002
Bachelor of Science (BSc); University of Melbourne; 1995–2000
Academic Exchange; Queen's University, Canada; 1996–1997
Bachelor of Arts (Hons) (BA(Hons)); University of Melbourne; 1993–1999
Victorian Certificate of Education (VCE); Melbourne Grammar School; 1991–1992

TEACHING AND TRAINING

Doctoral supervision (Matthew Brett (confirmed), Ellen Chung (completed), Mollie Dollinger (confirmed), Deborah Fitton (commenced), Duncan Honore-Morris (confirmed), Robert Houghton (confirmed), Emeline

Jerez (confirmed), Kim Loan (confirmed), Marian Mahat (completed), Linley Martin (completed), Kenneth Moore (confirmed), Phoung Ngo (confirmed), Pauline Ross (commenced), Thuy Tran (confirmed), Umesha Weerakkody (confirmed), Andrew Swan (commenced)); Centre for the Study of Higher Education, University of Melbourne; Supervisor; 2010–current

Doctoral committee (Dan Abell (confirmed), Dee Al-Nawab (confirmed), Damaris Clark (completed), Sophia Franks (completed), Truc Le (completed), Qin Liu (completed), Hang Vu (confirmed), Ming Wang (completed), Allana Young (confirmed)); various universities; Chair and Advisor; 2010–2017

Educational Statistics and Measurement, PhD in Higher Education, Tsinghua University; Subject Developer/Coordinator; 2018

Higher Education Assessment, PhD in Higher Education, Tsinghua University; Subject Developer/Coordinator; 2018

Academic Publishing in Education and Social Sciences, PhD in Higher Education, Tsinghua University; Subject Developer/Coordinator; 2017

Graduate Researcher Professional Development Program, University of Melbourne; Program Developer/Coordinator; 2016–2017

Engagement Professional Development Program, University of Melbourne; Program Developer/Coordinator; 2015–2017

Professional development seminars and workshops (various); CSHE; 2013–2017

Strategy and Planning in Higher Education, Graduate Certificate of University Management (GCUM), University of Melbourne; Subject Developer/Coordinator; 2015–2016

Project on Teaching and Learning, Graduate Certificate in University Teaching (GCUT), University of Melbourne; Subject Developer/Coordinator (twice annually); 2014–2016

Institutional Research in Tertiary Education, Graduate Certificate of Quality Assurance (GCQA), University of Melbourne; Subject Developer/Coordinator; 2013–2015

Managing Quality Within Institutions, Graduate Certificate of Quality Assurance (GCQA), University of Melbourne; Subject Developer/Coordinator; 2010–2014

Project in Tertiary Education and Management, Master of Tertiary Education and Management (MTEM), University of Melbourne; Contributor/Supervisor; 2009–2013

Executive seminars and workshops (various); LH Martin Institute for Tertiary Education Leadership and Management; 2009–2013

Executive seminars and workshops (various); ACER; Facilitator; 2006–2013

Large-scale Survey Research, Masters of Assessment and Evaluation, University of Melbourne; Subject Coordinator/Lecturer; 2006–2008

Quantitative Methods, Bachelor of Commerce, University of Melbourne; Tutor; 2002–2003

Experimental Design and Data Analysis, Bachelor of Science, University of Melbourne; Tutor and Examiner; 2002–2003

Psychology and Statistics; Trinity College; Tutor; 2001–2005

SERVICE THROUGH COMMITTEES, COUNCILS, PANELS AND BOARDS

Member; Student Disengagement Working Group; University of Melbourne Teaching and Learning Quality Assurance Committee; 2017

Member; Grading Distributions Working Group; University of Melbourne Teaching and Learning Quality Assurance Committee; 2017

Member; Learning Outcomes Working Group; University of Melbourne Teaching and Learning Quality Assurance Committee; 2016–2017

Member; Quality Indicators Working Group; University of Melbourne Teaching and Learning Quality Assurance Committee; 2015

Member; Professoriate Planning Working Group; Melbourne Graduate School of Education; 2016–2017

Member; Research and Research Training Committee; Melbourne Graduate School of Education; 2014–2017

Chair; Academic Board; Australian College of Chiropractors; 2016–current

Member; Advisory Board; Stanford University Assessing and Improving the Quality of Higher Education; 2015–2017

Ambassador; International Network; Global Access to Post-Secondary Education (GAPS); 2015–2017

Member; Leadership Group; Centre for the Study of Higher Education (CSHE); 2015–2017

Member; Human Ethics Advisory Group; Melbourne Graduate School of Education; 2014–2017

Senior Representative; Teaching and Learning Quality Assurance Committee; University of Melbourne; 2014–2017

Member; Academic Board; University of Melbourne; 2013–2017

Expert; Register of Experts; Tertiary Education Quality and Standards Agency; 2013–current

Member; Academic Quality and Standards Committee; University of Divinity; 2016–2017

Chair; Academic Quality and Standards Committee; University of Divinity; 2013–2016
 Member; Academic Board; University of Divinity; 2011–2016
 Member; Academic Network; Consortium of Higher Education Researchers; 2007–2015
 Track Chair; Programme Committee; European Higher Education Society (EAIR); 2016
 Member; Review Panel; Review of Engineering Learning Unit; 11/2015–2/2016
 Member; Child Care Management Advisory Committee; University of Melbourne Children’s Services; 2015
 Chair; Periodic Programme Review of PGDE(PVE); Hong Kong Institute of Education Faculty of Education and Human Development; 2015
 Ranking Panel; Early Career Researcher Grant; Melbourne Graduate School of Education; 2014–2015
 Member; Academic Council; Swinburne College; 2011–2013
 Member; Partners in Learning Innovative Teaching and Learning (ITL) Advisory Panel; Microsoft Corporation; 2009–2013
 Member; Technical Advisory Panel; United States National Survey of Student Engagement (NSSE); 2009–2013
 Member; Academic Network; Australian Network of Higher Education Policy Research; 2005–2013
 Member; Senior Management Group; Australian Council for Educational Research (ACER); 2008–2013
 Member; Academic Board; ACER Institute; 2013
 Chair; Project Advisory Group; Australian Government University Experience Survey; 2011–2013
 Advisor; AHELO Group of National Experts (GNE); Organisation for Economic Cooperation and Development (OECD); 2008–2012
 Member; Technical Advisory Group; International Changing Academic Profession; 2008–2012
 Member; Expert Roundtable on Selection for Tertiary Education; Victorian Government Department of Education and Early Childhood Development, and Department of Innovation, Industry and Regional Development; 2009
 Member; Academic Standards in Australian Higher Education Advisory Group; Australian Universities Quality Agency; 2008–2009
 Chair; Advisory Group; Australasian Survey of Student Engagement; 2007–2012
 Technical Advisor; AQTF Quality Indicators Working Group; National Quality Council; 2007–2008
 Member; Occupational Health and Safety Committee; Australian Council for Educational Research (ACER); 2007–2008
 Technical Advisor; Survey Reference Group; Graduate Careers Australia (GCA); 2005–2006
 Member; Learning and Teaching Performance Fund Advisory Group; Australian Government Department of Education Science and Training; 2004–2005
 Member; Teaching and Learning Strategic Review Committee; Trinity College; 2003–2004
 President; Senior Common Room; Trinity College; 2001–2004
 Member; Council; Trinity College; 2003

EXAMINATION AND EXPERT REVIEW

Consulting Editor; Policy Reviews in Higher Education; 2017–current
 Editorial Board; International Journal of Chinese Education; 2017–current
 Editorial Board; Oxford Bibliographies in Education; 2017–current
 International Advisory Editorial Board; Higher Education Forum; 2017–current
 Editorial Board; Policy Reviews in Higher Education; 2015–2017
 Editorial Board; Pakistan Journal of Distance and Online Education; 2015–current
 Editorial Board; Pakistan Journal of Education; 2015–current
 Reviewer; Journal of Asian Public Policy; 2016–current
 Reviewer; American Educational Research Journal; 2015–current
 Reviewer; British Journal of Educational Psychology; 2015–current
 Reviewer; Scandinavian Journal of Educational Research; 2015–current
 Reviewer; National Research Foundation of Korea; 2014–current
 Reviewer; Policy and Society; 2014–current
 Reviewer; Alternation; 2014–current
 Reviewer; Canadian Journal of Higher Education; 2013–current
 Reviewer; Social Sciences and Humanities Research Council of Canada (SSHRC); 2012–current
 Reviewer; Higher Education Policy; 2013–current
 Reviewer; Social Inclusion; 2013–current
 Reviewer; International Journal of Public Opinion Research; 2012–current
 Reviewer; UMAT Consortium; 2012–current
 Reviewer; Australian Economic Review; 2012–current
 Review Panel; Higher Education Reference Group; Grattan Institute; 2011–current
 Reviewer; Hong Kong Research Grants Council, University Grants Commission; 2010–current

Bulletin of Education Research Editorial Board; 2006–current
College of Reviewers; Higher Education Research and Development; 2006–current
Reviewer; Higher Education; 2006–current
Reviewer; Medical Teacher; 2006–current
Reviewer; Medical Educator; 2006–current
Editorial Board; Quality in Education; 2006–current
Editorial Board; Quality in Higher Education; 2006–current
Reviewer; Studies in Higher Education; 2006–current
Dissertation Examiner; Ontario Institute for Studies in Education, University of Toronto; 2016
Dissertation Examiner; University of South Australia; 2016
Dissertation Examiner; Monash University; 2015
Tenure Committee; George Mason University College of Education and Human Development; 2012
Dissertation Examiner; University of Western Australia; 2011
Dissertation Examiner; University of Melbourne; 2007
Associate Editor; Australian Journal of Education; 2006–2013
Dissertation Examiner; University of the Punjab; 2006

PROFESSIONAL LEARNING

Chinese Language Short Course; Confucius Institute; 1–6/2013
Discrimination, Sexual Harassment and Bullying Policy; University of Melbourne; 12/2012
Conducting Effective Feedback Conversations; Genevieve Courtney Workshops; 9/2011
Promoting Positive Workplace Behaviours, University of Melbourne, 5/2012
Managing the Media–training and communication strategy; Media Savvy; 3/2010
Bullying and Harassment Workshop; Victorian Equal Opportunity and Human Rights Commission; 7/2009
OH&S Course for Health and Safety Representatives and Managers; Victorian Employers Chamber of Commerce and Industry; 10/2006
Intermediate MS Project; Monash IT; 9/2006
Writing for Readers: Communicating Your Research Masterclass; University of Melbourne; 5/2004
Intermediate Spanish; Council of Adult Education; Melbourne; 1–12/2003
Effective Teaching Workshop; Centre for the Study of Higher Education; University of Melbourne; 3/2001
Multilevel Structural Equation Modelling; Australian Consortium for Social and Political Research Incorporated; University of Queensland; 6/2000
Rasch Item Response Modelling; MESA Psychometric Laboratory; University of Chicago; 1/2000
Structural Equation Modelling; Assessment Research Centre; University of Melbourne; 9/1999

FUNDED PROJECTS

Next Generation Assessment Project; Online Education Services; Project Director; AU\$90,000; 3/2017–09/2017
Australia Awards Global Tracer Facility; Australian Government Department of Foreign Affairs and Trade; Project Researcher; AU\$240,000; 2/2016–02/2019
Design Options for the Future Doctorate; Australian Government Department of Education; Project Director; AU\$272,000; 2/2016–01/2018
Review of University/Industry Collaborations for the Watt Review of Research; Australian Government Department of Education and Training; Project Director; AU\$15,000; 9–10/2015
Research on Measuring Productivity in Higher Education; Asian Productivity Organisation; Chief Expert; AU\$20,000; 8/2015–8/2016
Evaluation of Work-based Assessment of Teamwork in Healthcare: An inter-professional approach; Australian Government Office for Learning and Teaching; Evaluator; AU\$10,000; 8/2012–6/2015
Policy Briefing on Study Success in Australia; Centre for Higher Education Policy Studies; Researcher; AU\$5,000; 3/2015
Developing Cross-national Benchmarks of Higher Education Quality; University of Melbourne Dyason Fellowship; Project Director; AU\$5,000; 6/2015
Innovative Perspectives and Approaches for Enhancing the Student Experience; Australian Government Department of Education; Project Director; AU\$260,000; 1/2015–08/2016
Quality Indicators for Learning and Teaching; Australian Government Department of Education; Research Advisor; AU\$120,000; 9/2014–12/2016
Learning Gain Research; Higher Education Funding Council for England; International Consultant and Advisor; AU\$8,000; 7/2014–12/2014
How Universities can Best Support Students to Develop Generic Skills: Enacting Strategies for Graduate Employability; Australian Government Office for Learning and Teaching; Researcher; AU\$280,000; 12/2013–12/2014

International Technical Advisor to Workshop on Raising Productivity in Higher Education; Asian Productivity Organisation; Facilitator; AU\$10,000; 10/2013

Evaluation of the Bi-College RTP Accreditation Program; Royal Australian College of General Practitioners (RACGP) and the Australian College of Rural and Remote Medicine (ACRRM); Project Director; AU\$30,000; 06/2013–09/2013

Australian Medical Assessment Collaboration; Australian Government Australian Government Office for Learning and Teaching; Project Director; AU\$300,000; 12/2012–06/2014

Registrar Satisfaction Survey; General Practice Education and Training; Project Director; AU\$250,000; 12/2012–12/2014

University Experience Survey; Australian Government Department of Education, Employment and Workplace Relations (DEEWR); Project Director; AU\$900,000; 4/2012–12/2012

Analysis Concerning Mobility Patterns and Career Paths of Researchers; European Commission; Research Consultant; AU\$10,000; 05/2012–10/2012

Formulating Learning Outcomes and Competencies for Engineering Disciplines; Saudi Arabian National Center for Assessment in Higher Education; Project Director; AU\$10,000; 11/2011–12/2011

Enhancing Student Learning through Assessment; Qatar Foundation; Project Director; AU\$5,000; 11/2011–12/2011

RMIT Foundation Studies Tracer Study; RMIT Foundation Studies; Research Consultant; AU\$20,000; 10/2011–12/2011

Analysis of Student and Demand; Deakin University; Research Consultant; AU\$35,000; 10/2011–12/2011

IBO Outcomes Study; International Baccalaureate Organisation; Research Consultant; AU\$38,000; 10/2011–12/2011

University Experience Survey; Australian Government Department of Education, Employment and Workplace Relations (DEEWR); Project Director; AU\$380,000; 1/2011–12/2011

Australian National Project Management for OECD Assessment of Higher Education Learning Outcomes (AHELO) Feasibility Study; Australian Government Department of Education, Employment and Workplace Relations (DEEWR); Research Consultant; AU\$250,000; 1/2011–6/2012

Developing Foundations for a National Assessment of Medical Student Learning Outcomes; Australian Learning and Teaching Council; Project Director; AU\$220,000; 1/2011–6/2012

Medical Schools Outcomes Assessment; Medical Deans Australia and New Zealand (MDANZ); Project Director; AU\$20,000; 12/2010–4/2011

Australasian Survey of Student Engagement (AUSSE) PTE Pilot; Ako Aotearoa; Project Director; AU\$50,000; 11/2010–12/2011

Course Redesign and Academic Productivity; LH Martin Institute for Tertiary Education Leadership and Management and Australian Learning and Teaching Council (ALTC); Project Director; AU\$200,000; 10/2010–6/2012

Student Evaluation of Teaching Review; Flinders University; Project Director; AU\$60,000; 7/2010–12/2010

Cognitive Skills Testing Program and Centre for Evaluation and Assessment; Imam University Saudi Arabia; Research Consultant; AU\$2,060,000; 1/2010–12/2010

Student Involvement in Regional Higher Education; Australian Government Department of Education, Employment and Workplace Relations; Research Consultant; AU\$80,000; 5/2010–6/2010

Assessment of Higher Education Learning Outcomes (AHELO); Organisation for Economic Cooperation and Development; International Project Director; AU\$10,500,000; 12/2009–03/2012

Career pathways and teacher training of higher degree by research students; Australian Government Department of Education, Employment and Workplace Relations; Research Consultant; AU\$200,000; 4/2010–8/2010

Australasian Survey of Student Engagement (AUSSE) ITP Pilot; Ako Aotearoa; Project Director; AU\$50,000; 12/2009–12/2010

Higher education project; Business Council of Australia; Project Director; AU\$50,000; 10/2009–10/2010

Establishing the criterion validity of UMAT; Undergraduate Medical School Admissions Test (UMAT) Board of Management; Research Consultant; AU\$100,000; 10/2009–4/2011

Private higher education provider survey of quality assurance arrangements; Australian Council of Private Education and Training; Project Director; AU\$13,000; 9/2009–11/2009

A research study on future supply of and demand for higher degree by research (HDR) qualifications; Australian Government Department of Innovation, Industry, Science and Research; Research Consultant; AU\$85,000; 4/2009–6/2009

Evaluation of HPAT-Ireland; University College Cork; Research Consultant; AU\$45,000; 12/2009–12/2010

Development of a National Leadership Capability Framework for Australian Vocational Education and Training; LH Martin Institute for Tertiary Education Leadership and Management; Project Director; AU\$100,000; 10/2008–12/2009

Direct Assessment of Learners' Generic Skills; Irish Higher Education and Training Awards Council; Project Director; AU\$35,000; 4/2009–12/2009

Australian Universities Quality Agency Standards Advisory Committee; Australian Universities Quality Agency; Research Consultant; AU\$15,000; 9/2008–6/2009

Australasian Survey of Student Engagement (AUSSE) (main student collection and numerous sub-projects); Most Australasian universities; Project Director; AU\$1,700,000; 2/2007–12/2013

Staff Survey of Student Engagement (SSES); Most Australasian universities; Project Director; AU\$40,000; 2/2008–12/2013

Development of the AQTF Quality Indicators; Australian Government Department of Education, Employment and Workplace Relations; Project Director; AU\$1,150,000; 7/2006–ongoing

Graduate Pathways Survey (GPS); Australian Government Department of Education, Employment and Workplace Relations; Project Director; AU\$300,000; 5/2008–12/2009

Developing the Victoria University Student Dividend; Victoria University; Project Director; AU\$250,000; 6/2007–2/2009

Course Experience Questionnaire National Report; Graduate Careers Australia; Project Director; AU\$180,000; 2/2006–6/2010

Postgraduate Research Experience Questionnaire National Report; Graduate Careers Australia; Project Director; AU\$120,000; 2/2006–6/2010

Tertiary Engineering Capability Assessment (TECA); Group of Eight Universities; Project Director; AU\$50,000; 7/2008–12/2008

Student Aptitude Test for Tertiary Admission (SATTA) Phase 2; Australian Government Department of Education, Employment and Workplace Relations; Project Director; AU\$100,000; 1/2009–1/2010

Student Aptitude Test for Tertiary Admission (SATTA) Phase 1; Australian Government Department of Education, Employment and Workplace Relations; Project Director; AU\$200,000; 1/2008–12/2008

Development of a Leadership Capability Framework for Australian Higher Education; Carrick Institute for Learning and Teaching in Higher Education; Project Director; AU\$200,000; 6/2006–12/2009

Online Leadership Learning System; Australian Learning and Teaching Council; Project Director; AU\$80,000; 10/2008–12/2009

Analysis of Teaching Quality Indicators; Carrick Institute for Learning and Teaching in Higher Education; Project Director; AU\$15,000; 2/2008–6/2009

Refinement of the Learning and Teaching Performance Fund Adjustment Process; Australian Government Department of Education, Employment and Workplace Relations; Project Director; AU\$75,000; 2/2007–10/2007

Development of an ATN Academic Standards Model; Australian Technology Network of Universities; Project Director; AU\$40,000; 3/2007–7/2007

University of Western Australia Course Structures Review; University of Western Australia; Research Consultant; AU\$20,000; 2/2007–6/2008

Survey of perceptions of the IB Diploma Programme in Australasian tertiary institutions; IB Organisation; Project Director; AU\$40,000; 8/2006–3/2007

School Connections: Leveraging ICTs to Enhance Middle-year Students' Engagement with Learning; Microsoft Corporation; Project Director; AU\$220,000; 6/2006–6/2009

Review of RMIT Academic Promotions Processes; RMIT University; Project Director; AU\$20,000; 2/2007–6/2007

Changing Academic Profession survey; LH Martin Institute for Tertiary Education Leadership and Management; Research Consultant; AU\$40,000; 6/2007–ongoing

Pakistan National Educational Assessment System; World Bank and British Council; Project Director; AU\$50,000; 6/2006–12/2006

Student Exit Survey for Parents; Catholic Education Commission of Victoria; Project Director; AU\$50,000; 6/2006–12/2006

Investigations of Outcomes-based Auditing; Victorian Qualifications Authority; Research Consultant; AU\$40,000; 6/2006–12/2006

Establishing the criterion validity of the Graduate Australian Medical School Admissions Test (GAMSAT); GAMSAT Consortium; Project Director; AU\$75,000; 6/2006–12/2007

Enhancing the Learning and Teaching and Performance Fund: An AVCC proposal; Australian Vice-Chancellors Committee; Project Director; AU\$20,000; 4/2006–7/2006

Graduate Destination Survey (GDS) Enhancement Project; Australian Government Department of Education, Science and Training; Project Director; AU\$450,000; 1/2005–1/2006

Student Engagement in Online and Campus-based Education; various sources; Project Director; AU\$95,000; 1/2002–12/2004

Study Abroad and Study Exchange Systems in Industrialised Countries; Australian Education International; Project Director; AU\$50,000; 6/2002–12/2002

Analysis of Equity Groups in Australian Higher Education 1991–2002; Australian Government Department of Education, Science and Training; Research Consultant; AU\$40,000; 1/2003–6/2003

Evaluation of Learning Management Systems; University of Melbourne; Research Consultant; AU\$20,000; 6/2003–12/2003

Sex Offender Programs; Corrections Victoria; Research Consultant; AU\$20,000; 6/2003–12/2003

Detecting language disorder in bilingual children: The role of the Dynamic Assessment; Catholic Education Office Victoria; Research Consultant; AU\$10,000; 10/2004–12/2005

Trinity College Student Feedback Survey System; Trinity College, University of Melbourne; Research Consultant; AU\$20,000; 10/2002–12/2003

Advanced Leadership and Professional Development Programs; School of Graduate Studies, University of Melbourne; Research Consultant; AU\$20,000; 1/2003–12/2003

Epidemiological Analysis of Health 2000 Data; Cancer Council Victoria; Research Consultant; AU\$15,000; 1/2004–6/2004

Australian Export Flower Industry Review of Recorded Statistics; Australian Flower Export Council; Research Consultant; AU\$20,000; 6/2002–12/2002

Development of the Course Experience Questionnaire (CEQ); Australian Government Department of Education, Training and Youth Affairs; Research Assistant; AU\$200,000; 7/1999–7/2000

Studies of Asia Baseline Data Project; Asia Education Foundation; Research Assistant; AU\$150,000; 1/2000–12/2001

Profiling Literacy and Numeracy for Indigenous Preschool Children; Australian Government Department of Education, Training and Youth Affairs; Research Assistant; AU\$250,000; 1/2000–12/2001

Children's Health, Parents' Perceptions: Parents' Perceptions of the Health of Victorian Preparatory Aged Children; Victorian Government Department of Human Services; Project Director; AU\$50,000; 1/2000–12/2001

Improving Numeracy for Indigenous Students in Secondary Schools; Tasmanian Government Department of Education and Training; Research Assistant; AU\$150,000; 1/2000–12/2001

Factors Influencing Completion Rates of Apprenticeships; National Centre for Vocational Education and Research; Research Assistant; AU\$50,000; 1/2000–12/2000

Evaluating the New South Wales Bilingual Program; New South Wales Government Department of Education and Training; Research Assistant; AU\$50,000; 1/2000–12/2000

Southern Africa Consortium for Monitoring Educational Quality (SACMEQ) Project; UNESCO International Institute for Educational Planning; Research Assistant; AU\$100,000; 1/2000–12/2001

BOOKS, DISSERTATIONS AND EDITED COLLECTIONS

Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (Eds.) (2012). *Job Satisfaction Around the Academic World*. Dordrecht: Springer.

Cantwell, B. Coates, H. & King, R. (Eds.) (2018). *Handbook on the Politics of Higher Education*. Cheltenham: Edward Elgar.

Coates, H. (2002). *Analysing and Treating Test Item Non-response*. Parkville: University of Melbourne.

Coates, H. (2005). *Measuring and Modelling Student Engagement in Online and Campus-based Higher Education*. Parkville: University of Melbourne.

Coates, H. & Matthews, K. (2018). Frontier perspectives and insights into higher education student success. *Special Issue of Higher Education Research and Development*.

Coates, H. & McCormick, A.C. (Eds.) (2014). *Engaging University Students: International insights from system-wide studies*. Dordrecht: Springer.

Coates, H. (2006). *Student Engagement in Campus-based and Online Education: University connections*. London: Taylor and Francis.

Coates, H. (2014). (Ed.) *Higher Education Learning Outcomes Assessment*. Frankfurt: Peter Lang.

Coates, H. (2017). *The Market for Learning: Leading transparent higher education*. Dordrecht: Springer.

Coates, H. (Ed.) (2017). *Productivity in Higher Education: Research insights for universities and governments in Asia*. Tokyo: Asian Productivity Organisation.

Hazelkorn, E., Coates, H. & McCormick, A. (Eds.) (2017). *Handbook on Quality, Performance and Accountability*. Cheltenham: Edward Elgar.

Melguizo, T. & Coates, H. (Eds.) (2017). *The Challenges of Measuring Student Learning Outcomes in Higher Education*. AERA Open Higher Education Special Topic. Thousand Oaks: Sage Journals.

Zlatkin-Troitschanskaia, O., Pant, H.A. & Coates, H. (2017). *Assessing Student Learning Outcomes in Higher Education: Challenges and international perspectives*. Abingdon: Routledge.

Zlatkin-Troitschanskaia, O., Pant, H.A. & Coates, H. (Eds.) (2016). Assessing Student Learning Outcomes in Higher Education: Challenges and international perspectives. Special Issue of Assessment and Evaluation in Higher Education, 41(5).

REFEREED SCHOLARLY PAPERS

- Anderson, M. & Coates, H. (2009). Balancing Act: Challenges for Educational Leadership. *Professional Educator*, March, 32-37.
- Anderson, M. Coates, H. & Scott, G. (2009). Balancing or burning out: Challenges for educational leadership. *Australian Educational Leader*, 31(2), 23-26.
- Bennett, D., Richardson, S., Mahat, M., Coates, H., MacKinnon, P. & Schmidt, L. (2015) Navigating uncertainty and complexity: Higher education and the dilemma of employability. *Research and Development in Higher Education: Learning for Life and Work in a Complex World*, 38, 1-10.
- Bice, S. & Coates, H. (2016). University sustainability reporting: Taking stock of transparency. *Tertiary Education and Management*, 22(1), 1-18.
- Borden, V. & Coates, H. (2017). Learning Analytics as a Counterpart to Surveys of Student Experience. *New Directions in Institutional Research*, Sep(179), 89-102.
- Chung, E. & Coates, H. (2016). A journey to measure student community engagement benefits: Evidence from Australia. *International Journal of Service Management and Sustainability*, 1(1), 16-36.
- Coates, H. & Anderson, M. (2007). Who's leading our universities? Identifying Australia's higher education leaders. *Professional Educator*, 6(4), 26-31.
- Coates, H. & Edwards, D. (2011). The Graduate Pathways Survey: New insights on education and employment outcomes five years after completion of a bachelor degree at an Australian university. *Higher Education Quarterly*, 65(3), 74-93.
- Coates, H. & Friedman, T. (2010). Evaluation of the Special Tertiary Admissions Test (STAT). *Higher Education Policy and Management*, 32(2), 117-126.
- Coates, H. & Goedegebuure, L. (2012). Recasting the Academic Workforce: Why the attractiveness of the academic profession needs to be increased and eight possible strategies for how to go about this from an Australian perspective. *Higher Education*, 64(6), 875-889.
- Coates, H. & Krause, K. (2005). Investigating ten years of equity policy in Australian higher education. *Higher Education Policy and Management*, 27(1), 35-47.
- Coates, H. & Mahat, M. (2013). Assessing student engagement and outcomes: Modelling insights from Australia and around the world. *International Journal of Chinese Education*. 2(2), 241-264.
- Coates, H. & Mahat, M. (2014). Threshold quality parameters in hybrid higher education. *Higher Education*, 68(4), 577-590.
- Coates, H. & Richardson, S. (2012). An international assessment of bachelor degree graduates' learning outcomes. *Higher Education Management and Policy*, 23(3), 51-69.
- Coates, H. & Seifert, T. (2010). Linking assessment for learning, improvement, and accountability. *Quality in Higher Education*, 17(2), 179-195.
- Coates, H. & Thakur, M. (2013). Frontier quality differentials in hybrid higher education. *Eurasian Higher Education Leaders Forum, Conference Proceedings*. Astana: IndigoPrint.
- Coates, H. (2004). Analysing item non-response. *Journal of Applied Measurement*, 5(1), 70-94.
- Coates, H. (2005). Leveraging LMSs to enhance campus-based student engagement. *EDUCAUSE Quarterly*, 1, 66-68.
- Coates, H. (2005). The value of student engagement for higher education quality assurance. *Quality in Higher Education*, 11(1), 25-36.
- Coates, H. (2006). Excellent Measures Precede Measures Of Excellence. *Proceedings of AUQF2006 Quality Outcomes and Diversity*. Melbourne: Australian Universities Quality Agency.
- Coates, H. (2006). Review of 'Quality and Performance Excellence in Higher Education', *Quality Assurance in Education*, 14(4).
- Coates, H. (2007). A model of online and general campus-based student engagement. *Assessment and Evaluation in Higher Education*, 32(2), 121-43.
- Coates, H. (2007). Developing generalisable measures of knowledge and skill outcomes in higher education. *Proceedings of AUQF2007 Evolution and Renewal in Quality Assurance*. Melbourne: Australian Universities Quality Agency.
- Coates, H. (2007). Excellent Measures Precede Measures Of Excellence. *Higher Education Policy and Management*, 29(1), 87-94.
- Coates, H. (2007). Universities on the Catwalk: Models for performance ranking in Australia. *Higher Education Management and Policy*, 19(2), 1-17.
- Coates, H. (2008). Establishing the criterion validity of GAMSAT. *Medical Educator*, 42, 999-1006.

- Coates, H. (2008). Indicators for Managing Academic Standards. Proceedings of AUQF2008 Quality & Standards in Higher Education: Making a Difference. Melbourne: Australian Universities Quality Agency.
- Coates, H. (2008). Transforming Higher Education: A Comparative Study. *Quality Assurance in Education*, 16, 98-100.
- Coates, H. (2008). What's the difference? Models for assessing quality and value added in higher education. Proceedings of AUQF2008 Quality and Standards in Higher Education: Making a Difference. Melbourne: Australian Universities Quality Agency.
- Coates, H. (2009). Building Quality Foundations: Indicators and instruments to measure the quality of vocational education and training. *Journal of Vocational Education and Training*, 61(4), 517-34.
- Coates, H. (2009). Development of the Australasian Survey of Student Engagement (AUSSE). *Higher Education*, 60(10), 1-17.
- Coates, H. (2009). Trust and the Public Good: Examining the Cultural Conditions of Academic Work. *Quality Assurance in Education*, 17, 430-431.
- Coates, H. (2009). What's the difference? A model for measuring the value added by higher education in Australia. *Higher Education Management and Policy*, 21(1), 69-88.
- Coates, H. (2010). Defining and monitoring academic standards in Australian higher education. *Higher Education Management and Policy*, 22(1), 1-17.
- Coates, H. (2013). Working on a dream: Educational returns from off-campus paid work. *Journal of Education and Work*, 28(1), 66-82.
- Coates, H. (2014). Students' early departure intention and the mitigating role of support, *Australian Universities Review*, 56(2), 20-29.
- Coates, H. (2015). Review of 'Measuring Quality of Undergraduate Education in Japan: Comparative perspective in a knowledge-based society', *Educational Studies in Japan: International Yearbook*, 9.
- Coates, H. (2016). Assessing student learning outcomes internationally: Insights and frontiers. *Assessment and Evaluation in Higher Education*, 41(5), 662-676.
- Coates, H. (2017). Student financing of higher education. *Journal of Educational Planning and Administration*, XXX(4), 299-314.
- Coates, H., Brown, J., Friedman, T., Meek, L., Noonan, P. & Mitchell, J. (2012). VET Leadership for the future: Characteristics, contexts and capabilities. *Further and Higher Education*, 37(6), 819-843.
- Coates, H., Dobson, I., Goedegebuure, L. & Meek, L. (2009). Australia's casual approach to its academic teaching workforce. *People & Place*, 17(4), 47-54.
- Coates, H., Dobson, I., Goedegebuure, L. & Meek, L. (2010). Across the great divide: what do Australian academics think of university leadership? Advice from the CAP survey. *Higher Education Policy and Management*, 32(4), 379-387.
- Coates, H., James, R. & Baldwin, G. (2005). A critical examination of the effects of Learning Management Systems on university teaching and learning. *Tertiary Education and Management*, 11, 19-36.
- Coates, H., Kelly, P. & Naylor, R. (2017). Leading online education for student success. *International Journal of Chinese Education*, 6(1), 105-126.
- Coates, H., Kelly, P., Naylor, R. & Borden, V. (2016). Innovative Approaches for Enhancing the 21st Century Student Experience. *Alternation*.
- Dollinger, M., Coates, H. & Lodge, J. (under review). Co-creation in higher education: Towards a conceptual model. *Journal of Marketing for Higher Education*.
- Edwards, D. & Coates, H. (2011). Monitoring the pathways and outcomes of people from disadvantaged backgrounds and graduate groups. *Higher Education Research and Development*, 30(2), 151-163.
- Edwards, D., Coates, H. & Friedman, T. (2012). A survey of international practice in university admissions testing. *Higher Education Management and Policy*, 24(1), 151-163.
- Edwards, D., Coates, H., & Friedman, T. (2013). Using aptitude testing to diversify higher education intake: An Australian case study. *Journal of Higher Education Policy and Management*, 35(2), 136-152.
- Edwards, D., Wilkinson, D., Canny, B., Pearce, P. & Coates, H. (2014). Developing outcomes assessments for collaborative, cross-institutional benchmarking: Progress of the Australian Medical Assessment Collaboration. *Medical Teacher*, 36(2), 139-147.
- Goedegebuure, L., Coates, H., van der Lee, J. & Meek, V.L. (2009) Diversity in Australian higher education: an empirical analysis. *Australian Universities Review*, 51(2), 49-61.
- Griffin, P., Coates, H., McInnis, C. & James, R. (2003). The development of an extended Course Experience Questionnaire. *Quality in Higher Education*, 9(3), 259-266.
- Kelly, P., Coates, H. & Naylor, R. (2016). Leading online education from participation to success. *Educational Studies Moscow*, 3.
- Kelly, P., Dollinger, M. & Coates, H. (2017). New directions for quality assurance: Transparent outcomes for industry collaboration, research training and student success. *Higher Education Evaluation and Development*.

- Krause, K-L. & Coates, H. (2008). Students' engagement in first-year university. *Assessment and Evaluation in Higher Education*, 33(5), 493-505.
- Mahat, M. & Coates, H. (2016). Strategic positioning of medical schools: An Australian perspective. *Medical Teacher*, 38(11), 1166-1171.
- Melguizo, T. & Coates, H. (2017). The value of assessing higher education student learning outcomes (editorial). *AERA Open Higher Education Special Topic*, 3(3), 1-2.
- Pearce, J., Edwards, D., Coates, H., Fraillon, J., Canny, B. & Wilkinson, D. (2015). The rationale for and use of assessment frameworks: Improving assessment and reporting quality in medical education. *Perspectives on Medical Education*, 4(3), 110-118.
- Raban, B. & Coates, H. (2004). Literacy in the early years: A follow up study. *Journal of Research in Reading*, 27, 15-29.
- Raban, B., Griffin, P., Coates, H. & Fleer, M. (2002). Profiling Preschool Literacy: Evidence of Indigenous Children's Capabilities. *Australian Research in Early Childhood Education*, 9(1), 74-85.
- Radloff, A. & Coates, H. (2010). Engaging international students in Australian higher education: Linking leadership with learning. *International Journal of Continuing Education and Lifelong Learning*, 3(1).
- Richardson, S. & Coates, H. (2014). Essential foundations for establishing equivalence in cross-national higher education assessment. *Higher Education*, 68(6), 825-836.
- Scott, G., Bell, S., Coates, H. & Grebennikov, L. (2010). Higher education leaders in times of change: The role of Pro Vice Chancellor and Deputy Vice Chancellor. *Higher Education Policy and Management*, 32(4), 401-418.
- Wang, M., Coates, H., Huang, Y. & Mahat, M. (2017). Quality distribution of Chinese higher education: concepts, algorithms and analyses. *Higher Education Quarterly*.
- White, V.M., English, D.R., Coates, H., Lagerlund, M, Borland, R. & Giles, G.G. (2007). Is Cancer Risk Associated With Anger Control and Negative Affect? Findings from a prospective cohort study. *Psychosomatic Medicine*, 69, 667-674.
- Wilkinson, D., Canny, B., Pearce, J., Coates, H. & Edwards, D. (2013). Assessment of medical student learning outcomes in Australia: Current practice, future possibilities. *Medical Journal of Australia*, 199(9), 578-580.
- Zlatkin-Troitschanskaia, O., Pant, H.A. & Coates, H. (2016). Challenges and International Perspectives (editorial). *Special Issue of Assessment and Evaluation in Higher Education*, 41(5), 655-661.

CHAPTERS IN EDITED BOOKS

- Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (2013). Academic job satisfaction from an international comparative perspective: Factors associated with satisfaction across the CAP countries. In: Cummings, W.K. & Teichler, U. (Eds.) *Forming, Recruiting and Managing the Academic Profession*. Dordrecht: Springer.
- Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (2012). Factors associated with job satisfaction amongst Australian university academics and future workforce implications. In: Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (Eds.) *Job Satisfaction Around the Academic World*. Dordrecht: Springer.
- Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (2012). Academic job satisfaction from an international comparative perspective: Factors associated with satisfaction across 12 countries. In: Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (Eds.) *Job Satisfaction Around the Academic World*. Dordrecht: Springer.
- Bentley, P., Coates, H.B., Dobson, I.R., Goedegebuure, L.C. & Meek, V.L. (2013). Introduction: Satisfaction around the world? In: Bentley, P., Coates, H., Dobson, I., Goedegebuure, L. & Meek, V.L. (Eds.) *Job Satisfaction around the Academic World*. Dordrecht: Springer.
- Borden, V., Coates, H. & Bringle, R. (2017). Classifying higher education institutions: Past, present and future directions. In: Hazelkorn, E., Coates, H. & McCormick, A. (Eds.) *Handbook on Quality, Performance and Accountability*. Cheltenham: Edward Elgar.
- Coates, C. & Mahat, M. (2014). Advancing student learning outcomes. In: Coates, H. (Ed.) *Higher Education Learning Outcomes Assessment: International Perspectives*. Frankfurt: Peter Lang.
- Coates, H. & Bexley, E. (2016). Organizing and managing university education. In: Leisyte, L. & Wilkesmann, W. (Eds.) *Organizing Academic Work: Teaching, learning, and identities*. London: Routledge.
- Coates, H. & Dollinger, M. (2016). Student engagement in tertiary education. In: Meyer, L.H. (Ed.) *Oxford Bibliographies in Education*. Oxford: Oxford University Press.
- Coates, H. & Lennon, M.C. (2014). Propelling the field: Insights, trends and prospects. In: Coates, H. (Ed.) *Higher Education Learning Outcomes Assessment: International Perspectives*. Frankfurt: Peter Lang.
- Coates, H. & Lennon, M.C. (2017). Assessment in Educational Research. In: Meyer, L.H. (Ed.) *Oxford Bibliographies in Education*. Oxford: Oxford University Press.

- Coates, H. & McCormick, A. (2014). Emerging trends and perspectives. In: Coates, H. & McCormick, A. (Eds.) *Engaging University Students*. Dordrecht: Springer.
- Coates, H. & McCormick, A. (2014). Introduction: Student engagement—a window into undergraduate education. In: Coates, H. & McCormick, A. (Eds.) *Engaging University Students*. Dordrecht: Springer.
- Coates, H. & Moore, K. (2017). Higher education productivity: Insights and next steps. In Coates, H. (Ed.) *Measuring Productivity in Higher Education: Landmark insights from nine Asian countries*. Tokyo: Asian Productivity Organisation.
- Coates, H. & Radloff, A. (2012). Measurement of student engagement in learning. In: Seel, N.M. (Ed.) *Encyclopaedia of the Sciences of Learning*. Dordrecht: Springer.
- Coates, H. & Radloff, A. (2013). Monitoring and improving student engagement. In: Marginson, S. (Ed.) *Tertiary Education Policy in Australia*. Melbourne: Centre for the Study of Higher Education.
- Coates, H. & Radloff, A. (2014). Broader strategies for developing student engagement. In: Coates, H. & McCormick, A. (Eds.) *Engaging University Students*. Dordrecht: Springer.
- Coates, H. & Radloff, A. (2017). Leveraging student engagement evidence for institutional change and improvement. In: Strydom, F. & Kuh, G. (Eds.) *Engaging Students for Success: Creating conditions that matter for student success in South African higher education*. Stellenbosch: SunMedia.
- Coates, H. & Shah, M. (2017). The growing prominence of quality assurance in Asia. In: Shah, M. & Do, Q.T.N. *The Rise of Quality Assurance in Asian Higher Education*. Oxford: Chandos Publishing.
- Coates, H. (2010). New directions in quality management. In Nair, S. Webster, L. & Mertova, P. (Eds.) *Leadership and Management of Quality in Higher Education*. Oxford: Chandos Publishing.
- Coates, H. (2010). Resources for Quality Development in Higher Education. In: Nair, C.S. Webster, L. & Mertova, P. (Eds.) *Leadership and Management of Quality in Higher Education*. Cambridge: Woodhead Publishing.
- Coates, H. (2010). Tools for effective student feedback. In Nair, S. & Mertova, P. (Eds.) *Student Feedback: The Cornerstone to an Effective Quality Assurance System in Higher Education*. Cambridge: Woodhead Publishing.
- Coates, H. (2012). International Assessment of Bachelor Degree Graduates' Learning Outcomes. In: Yamada, R. (Ed.) *The Round Table International 2012, Quality in Higher Education: Adapting to Meet Challenges in the Globalization Era*. Kyoto: Doshisha University.
- Coates, H. (2013). Assessing higher education outcomes and performance. In: Marginson, S. (Ed.) *Tertiary Education Policy in Australia*. Melbourne: Centre for the Study of Higher Education.
- Coates, H. (2015). Assessment of learning outcomes. In: Pricopie, R., Scott, P., Salmi, J. & Curaj, A. (Eds.) *Future of Higher Education in Europe. Volume I and Volume II*. Dordrecht: Springer.
- Coates, H. (2016). Performance measurements and alternatives to rankings. In: Hazelkorn, E. (Ed.) *Global Rankings and the Geopolitics of Higher Education: Understanding the influence and impact of rankings on higher education, policy and society*. Oxford: Routledge, Taylor and Francis.
- Coates, H. (2017). Development of the field and formation of more consolidated perspectives. In: Zlatkin-Troitschanskaia, O., Pant, H.A., Toepper, M., Lautenbach, C. & Kuhn, C. (Eds.) *Assessment of Learning Outcomes in Higher Education—Cross National Comparisons and Perspectives*. Dordrecht: Springer.
- Coates, H. (2017). Instrumentation. In: Salking, N.J. (Ed.) *The SAGE Encyclopedia of Educational Research Measurement and Evaluation*. Thousand Oaks: SAGE Publications.
- Coates, H. (2017). Policy Research. In: Salking, N.J. (Ed.) *The SAGE Encyclopedia of Educational Research Measurement and Evaluation*. Thousand Oaks: SAGE Publications.
- Coates, H. (2017). Postsecondary Punters: Creating new platforms for higher education success. In: Weingarten, H. (Ed.) *Beyond Enrolment: Measuring Academic Quality*. Kingston: McGill-Queen's University Press.
- Coates, H. (2017). The Organisation for Economic Cooperation and Development (OECD). In: Salking, N.J. (Ed.) *The SAGE Encyclopedia of Educational Research Measurement and Evaluation*. Thousand Oaks: SAGE Publications.
- Coates, H. (2018). Measuring Learning and Instructional Performance In VET. In: McGrath, S., Papier, J., Mulder, M. & Stuart, R. (Eds.) *International Handbook on Vocational Education and Training for the Changing World of Work*. Dordrecht: Springer.
- Coates, H. (2018). The politics of higher education. In: Cantwell, B. Coates, H. & King, R. (Eds.) *Handbook on the Politics of Higher Education*. Cheltenham: Edward Elgar.
- Coates, H. Goedegebuure, L. van der Lee, J. & Meek, L. (2008). *The Australian academic profession: A first overview. The Changing Academic Profession in International Comparative and Quantitative Perspectives. Report of the International Conference on the Changing Academic Profession Project, 2008*. Hiroshima University: Research Institute for Higher Education.
- Coates, H., Dobson, I. Goedegebuure, L. & Meek, L. (2014). The international dimension of teaching and learning. In Huang, F., Finkelstein, M. & Rostan, M. (Eds.) *The Internationalization of the Academy – Changes, Realities and Prospects*. Dordrecht: Springer.

- Coates, H., Dobson, I., Goedegebuure, L. & Meek, L. (2010). The changing academic profession in Australia: An enCAPsulation. In Locke, W. (Ed). *Changing Academic Profession*. Dordrecht: Springer.
- Coates, H., Goedegebuure, L. & Meek, V.L. (2013). Increased pressure and responsibility for academic management In: Teichler, U. & Cummings, W. (Eds.) *Recruiting and Managing the Academy*. Dordrecht: Springer.
- Coates, H., Goedegebuure, L. & Meek, V.L. (2013). Increasing the attractiveness of the academic profession: A challenge for management. In: Cummings, W.K. & Teichler, U. (Eds.) *Forming, Recruiting and Managing the Academic Profession*. Dordrecht: Springer.
- Coates, H., Kelly, P. & Mahat, M. (2016). The regulation of standards in higher education. In: Meyer, L.H. (Ed.) *Oxford Bibliographies in Education*. Oxford: Oxford University Press.
- Coates, H., Radloff, A. & Strydom, J.F. (2014). Role-based insights into enhancing student engagement. In: Coates, H. & McCormick, A. (Eds.) *Engaging University Students*. Dordrecht: Springer.
- Coates, H., Weerakkody, U., Jerez, E., Wells, M. & Popenici, S. (2018). Transparency is the lynchpin for higher education success. In: Cantwell, B. Coates, H. & King, R. (Eds.) *Handbook on the Politics of Higher Education*. Cheltenham: Edward Elgar.
- Goedegebuure, L. Coates, H. van der Lee, J. & Meek, V.L. (2009). International dimensions of the Australian academic profession. *The Changing Academic Profession in International Comparative and Quantitative Perspectives*. Report of the International Conference on the Changing Academic Profession Project, 2009. Hiroshima University: Research Institute for Higher Education.
- Hazekorn, E. Coates, H., & McCormick, A.C. (2017). Quality, performance, and accountability: Emergent challenges in the global era. In: Hazekorn, E., Coates, H. & McCormick, A. (Eds.) *Handbook on Quality, Performance and Accountability*. Cheltenham: Edward Elgar.
- Krause, K-L., Coates, H. & James, R. (2005). Monitoring the internationalisation of higher education: Are there useful quantitative performance indicators? In M. Tight (Ed.) *International Perspectives in Higher Education Research*. London: Elsevier.
- Mahat, M. & Coates, H. (2015). Strategic Planning and Institutional Research: The Case of Australia. In: Webber, K. & Calderon, A. (Eds.) *Institutional Research and Planning in Higher Education: Global contexts and themes*. New York: Routledge.
- Mahat, M. Coates, H. Edwards, D. Goedegebuure, L. van der Brugge, E. & van Vught, F. A. (2014). Profiling diversity of Australian universities. In R. Krempkow, N. Huber & P. Pohlentz (Eds.) *Diversity and Diversity Management in Science*. Potsdam: University of Potsdam.
- Moore, K. Coates, H. & Croucher, G. (2016). Understanding and improving higher education productivity. In: Elvinia, J. (Eds.) *Proceedings from Conference on Raising Productivity in Higher Education*. Tokyo: Asian Productivity Organisation.
- Moore, K., Coates, H. & Croucher, G. (2017). Understanding and improving higher education productivity. In: Hazekorn, E., Coates, H. & McCormick, A. (Eds.) *Handbook on Quality, Performance and Accountability*. Cheltenham: Edward Elgar.
- Moore, K., Coates, H. & Croucher, G. (2017). Understanding and improving higher education productivity. In Coates, H. (Ed.) *Measuring Productivity in Higher Education: Landmark insights from nine Asian countries*. Tokyo: Asian Productivity Organisation.
- Naylor, R. Coates, H. & Kelly, P. (2016). From equity to excellence: Reforming Australia's national framework to create new forms of success. In: Brett, M. Harvey, A. & Bernheim, C. (Eds.) *Student Equity in Australian Higher Education: Twenty-five years of A Fair Chance for All*. Dordrecht: Springer.
- Raban, B. Ure, C. & Coates, H. (2016). The Preschool Literacy Project in Victoria. In: Scull, J. & Raban, B. (Eds.) *Growing Up Literate in Australia*. South Melbourne: Eleanor Curtain Publishing.
- Radloff, A. & Coates, H. (2014). Engaging university students in Australia. In: Coates, H. & McCormick, A. (Eds.) *Engaging University Students*. Dordrecht: Springer.

EXTENDED AND FINAL REPORTS

- Bentley, P. Coates, H. & Goedegebuure, L. (2012). *Demonstration Project on Course Redesign and Academic Productivity*. Sydney: Australian Government Australian Government Office for Learning and Teaching.
- Borden, V., Coates, H., Kelly, P. & Zilvinskis, J. (2016). *Enhancement Framework for the Student Experience*. Parkville: University of Melbourne.
- Coates, H. & Ainley, J. (2006). *Graduate Course Experience, 2005: The report of the Course Experience Questionnaire (CEQ)*. Parkville: GCA.
- Coates, H. & Ainley, J. (2006). *Postgraduate Research Experience 2005: The report of the Postgraduate Research Experience Questionnaire (PREQ)*. Parkville: GCA.
- Coates, H. & Ainley, J. (2007). *Graduate Course Experience, 2006: The report of the Course Experience Questionnaire (CEQ)*. Parkville: GCA.

- Coates, H. & Ainley, J. (2007). Postgraduate Research Experience 2006: The report of the Postgraduate Research Experience Questionnaire (PREQ). Parkville: GCA.
- Coates, H. & Edwards, D. (2009). The 2008 Graduate Pathways Survey: Graduates' education and employment outcomes five years after completion of a bachelor degree at an Australian university. Canberra: Department of Education, Employment and Workplace Relations.
- Coates, H. & Friedman, T. (2009). School Connections: Using ICT to engage students in learning. Sydney: Microsoft Corporation.
- Coates, H. & Goedegebuure, L. (2010). The Real Academic Revolution: Why we need to reconceptualise Australia's future academic workforce, and eight possible strategies for how to go about this. Melbourne: LH Martin Institute for Tertiary Education Leadership and Management.
- Coates, H. & Hillman, K. (2007). Australasian Student Engagement Survey 2007 Institution Report. Camberwell: Australian Council of Educational Research.
- Coates, H. & Hillman, K. (2008). Development of Instruments and Collections for the AQTF 2007 Quality Indicators. Canberra: Department of Education, Employment and Workplace Relations.
- Coates, H. & Radloff, A. (2008). Tertiary Engineering Capability Assessment: Concept Design. Canberra: Group of Eight.
- Coates, H. & Reid, I. (2007). Balancing Generalist and Specialist Elements in Higher Education. Perth: University of Western Australia.
- Coates, H. & Richardson, S. (2013). OECD AHELO Feasibility Study Report. Paris: OECD.
- Coates, H. & Rowe, K. (2006). Enhancing the Learning and Teaching Performance Fund: An AVCC Proposal. Canberra: AVCC.
- Coates, H. & Saubern, R. (2012). AQTF Quality Indicator Service 2011-12 Report. Camberwell: ACER.
- Coates, H. & Taylor, R. (2013). 2013 Registrar Satisfaction Survey National Report. Canberra: General Practice Education and Training.
- Coates, H. & Taylor, R. (2013). 2013 Registrar Satisfaction Survey Registered Training Provider Report. Canberra: General Practice Education and Training.
- Coates, H. (2002). Export Flower Industry: A review of recorded statistics. Canberra: Rural Industries Research and Development Corporation.
- Coates, H. (2006). Consultant's Report on Lead Master Training for Pakistan National Educational Assessment System. Islamabad: World Bank, British Council.
- Coates, H. (2006). School Connections: Leveraging ICTs to enhance middle-year students' engagement with learning. Sydney: Microsoft Corporation.
- Coates, H. (2006). Student Exit Survey for Parents Trial Report. Melbourne: ACER.
- Coates, H. (2007). ATN Academic Standards Model. Adelaide: Australian Technology Network of Universities.
- Coates, H. (2007). Establishing the criterion validity of GAMSAT. Melbourne: ACER.
- Coates, H. (2007). Review of RMIT Academic Promotions. Melbourne: RMIT.
- Coates, H. (2007). Student Exit Survey for Parents. Melbourne: Catholic Education Commission Victoria.
- Coates, H. (2007). The Victoria University Student Dividend: Assessing the value added by Victoria University's education and training. Melbourne: ACER.
- Coates, H. (2008). Attracting, Engaging and Retaining: New conversations about learning. Australasian Student Engagement Report. Camberwell: Australian Council for Educational Research.
- Coates, H. (2008). Australasian Student Engagement Survey 2008 Institution Report. Camberwell: Australian Council of Educational Research.
- Coates, H. (2008). Australian Quality Training Framework (AQTF) Quality Indicators Resources Package. Published online at: www.acer.edu.au/aqtf
- Coates, H. (2009). Engaging Students for Success. Australasian Student Engagement Report. Camberwell: Australian Council for Educational Research.
- Coates, H. (2010). Smarter Higher Education: Outcomes for the 21st Century. Melbourne: Business Council of Australia.
- Coates, H. (2012). AHELO Institution Reports. Paris: OECD.
- Coates, H. Dobson, I. Friedman, T. Goedegebuure, L. & Meek, L. (2009). The Attractiveness of the Australian Academic Profession; A comparative analysis. Melbourne: LH Martin Institute for Tertiary Education Leadership and Management.
- Coates, H. Edwards, D. & Friedman, T. (2010). Evaluation of the Student Aptitude Test for Tertiary Admission (SATTA) Pilot Program. Canberra: Department of Education, Employment and Workplace Relations.
- Coates, H. Edwards, D. & Radloff, A. (2009). Supplementary analysis of teachers using the 2008 Graduate Pathways survey data. Canberra: Department of Education, Employment and Workplace Relations.
- Coates, H. Edwards, D. & Radloff, A. (2009). The Contribution and Standards Processes of Private Higher Education Providers. East Melbourne: Australian Council of Private Education and Training.

- Coates, H. Edwards, D. Freeman, C. Le, L. Hambur, S. & Brown, P. (2010). Cognitive Skills Testing Program (CSTP) 2010 Pilot Test Summary Report. Riyadh: Al - Imam Muhammad Ibn Saud Islamic University.
- Coates, H. Edwards, D. Goedegebuure, L. Mahat, M. van der Brugge, E. & van Vught, F. (2013). Profiling diversity of Australian universities. LH Martin Institute for Tertiary Education Leadership and Management and ACER Research Briefing. Camberwell: ACER.
- Coates, H. Friedman, T. Ball, S. & Le, L. (2008). Evaluation of the Criterion Validity of uniTEST and STAT. Canberra: DEEWR.
- Coates, H. Kelly, P. Naylor, R. & Borden, V. (2016). Innovative Approaches for Enhancing the 21st Century Student Experience. Canberra: Department of Education and Training.
- Coates, H. Meek, L. Brown, J. Friedman, T. Noonan, P. Mitchell, J. (2010). VET Leadership for the future: Characteristics, contexts and capabilities. Melbourne: LH Martin Institute for Tertiary Education Leadership and Management and Australian Council for Educational Research.
- Coates, H. Radloff, A. & Tan, L. (2012). UES Institution Report. Canberra: Department of Industry, Innovation, Science, Research and Tertiary Education.
- Coates, H. Rosicka, C & MacMahon-Ball, M. (2007) Tertiary Institutions Perceptions of the IB Diploma. Singapore: International Baccalaureate Organisation.
- Coates, H. Tilbrook, C. Guthrie, B. & Bryant, G. (2006). Enhancing the GCA National Surveys: An examination of critical factors leading to enhancements in the instrument, methodology and process. Canberra: Department of Education, Science and Training.
- Coates, H. Woodhouse, D. James, R. & Sadler, R. (2009). Setting and Monitoring Academic Standards for Australian Higher Education: A discussion paper. Melbourne: AUQA.
- Coates, H., Kelly, P. & Naylor, R. (2015a). New Anthropology for Higher Education: Background Research Report. Parkville: University of Melbourne.
- Coates, H., Kelly, P. & Naylor, R. (2016). New Perspectives on the Student Experience. Parkville: University of Melbourne.
- Coates, H., Mahat, M., Borden, V., Corrin, L., Lodge, J., Long, L., Nair, S., Naylor, R., Powell, D., Wilkinson, W. & Zimmerman, H. (2015). Innovative Perspectives and Approaches for Enhancing the Student Experience: Project Brief. Parkville: University of Melbourne.
- Dollinger, M. Naylor, R. Bexley, E. Croucher, G. & Coates, H. (2015). International Innovation Benchmarks: Scan of overseas models of university/industry research collaboration and analysis of implications for Australia. Parkville: CSHE.
- Edwards, D. & Coates, H. (2008). Development and Piloting of the Victoria University Student Dividend. Footscray: Victoria University.
- Edwards, D. & Coates, H. (2008). Graduate Course Experience, 2007: The report of the Course Experience Questionnaire (CEQ). Parkville: GCA.
- Edwards, D. & Coates, H. (2008). Postgraduate Research Experience 2007: The report of the Postgraduate Research Experience Questionnaire (PREQ). Parkville: GCA.
- Edwards, D. & Coates, H. (2009). Graduate Course Experience, 2008: The report of the Course Experience Questionnaire (CEQ). Parkville: GCA.
- Edwards, D. & Coates, H. (2009). Postgraduate Research Experience 2008: The report of the Postgraduate Research Experience Questionnaire (PREQ). Parkville: GCA.
- Edwards, D. & Coates, H. (2010). Postgraduate Research Experience 2009: The report of the Postgraduate Research Experience Questionnaire (PREQ). Parkville: GCA.
- Edwards, D. Friedman, T. & Coates, H. (2011). Establishing the criterion validity of UMAT: A multi-cohort study of Australian medical students. Camberwell: ACER.
- Edwards, D. Radloff, A. & Coates, H. (2009). Supply, Demand and Characteristics of the HDR Population in Australia. Canberra: Department of Innovation, Industry, Science and Research.
- Edwards, D. Wilkinson, D. Coates, H. & Canny, B. (2012). The Australian Medical Assessment Collaboration: Developing the foundations for a national assessment of medical student learning outcomes. Sydney: Australian Government Office for Learning and Teaching.
- Friedman, T. & Coates, H. (2009). Connected Learning Schools Project: ACER evaluation report. Sydney: Microsoft Corporation.
- Griffin, P. Coates, H. Edgecombe, G. Hider, K. & Zhang, H. (2003). Children's Health, Parents' Perceptions. Melbourne: Victorian Department of Human Services.
- Griffin, P. Gillis, S. & Coates, H. (2001). Factors Influencing Completion Rates of New Apprenticeship Programs. Adelaide: National Centre for Vocational Educational Research.
- Griffin, P. Lai, K. & Coates, H. (2001). Interim Evaluation Report of the Bilingual Program. Sydney: New South Wales Department of Employment, Education and Training.
- Griffin, P. Woods, K. Dulhunty, M. & Coates, H. (2003). Australian Students' Knowledge and Understanding of Asia. Canberra: Department of Education, Science and Training.

- James, R. Baldwin, G. & Coates, H. (2003). Evaluation of Learning Management Systems for the University of Melbourne. Parkville: Centre for the Study of Higher Education.
- James, R. Baldwin, G. Coates, H. Krause, K. & McInnis, C. (2004). Analysis of Equity Groups in Higher Education 1991–2002: Preliminary Report. Canberra: Department of Education, Science and Training.
- Kelly, P., Coates, H. & Borden, V. (2016). Models and Case Studies: Data-driven leadership of student success. Parkville: University of Melbourne.
- Marks, G.N. & Coates, H. (2007). Refinement of the Learning and Teaching Performance Fund Adjustment Process. Canberra: Department of Education, Science and Training.
- McInnis, C. Coates, H. Jenz, F. Hooper, C. & Vu, T. (2005). Study Abroad and Study Exchange Systems in Industrialised Countries. Canberra: Australian Education International.
- McInnis, C. Griffin, P. James, R. & Coates, H. (2001). Development of the Course Experience Questionnaire. Canberra: Department of Education, Training and Youth Affairs.
- Owen, K. Coates, H. Wickham, A. Jellet, J. Teuma, R. & Noakes, S. (2008) Recidivism of Sex Offenders: Base Rates for Corrections Victoria Sex Offender Programs. Melbourne: Victoria Department of Justice.
- PhillipsKPA (2006). Investigation of Outcomes-based Auditing. Melbourne: Victorian Qualifications Authority.
- Raban, B. Griffin, P. & Coates, H. (2000). Preschool Profile. Canberra: Department of Education, Training and Youth Affairs.
- Radloff, A. & Coates, H. (2009). Australasian Student Engagement Survey 2009 Institution Report. Camberwell: Australian Council of Educational Research.
- Radloff, A. & Coates, H. (2010). Australasian Student Engagement Survey 2010 Institution Report. Camberwell: Australian Council of Educational Research.
- Radloff, A. & Coates, H. (2010). Doing More for Learning: Enhancing engagement and Outcomes. Australasian Student Engagement Report. Camberwell: Australian Council of Educational Research.
- Radloff, A. & Coates, H. (2011). Australasian Student Engagement Survey 2011 Institution Report. Camberwell: Australian Council of Educational Research.
- Radloff, A. & Coates, H. (2012). Australasian Student Engagement Survey 2012 Institution Report. Camberwell: Australian Council of Educational Research.
- Radloff, A. Coates, H. James, R. & Krause, K. (2012). Development of the University Experience Survey (UES). Canberra: Department of Education, Employment and Workplace Relations.
- Radloff, A. Coates, H. Taylor, R. James, R. & Krause, K. (2013). UES National Report. Canberra: Department of Industry, Innovation, Science, Research and Tertiary Education.
- RAND Europe (2015). Learning Gain in Higher Education. Cambridge: RAND Europe.
- Richardson, S. Coates, H. & Soraghan, B. (2010). Flinders University Student Evaluation of Teaching (SET) Review. Camberwell: Australian Council for Educational Research.
- Scott, G. Coates, H. & Anderson, M. (2008). Learning Leaders in Times of Change: Academic leadership capabilities for Australian higher education. Sydney: Australian Learning and Teaching Council.
- Scott, G. Coates, H. & Anderson, M. (2010). Production of a Prototype Online Leadership Learning Tool and System for Australian Universities. Sydney: Australian Learning and Teaching Council.

RESOURCES, INTERIM REPORTS, NON-REFEREED ARTICLES, PRODUCTS

- Anderson, M. Scott, G. & Coates, H. (2008). A tight balancing act: Leadership challenges for university heads. Higher Education Research, 5.
- Australian Medical Assessment Collaboration (AMAC) (2014). Determining the Quality of Assessment Items in Collaborations: Aspects to discuss to reach agreement. Sydney: Office for Learning and Teaching.
- Australian Medical Assessment Collaboration (AMAC) (2014). Implementing Common Assessment: Lessons and models from Australian Medical Assessment Collaboration (AMAC). Sydney: Office for Learning and Teaching.
- Birchall, S. Coates, R. & Richardson, S. (2012). AHELO Test System [software]. Camberwell: Australian Council for Educational Research.
- Borden, V. Coates, H. Kelly, P. & Zilvinskis, J. (2016). Enhancement Framework for the Student Experience. Parkville: University of Melbourne.
- Canny, B. & Coates, H. (2014). Governance Models for Collaborations Involving Assessment. Sydney: Office for Learning and Teaching.
- Coates, H. & Daws, A. (2009). AQTF Survey Management and Reporting Tool (SMART) [software]. Canberra: Department of Education, Science and Training.
- Coates, H. & Doughney, L. (2014). Higher education: Topics in need of national conversation. Professional Educator, 7, 19-21.
- Coates, H. & Edwards, D. (2008). Graduate Pathways Questionnaire (GPQ) [questionnaire]. Camberwell: ACER.

- Coates, H. & Edwards, D. (2008). Invited Submission to the Parliament of Victoria Education and Training Committee Inquiry into Geographical Differences in the rate in which Victorian Students Participate in Higher Education. Melbourne: Parliament of Victoria.
- Coates, H. & Edwards, D. (2009). Engaging College Communities: The impact of residential colleges in Australian higher education. AUSSE Research Briefing 4. Camberwell: ACER.
- Coates, H. & Edwards, D. (2009). Victoria University Student Dividend [test/questionnaire]. Melbourne: Victoria University.
- Coates, H. & Hillman, K. (2007a). Australian Quality Training Framework Learner Questionnaire (LQ) [questionnaire]. Camberwell: ACER.
- Coates, H. & Hillman, K. (2007b). Australian Quality Training Framework Employer Questionnaire (EQ) [questionnaire]. Camberwell: ACER.
- Coates, H. & Kelly, P. (2015). Australia case study. In: CHEPS * NIFU (Eds.) Dropout and Completion in Higher Education in Europe. Brussels: European Commission.
- Coates, H. & Murphy, M. (2007). Australian Changing Academic Profession (CAP) Sampling Design. Armidale: Centre for Higher Education Management and Policy.
- Coates, H. & Radloff, A. (2008). 2008 AUSSE Institution Administration Manual. Camberwell: ACER.
- Coates, H. & Radloff, A. (2009). Student Engagement Questionnaire (SEQ) [questionnaire]. Camberwell: ACER.
- Coates, H. & Radloff, A. (2010). Involving People in Learning. HERDSA News. September, 20-21.
- Coates, H. & Radloff, A. (2011). 2011 UES Institution Administration Manual. Camberwell: ACER.
- Coates, H. & Radloff, A. (2011). University Experience Questionnaire (UEQ) [questionnaire]. Camberwell: ACER.
- Coates, H. & Radloff, A. (2012). 2012 UES Institution Administration Manual. Camberwell: ACER.
- Coates, H. & Radloff, A. (2013). Australasian Survey of Student Engagement (AUSSE). Published online at: www.acer.edu.au/ausse
- Coates, H. & Reynolds, L. (2010) AHELO Newsletter, December 2010.
- Coates, H. & Richardson, S. (2011). AHELO Institution Coordination Manual. Paris: OECD.
- Coates, H. & Richardson, S. (2011). AHELO July Interim Feasibility Report. Paris: OECD.
- Coates, H. & Richardson, S. (2011). AHELO March 2011 Project Management Progress Report. Paris: OECD.
- Coates, H. & Richardson, S. (2011). AHELO November 2011 Project Management Progress Report. Paris: OECD.
- Coates, H. & Richardson, S. (2011). AHELO October Interim Feasibility Report. Paris: OECD.
- Coates, H. & Richardson, S. (2012). AHELO March 2012 Project Management Progress Report. Paris: OECD.
- Coates, H. & Richardson, S. (2012). AHELO March Interim Feasibility Report. Paris: OECD.
- Coates, H. & Richardson, S. (2012). AHELO National Management Manual. Paris: OECD.
- Coates, H. & Rothman, S. (2009). Participation in VET in Schools. LSAY Briefing Paper 15. Canberra: DEST.
- Coates, H. & Taylor, R. (2013). Registrar Satisfaction Questionnaire (RSQ) [questionnaire]. Canberra: Australian General Practice Education and Training.
- Coates, H. (2006). ACER develops higher education research. ACER Research Developments, 18, 17.
- Coates, H. (2006). ACER submission on the Learning and Teaching Performance Fund. Canberra: Department of Education, Science and Training.
- Coates, H. (2007). 2007 AUSSE Institution Administration Manual. Camberwell: ACER.
- Coates, H. (2007). Engaging learners in higher and vocational education. ACER Research Developments, 18, 14-16.
- Coates, H. (2007). Leading, engaging, selecting and designing. ACER Higher Education Update 1. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2008). Beyond Happiness: Managing Engagement to Enhance Satisfaction and Grades. AUSSE Research Briefing 1. Camberwell: ACER.
- Coates, H. (2008). Charting growth, outcomes and change. ACER Higher Education Update 3. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2008). Enhancing engagement, standards and capability. ACER Higher Education Update 2. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2008). Enhancing the engagement of distributed learners. AUSSE Research Briefing, 3. Camberwell: ACER.
- Coates, H. (2008). Stimulating aspirations, engagement and high-quality outcomes. ACER Higher Education Update 4. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2008). Submission to the Review of Higher Education from the Australian Council for Educational Research. Canberra: Department of Education, Employment and Workplace Relations.
- Coates, H. (2010). AHELO Analysis Plan. Paris: OECD.
- Coates, H. (2010). AHELO March 2010 Consortium Progress Report. Paris: OECD.

- Coates, H. (2010). AHELO National Project Manager Role Description. Paris: OECD.
- Coates, H. (2010). AHELO October 2010 Consortium Progress Report. Paris: OECD.
- Coates, H. (2010). AHELO Reporting Guidelines. Paris: OECD.
- Coates, H. (2010). Building Australia's academic workforce: Getting business involved. B-HERT News 28, Australia's Workforce 2020 and Beyond: Dilemma or Opportunity. Melbourne: Business-Higher Education Round Table.
- Coates, H. (2010). Building research and learning capacity. ACER Higher Education Update 6. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2010). Improving higher education through research. ACER Higher Education Update 5. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2011). AHELO Initial Insights and Proposals for Phase 2. Paris: OECD.
- Coates, H. (2011). AHELO March 2011 Contextual Dimension Strand Progress Report. Paris: OECD.
- Coates, H. (2011). AHELO March 2011 Engineering Strand Progress Report. Paris: OECD.
- Coates, H. (2011). An overview of psychometric properties of the AUSSE Student Engagement Questionnaire (SEQ). AUSSE Research Briefing 7. Camberwell: ACER.
- Coates, H. (2011). Dropout DNA, and the genetics of effective support. AUSSE Research Briefing 9. Camberwell: ACER.
- Coates, H. (2011). Improving learning and outcomes. ACER Higher Education Update 8. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2011). Learning assessment collaboration. ACER Higher Education Update 9. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2011). Outcomes on the move. ACER Higher Education Update 7. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2011). The datafication of higher education. Joining the Dots Research Briefing, June. Camberwell: ACER.
- Coates, H. (2011). Working on a dream: Educational returns from off-campus paid work. AUSSE Research Briefing 8. Camberwell: ACER.
- Coates, H. (2012). AHELO Analysis and Reporting Design. Paris: OECD.
- Coates, H. (2012). AHELO Policy on Data Access, Use and Reporting. Paris: OECD.
- Coates, H. (2012). AHELO Technical Standards. Paris: OECD.
- Coates, H. (2012). Evaluation of EU-STEP Evaluation. Brussels: European Centre for Strategic Management of Universities.
- Coates, H. (2012). Graduate capability. International Developments. Camberwell: ACER.
- Coates, H. (2013). Leading, engaging, selecting and designing. ACER Higher Education Update 12. Published online at: www.acer.edu.au/highereducation
- Coates, H. (2015). Moving beyond anarchy to build a new field. National Institute for Learning Outcomes Assessment. Champaign, United States.
- Coates, H. Cresswell, J. Hastedt, D. Neuschmidt, O. van Essen, T. Benjamin, R. Janic, M. Dept, S. File, J. McCormick, A. Dumais, J. Fukahori, S. Borri, C. & Rust, K. (2012). AHELO Assessment Design. Paris: OECD.
- Coates, H. Kelly, P. & Naylor, R. (2015). Innovative Perspectives and Approaches for Enhancing the Student Experience: Fieldwork Pack. Parkville: University of Melbourne.
- Coates, H. Kelly, P. & Naylor, R. (2015). New Anthropology for Higher Education: Background research report. Parkville: University of Melbourne.
- Coates, H. Kelly, P. & Naylor, R. (2016). New Perspectives on the Student Experience. Parkville: University of Melbourne.
- Coates, H. Mahat, M. Borden, V. Corrin, L. Lodge, J. Long, L. Nair, S. Naylor, R. Powell, D. Wilkinson, W. & Zimmerman, H. (2015). Innovative Perspectives and Approaches for Enhancing the Student Experience: Project Brief. Parkville: University of Melbourne.
- Coates, H. Mahat, M. Borden, V. Corrin, L. Lodge, J. Long, P. Nair, S. Naylor, R. Powell, D. Wilkinson, D. & Zimmerman, H. (2015) Innovative Perspectives and Approaches for Enhancing the Student Experience: Project Proposal. Parkville: University of Melbourne.
- Coates, H. Meek, L. Brown, J. Friedman, T. Noonan, P. Mitchell, J. (2010). VET Leadership for the future (research briefing): Characteristics, contexts and capabilities. Melbourne: LH Martin Institute for Tertiary Education Leadership and Management and Australian Council for Educational Research.
- Coates, H. Radloff, A. James, R. & Krause, K. (2011). UES Design Brief. Camberwell: Australian Council for Educational Research.
- Coates, H. Scott, G & Anderson, M. (2008). Online Leadership Learning System (OLLS) [software]. Sydney: Australian Learning and Teaching Council.

- Coates, H., Kelly, P. & Borden, V. (2016). 2016 National Engagement Workshops: Enhancing the Student Experience—Innovative Perspectives and Approaches. Parkville: University of Melbourne.
- Coates, H., Kelly, P. & Naylor, R. (2015b). Innovative Perspectives and Approaches for Enhancing the Student Experience: Fieldwork Pack. Parkville: University of Melbourne.
- Coates, H., Kelly, P., Borden, V., Naylor, R. & Zilvinskis, J. (2016). Student Success Leadership Resources. Parkville: University of Melbourne.
- Coates, H.B. (2013). Taking higher education assessment from boutique to eBay. ACER Research Developments, 8.
- Croucher, G., Weerakkody, U. & Coates, H. (2017). DFAT Alumni Awards Global Tracer Study. Canberra: Department of Foreign Affairs and Trade.
- Dumais, J. & Coates, H. (2012). AHELO Sampling Manual. Paris: OECD.
- Edwards, D. & Coates, H. (2008). International engagements: The characteristics of international students' engagement with university. AUSSE Research Briefing, 2. Camberwell: ACER.
- Edwards, D., Coates, H. & Radloff, A. (2009). International students' engagement with effective educational practices: A cross-national comparison. AUSSE Research Briefing 5. Camberwell: ACER.
- Edwards, D., Coates, H. & Westerheijden, D. (2012). Contextual Dimension Framework. Paris: OECD.
- Edwards, D., File, J., McCormick, A. & Coates, H. (2011). Assessment of Higher Education Learning Outcomes (AHELO) Feasibility Study Context Assessment. [questionnaire] Paris: OECD.
- Kelly, P., Coates, H. & Borden, V. (2016). Institution Case Studies: Data-driven leadership of student success. Parkville: University of Melbourne.
- McInnis, C., Griffin, P., James, R. & Coates, H. (2001). Course Experience Questionnaire (CEQ) [questionnaire]. Canberra: Department of Education, Training and Youth Affairs.
- Pearce, J. & Coates, H. (2011). AHELO International Scoring Manual. Paris: OECD.
- Pearce, J., Hadgraft, R. & Coates, H. (2011). Assessment of Higher Education Learning Outcomes (AHELO) Feasibility Study Engineering Assessment. [test] Paris: OECD.
- Radloff, A., Coates, H. & Oakes, S. (2012). Student Voice [software]. Canberra: Department of Industry, Innovation, Science, Research and Tertiary Education.
- Richardson, S. & Coates, H. (2010). Generalisable Curriculum, Generalisable Assessment: Research briefing prepared for the Medical Deans Australia and New Zealand. Camberwell: Australian Council for Educational Research.
- Richardson, S. & Coates, H. (2011). AHELO Test Administration Manual. Paris: OECD.
- Richardson, S. & Coates, H. (2011). Getting First-year Students Engaged. AUSSE Research Briefing 6. Camberwell: ACER.
- Scott, G., Coates, H. & Anderson, M. (2008). Leadership Capability Framework for Australian Higher Education [questionnaire]. Sydney: Carrick Institute for Learning and Teaching in Higher Education.
- Scott, G., Coates, H. & Anderson, M. (2010). Online Leadership Learning System (OLLS) [software]. Sydney: Australian Learning and Teaching Council.
- Tremblay, K., LaLancette, D. & Coates, H. (2010). OECD Assessment of Higher Education Learning Outcomes. Paris: OECD.
- University of Melbourne (2014). Australian Higher Education Standards Framework: Comment on proposed revisions. Parkville: University of Melbourne.
- University of Melbourne (2014). European Commission Supporting and Improving Education and Culture in Europe: Contribution to open consultation. Parkville: University of Melbourne.

LEADERSHIP AND COORDINATION OF CONFERENCES AND WORKSHOPS

- Assessment of Higher Education Learning Outcomes (AHELO) National Project Manager meeting; OECD; Convenor/Chair; 60 international representatives; Paris, France; 03/2012
- Assessment of Higher Education Learning Outcomes (AHELO) National Project Manager meeting; OECD; Convenor/Chair; 80 international representatives; Paris, France; 11/2011
- Assessment of Higher Education Learning Outcomes (AHELO) National Project Manager meeting; OECD; Convenor/Chair; 50 international representatives; Paris, France; 04/2011
- Assessment of Higher Education Learning Outcomes (AHELO) National Project Manager meeting; OECD; Convenor/Chair; 50 international representatives; Paris, France; 10/2010
- Assessment of Higher Education Learning Outcomes (AHELO) Stakeholder Consultative Group meeting; OECD; Convenor/Chair; 30 representatives from international agencies; Paris, France; 04/2011
- Assessment of Higher Education Learning Outcomes (AHELO) Technical Advisory Group (TAG) meeting; OECD; Organiser; 10 international experts; Tokyo, Japan; 02/2012
- Assessment of Higher Education Learning Outcomes (AHELO) Technical Advisory Group (TAG) meeting; OECD; Organiser; 10 international experts; Paris, France; 04/2011

Australasian Survey of Student Engagement (AUSSE) Workshops; Australian Council for Educational Research (ACER); Convenor/Facilitator; 150 senior institutional representatives from all Australian universities; all state/territory capital cities, Australia; 07/2008

Australian Quality Training Framework Quality Indicators Workshops; Australian Government Department of Education, Employment and Workplace Relations; Convenor/Facilitator; 500 senior training organisation representatives from all Australian registered training organisations; all state/territory capital cities, Australia; 04/2008

Chinese University Leaders' Program; LH Martin Institute for Tertiary Education Leadership and Management; Convenor; 30 senior university leaders; Melbourne, Australia; 09/2012

Chinese University Leaders' Program; LH Martin Institute for Tertiary Education Leadership and Management; Convenor; 30 senior university leaders; Melbourne, Australia; 09/2014

Conversations with George Kuh, Executive Seminar; LH Martin Institute; Chair; 40 leaders from all Australian universities; Melbourne, Australia; 07/2009

Conversations with Peter Ewell, Executive Seminar; LH Martin Institute; Chair; 50 leaders from all Australian universities; Melbourne, Australia; 07/2010

Expanding Tertiary Education Out and Up to Stimulate Economic and Social Development: An Emerging Research Agenda for Asia and the Pacific; CSHE and LH Martin Institute; Convenor; 50 higher education experts; Langkawi, Malaysia; 11/2014

Graduate Careers Australia National Forum; Graduate Careers Australia; Convenor/Facilitator; 100 planning staff; Melbourne, Australia; 09/2005

Higher Education Policy Seminar (HEPS); CSHE and LH Martin Institute; Convenor; 150 higher education stakeholders; Sydney, Australia; 10/2014

Higher Education Policy Seminar (HEPS); CSHE and LH Martin Institute; Convenor; 150 higher education stakeholders; Canberra, Australia; 09/2014

Higher Education Policy Seminar (HEPS); CSHE and LH Martin Institute; Convenor; 150 higher education stakeholders; Melbourne, Australia; 08/2014

Higher Education Policy Seminar (HEPS); CSHE and LH Martin Institute; Convenor; 150 higher education stakeholders; Melbourne, Australia; 07/2014

Higher Education Policy Seminar (HEPS); CSHE and LH Martin Institute; Convenor; 150 higher education stakeholders; Canberra, Australia; 06/2014

Higher Education Policy Seminar (HEPS); CSHE and LH Martin Institute; Convenor; 150 higher education stakeholders; Melbourne, Australia; 05/2014

Higher Education Public Seminar (HEPS); Melbourne CSHE; Convenor; 500 public stakeholders; Melbourne, Australia; 11/2016

Higher Education Public Seminar (HEPS); Melbourne CSHE; Convenor; 500 public stakeholders; Melbourne, Australia; 11/2016

Higher Education Public Seminar (HEPS); Melbourne CSHE; Convenor; 500 public stakeholders; Canberra, Australia; 11/2015

Issues and Ideas Seminars; CSHE; Convenor; bi-/weekly seminar series with 20-30 higher education stakeholders; Melbourne; 01/2014–current

ITP Student Engagement Forum; ACER and NZ Ako Aotearoa; Convenor/Facilitator; 30 senior institutional representatives from all NZ ITPs; Wellington, New Zealand; 03/2009

Leading Effective Institutional Research; LH Martin Institute; Convenor/Chair; 40 institutional representatives; Melbourne/Sydney, Australia; 11/2012

Learning Leaders in Times of Change Symposium; Australian Learning and Teaching Council; Convenor/Chair; 120 senior representatives from all Australian universities; Melbourne, Australia; 04/2008

LH Martin Institute 2009 Annual Conference; LH Martin Institute; Advisory Group/Facilitator; 100 leaders from all Australian universities; Melbourne, Australia; 10/2009

LH Martin Institute 2010 Annual Conference; LH Martin Institute; Advisory Group/Facilitator; 120 leaders from all Australian universities; Melbourne, Australia; 10/2010

LH Martin Institute 2011 Annual Conference; LH Martin Institute; Advisory Group/Facilitator; 150 leaders from all Australian universities; Melbourne, Australia; 10/2011

Measuring and Improving Student Engagement & Experience; ACER and Criterion Conferences; Organiser/Facilitator; 150 student engagement leaders from most Australian universities; Melbourne, Australia; 11/2011

Measuring Engineering Learning Outcomes Workshop; Group of Eight Universities; Convenor/Facilitator; 50 engineering deans and educational leaders; Melbourne, Australia; 08/2008

National Engagement Workshops: Enhancing the Student Experience—Innovative Perspectives and Approaches; Australian Government Department of Education and Training; 50 stakeholders; Melbourne, Australia; 06/2016

- National Engagement Workshops: Enhancing the Student Experience—Innovative Perspectives and Approaches; Australian Government Department of Education and Training; 50 stakeholders; Sydney, Australia, 06/2016
- National Engagement Workshops: Enhancing the Student Experience—Innovative Perspectives and Approaches; Australian Government Department of Education and Training; 50 stakeholders; Brisbane, Australia, 06/2016
- National Engagement Workshops: Enhancing the Student Experience—Innovative Perspectives and Approaches; Australian Government Department of Education and Training; 50 stakeholders; Canberra, Australia, 07/2016
- National Medical Assessment Forum; Australian Learning and Teaching Council; Convenor/Chair; 100 representatives from all Australian medical schools; Brisbane, Australia; 06/2012
- National Medical Assessment Forum; Australian Learning and Teaching Council; Convenor/Chair; 100 representatives from all Australian medical schools; Brisbane, Australia; 05/2011
- National Student Engagement Conference (NSEC); ACER and LH Martin Institute; Convenor; 150 institutional representatives; Melbourne, Australia; 10/2012
- National Student Engagement Forum (NSEF); ACER and LH Martin Institute; Convenor; 200 institutional representatives; Melbourne, Sydney, Brisbane, Australia; 10/2013
- National Student Engagement Forum; ACER and La Trobe University; Convenor; 100 institutional research staff from all universities; Melbourne, Australia; 07/2010
- National Student Engagement Forum; ACER and La Trobe University; Convenor/Facilitator; 150 institutional research staff from all universities; Melbourne, Australia; 07/2009
- National Student Engagement Forum; ACER and University of Auckland; Convenor/Facilitator; 75 institutional research staff from all universities; Auckland, New Zealand; 07/2010
- National Student Engagement Forum; ACER and Victoria University Wellington; Convenor/Facilitator; 50 institutional research staff from all universities; Wellington, New Zealand; 07/2009
- Smarter Learning Symposium; ACER; Convenor/Chair; 100 stakeholders; Bangkok, Thailand; 08/2013
- Smarter Learning Symposium; ACER; Convenor/Chair; 150 stakeholders; Kuala Lumpur, Malaysia; 08/2013
- Smarter Learning Symposium; ACER; Convenor/Chair; 50 stakeholders; Jakarta, Indonesia; 08/2013
- Smarter Learning Symposium; ACER; Convenor/Chair; 50 stakeholders; Dubai, United Arab Emirates; 04/2013
- Smarter Learning Symposium; ACER; Convenor/Chair; 500 stakeholders; Singapore; 08/2013
- Tertiary Education Public Seminar (TEPS); Melbourne CSHE; Convenor; 150 higher education stakeholders; Melbourne, Australia; 12/2015
- Tertiary Education Public Seminar (TEPS); Melbourne CSHE; Convenor; 150 higher education stakeholders; Melbourne, Australia; 11/2015
- Tertiary Education Public Seminar (TEPS); Melbourne CSHE; Convenor; 150 higher education stakeholders; Melbourne, Australia; 10/2015
- Tertiary Education Public Seminar (TEPS); Melbourne CSHE; Convenor; 150 higher education stakeholders; Melbourne, Australia; 10/2015
- Testing Together Conference; University of Queensland; Advisory Board; 100 stakeholders; Brisbane, Australia; 05/2013
- University Experience Survey National Forum; Australian Government Department of Industry, Innovation, Science, Research and Tertiary Education; Convenor/Facilitator; 50 senior institutional representatives from all Australian universities; Melbourne, Australia; 08/2012
- University Experience Survey National Forum; Australian Government Department of Education, Employment and Workplace Relations; Convenor/Facilitator; 60 senior institutional representatives from all Australian universities; Melbourne, Australia; 05/2011
- VET Leadership Summit; TAFE Development Centre; Facilitator; 100 delegates from all Victorian TAFEs; Melbourne, Australia; 02/2011

KEYNOTE, REFEREED AND INVITED PRESENTATIONS

- Anderson, M. Scott, G. & Coates, H. (2008). A Tight Balancing Act: Leadership challenges for university Heads. Paper presented at the British Educational Research Association Conference. Edinburgh, United Kingdom.
- Baldwin, G. James, R. & Coates, H. (2003). ICT and university teaching: the impacts of Learning Management Systems. Paper presented at the Education, New Technologies and Learning in New Environments: Local and Global Challenges Symposium. Madison, United States.
- Bell, S. & Coates, H. (2009). Skills and attributes of educational leaders of the future. Keynote paper presented at the Annual Vista Conference. San Remo, Australia.
- Borden, V. Bringle, B. & Coates, H. (2015). Classifying higher education institutions: Past, present and future directions. Paper presented at the European Higher Education Society (EAIR) Forum. Krems, Austria.

- Braun, E. Coates, H. Kyndt, E. Massing, N. Rammstedt, B. & Gijbels, D. (2015). Adult learning: Demands of the labour market and its assessment. Symposium presented at the EARLI Biennial Conference, Cyprus.
- Coates, H. & Bice, S. (2015). Improving higher education through more transparent sustainability reporting. Paper presented at the European Higher Education Society (EAIR) Forum. Krems, Austria.
- Coates, H. & Goedegebuure, L. (2011). The Real Academic Revolution. Keynote paper given at the Australian Higher Education Industrial Association Annual Conference. Adelaide, Australia.
- Coates, H. & Kelly, P. (2017). Innovative approaches to enhancing the student experience. Paper presented at the American Educational Research Association (AERA). San Antonio, United States.
- Coates, H. & MacMahon Ball (2009). The evidence base supporting GAMSAT, HPAT and other tests. Keynote paper presented at the Irish Network of Medical Educators (INMED) Second Annual Scientific Meeting. Cork, Ireland.
- Coates, H. & Mahat, M. (2013). Assessing student engagement and outcomes: Insights from Australia and around the world. Keynote paper presented at the International Conference on Higher Education Student Learning and Development in a Globalising Time. Beijing, China.
- Coates, H. & Radloff, A. (2010). Nine ways to enhance student engagement among first-year students. Invited presentation delivered at the New Zealand Universities inaugural Institutional Research Colloquium. Dunedin, New Zealand.
- Coates, H. & Radloff, A. (2011). UniSA AUSSE workshop. Workshop convened for UniSA Student Experience Committee. Adelaide, Australia.
- Coates, H. & Richardson, S. (2011). Progress report on phase 1; interim feasibility report from phase 1; progress report on phase 2; analysis and reporting of phase 2 results. Plenary papers presented at the eight meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H. & Seifert, T. (2009). Linking Assessment for Learning, Improvement, and Accountability. Paper given at the annual meeting of the Association for Institutional Research. Chicago, United States.
- Coates, H. & Shi, J. (2017). Advancing new value for higher education through institutional research. Keynote paper presented at the Annual Conference on Institutional Research in Higher Education. Xuzhou, China.
- Coates, H. (2001). Analysing and Treating Item Non-response. Paper presented at the University of Melbourne Faculty of Education Postgraduate Students' Conference. Melbourne, Australia.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based undergraduate student engagement. Invited paper presented at Teachers College Columbia. New York, United States.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based undergraduate student engagement. Invited paper presented at the University of Pennsylvania. Philadelphia, United States.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based undergraduate student engagement. Invited paper presented at the University of Michigan. Ann Arbor, United States.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based undergraduate student engagement. Invited paper presented at Michigan State University. East Lansing, United States.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based undergraduate student engagement. Invited paper presented at Pennsylvania State University. University Park, United States.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based student engagement. Paper presented at the American Association for Higher Education Annual Conference. Kansas City, United States.
- Coates, H. (2004). The influence of Learning Management Systems on campus-based undergraduate student engagement. Paper presented at EDUCAUSE 2004: IT From a Higher Vantage Point. Denver, United States.
- Coates, H. (2005). An analysis of different psychometric treatments of item non-response in the SACMEQ Reading test. Paper presented at the SACMEQ International Invitational Research Conference IIEP. Paris, France.
- Coates, H. (2005). GDS Enhancement Project findings. Paper presented at the Australian Association for Institutional Research Conference. Melbourne, Australia.
- Coates, H. (2005). Key findings from the GDS Enhancement Project. Paper presented at the Graduate Careers Australia National Forum. Melbourne, Australia.
- Coates, H. (2005). Managing survey engagement to improve quality assurance. Paper presented at the Australian Tertiary Education Management Conference. Perth, Australia.
- Coates, H. (2005). The GDS Enhancement Project. Paper presented at the AVCC DVC/PVC (Academic) Conference. Canberra, Australia.
- Coates, H. (2005). The influence of online learning systems on campus-based student engagement. Paper presented at the Higher Education Research and Development Society of Australasia Conference. Sydney, Australia.
- Coates, H. (2006). Engaging the Student Voice to Enhance Student Services. Keynote paper presented at the Australian Directors of Student Services Forum. Melbourne, Australia.

- Coates, H. (2006). Excellent Measures Precede Measures Of Excellence. Paper presented at the Australian Universities Quality Forum. Perth, Australia. Winner: AUQF 2006 Best Paper Award.
- Coates, H. (2006). Measuring and Enhancing Student Engagement with Learning. Keynote paper presented at the New Zealand Universities Academic Audit Unit symposium on student engagement. Wellington, New Zealand.
- Coates, H. (2006). Student engagement and surveys. Keynote paper presented at the Australian Universities Quality Forum. Perth, Australia.
- Coates, H. (2006). Universities on the Catwalk: Modelling educational performance in Australian Higher Education. Paper presented at the Australasian Association for Institutional Research (AAIR) Forum. Coffs Harbour, Australia.
- Coates, H. (2007). AQTF 2007 Quality Indicators. Paper presented at the Quality in Education and Training Annual Forum. Warragul, Australia.
- Coates, H. (2007). AQTF 2007 Quality Indicators. Paper presented at the Vocational Education Learning Group National Conference. Brisbane, Australia.
- Coates, H. (2007). Australasian Survey of Student Engagement. Paper presented at the Australasian Association for Institutional Research Forum. Sydney, Australia.
- Coates, H. (2007). Beyond the Second Decimal Place: New approaches to monitoring standards in higher education. Keynote paper presented at the Australian Higher Education Evaluation Forum. Brisbane, Australia.
- Coates, H. (2007). Developing generalisable measures of knowledge and skill outcomes in higher education. Paper presented at the Australian Universities Quality Forum. Tasmania, Australia.
- Coates, H. (2007). Establishing the Criterion Validity of the Graduate Australian Medical School Admissions Test (GAMSAT). Paper presented at the Association for Medical Education in Europe Conference. Trondheim, Norway.
- Coates, H. (2007). Student Engagement with Online Study. Paper presented at the American Educational Research Association (AERA) Forum. Chicago, United States.
- Coates, H. (2008). Academic Standards in Australian Higher Education. Invited workshop led at the Australian Universities Quality Forum. Canberra, Australia.
- Coates, H. (2008). Australasian Survey of Student Engagement (AUSSE) Workshop. Workshop led at the Australian Universities Quality Forum. Canberra, Australia.
- Coates, H. (2008). Australasian Survey of Student Engagement (AUSSE). Workshop led at the Higher Education Research and Development Society of Australasia (HERDSA) annual conference. Rotorua, New Zealand.
- Coates, H. (2008). Australasian Survey of Student Engagement Adelaide Workshop. Workshop led at the University of South Australia. Adelaide, Australia.
- Coates, H. (2008). Australasian Survey of Student Engagement Brisbane Workshop. Workshop led at Griffith University. Brisbane, Australia.
- Coates, H. (2008). Australasian Survey of Student Engagement Melbourne Workshop. Workshop led at the University of Melbourne. Melbourne, Australia.
- Coates, H. (2008). Australasian Survey of Student Engagement New Zealand Workshop. Workshop led at the Victoria University of Wellington. Wellington, New Zealand.
- Coates, H. (2008). Australasian Survey of Student Engagement Perth Workshop. Workshop led at Murdoch University. Perth, Australia.
- Coates, H. (2008). Australasian Survey of Student Engagement Sydney Workshop. Workshop led at Macquarie University. Sydney, Australia.
- Coates, H. (2008). Emerging Trends in Evidence-based Quality Assurance. Keynote paper presented at the Lifelong Learning Conference. Yeppoon, Australia.
- Coates, H. (2008). Engaging students who live on campus. Keynote paper presented at the Association of Heads of Australian University Colleges and Halls. Melbourne, Australia.
- Coates, H. (2008). Engineering Skills: The Australian initiative on assessing learning outcomes in engineering. Plenary paper presented at the second meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H. (2008). Enhancing Student Success—Working Collaboratively with Students in a Diverse University Environment. Keynote paper presented at the Australian and New Zealand Student Services Association annual conference. Ourimbah, Australia.
- Coates, H. (2008). Evidence for enhancing learning and leadership. Paper presented at the Universities Australia DVC/PVC (Academic) Conference. Canberra: Australia.
- Coates, H. (2008). Supporting student engagement. Keynote paper presented at the Australia and New Zealand Student Services Association (ANZSSA) annual conference. Newcastle, Australia.

- Coates, H. (2008). Using employer and learner feedback for internal quality improvement. Paper presented at the Community Colleges NSW annual forum. Canberra, Australia.
- Coates, H. (2008). What's the difference? A model for measuring the value added by higher education. Paper presented at the OECD IMHE General Conference. Paris, France.
- Coates, H. (2008). What's the difference? Models for assessing quality and value added in higher education. Paper presented at the Australian Universities Quality Forum. Canberra, Australia.
- Coates, H. (2009). A fulcrum for change: Using staff and student views on educational practice for quality improvement. Keynote paper presented at the Australian Higher Education Evaluation Forum. Brisbane, Australia.
- Coates, H. (2009). Academic standards and AHELO. Australian Council of Engineering Deans. Darwin, Australia.
- Coates, H. (2009). Assessing Engineering Capability. Plenary paper presented at the EUGENE Academic Network, European and Global ENGINEERING Education. Florence, Italy.
- Coates, H. (2009). Assessing graduate engineering capability—an international perspective. Keynote paper presented at the second meeting of the Japanese OECD-AHELO feasibility study consortium. Tokyo, Japan.
- Coates, H. (2009). AUSSE methodologies and implications for higher education research. Australasian Association for Institutional Research. Adelaide, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Plenary paper presented at the Partners in Smart Training and Assessment Conference. Gold Coast, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package. Melbourne Information Session. Melbourne, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Sydney, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Perth, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Adelaide, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Canberra, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Darwin, Australia.
- Coates, H. (2009). Australian Quality Training Framework Quality Indicators Resources Package Information Session. Alice Springs, Australia.
- Coates, H. (2009). Cross-national insights on student engagement: Findings from the Australasian Survey of Student Engagement (AUSSE). Workshop led at the Assessment Institute. Indianapolis, United States.
- Coates, H. (2009). Diversity, excellence, indicators, standards, quality. Plenary seminar presented at Quality, Standards and Regulation: The start of a new era, University of Melbourne Tertiary Education Policy Seminars. Melbourne, Australia.
- Coates, H. (2009). Engaging International Students for Success. Invited presentation presented at Australian International Education Conference. Sydney, Australia.
- Coates, H. (2009). Engaging people in the Australian Academic Profession: An international analysis and national challenge. Keynote paper presented at the Business/Higher Education Round Table on the Academic Workforce in Higher Education, Universities Australia, Professions Australia and Skills Australia. Canberra, Australia.
- Coates, H. (2009). Engaging students at the University of Melbourne. Workshop led at the University of Melbourne Student Engagement Forum. Melbourne, Australia.
- Coates, H. (2009). International Education Research Roundtable. Panel participant at the Australian International Education Conference. Sydney, Australia.
- Coates, H. (2009). Leading Students' Engagement—New Messages from the AUSSE. Keynote paper presented at AUSSE National Forum. Melbourne, Australia.
- Coates, H. (2009). Leading Students' Engagement—New Messages from the AUSSE. Keynote paper presented at AUSSE National Forum. Auckland, New Zealand.
- Coates, H. (2009). Perspectives on the Australasian Survey of Student Engagement (AUSSE). Keynote paper presented at the Deakin Teaching and Learning Conference. Burwood, Australia.
- Coates, H. (2009). Tertiary Engineering Capability Assessment (TECA). Plenary paper presented at the Australian Council of Engineering Deans (ACED) Annual Meeting. Rockhampton, Australia.
- Coates, H. (2009). Using evidence from the AUSSE to support student services. Forum discussion presented at the Australia and New Zealand Student Services Association (ANZSSA) annual conference. Brisbane, Australia.

- Coates, H. (2009). Workforce planning for the Australian academic profession. Invited presentation delivered at the Business/Higher Education Round Table on the Academic Workforce in Higher Education. Canberra, Australia.
- Coates, H. (2010). A focus on the student. Invited presentation at the annual meeting of the Council of Australian University Librarians Staff Development Conference. Melbourne, Australia.
- Coates, H. (2010). AHELO international and national management, analysis and reporting, sampling, scoring, test system, and test administration. Workshop led for the fourth meeting of the OECD AHELO Feasibility Study National Project Managers. Paris, France.
- Coates, H. (2010). Generalisable Assessment of Medical Students. Keynote address presented at the University of Queensland School of Medicine Teaching and Learning Conference. Brisbane, Australia.
- Coates, H. (2010). Headline AUSSE Findings. Keynote presentation at the annual Student Engagement Forum. Melbourne, Australia.
- Coates, H. (2010). Improving the academic experience. University of Newcastle academic forum. Newcastle, Australia.
- Coates, H. (2010). Leadership capability. Invited seminar given to the Executive Leadership and Management in International Education (ELMIE). Melbourne, Australia.
- Coates, H. (2010). Measuring and improving student engagement. Keynote paper presented at the Asia Pacific Student Services Association (APSSA). Brisbane, Australia.
- Coates, H. (2010). Measuring and monitoring productivity in Australian higher education. Invited paper delivered at the second meeting of the National Academy of Science project Measuring Higher Education Productivity: Conceptual Framework and Data Needs. Washington DC, United States.
- Coates, H. (2010). Measuring learner engagement and outcomes. Invited presentation to the Australian Government Higher Education Base Funding Review Expert Panel. Melbourne, Australia.
- Coates, H. (2010). Measuring Learner Engagement to Monitor and Improve Quality. Keynote paper presented at the Private Tertiary Enterprise Annual Conference. Melbourne, Australia.
- Coates, H. (2010). Measuring Student Satisfaction. Keynote presentation given at the annual meeting of the New Zealand Association of Private Education Providers (NZAPEP). Christchurch, New Zealand.
- Coates, H. (2010). New things we know and do: Surprises and delights. Keynote presentation given at the National Student Engagement Forum. Melbourne, Australia.
- Coates, H. (2010). Opportunities and challenges for future VET leadership. Keynote paper presented at the LH Martin Institute National Conference. Melbourne, Australia.
- Coates, H. (2010). Opportunities and challenges for future VET leadership: Overview of findings from VET leadership project. Keynote paper presented at the LH Martin Institute Annual Conference. Melbourne, Australia.
- Coates, H. (2010). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the first meeting of the OECD AHELO Feasibility Study National Project Managers. Paris, France.
- Coates, H. (2010). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the second meeting of the OECD AHELO Feasibility Study Stakeholders Consultative Group. Paris, France.
- Coates, H. (2010). Researching educational effectiveness in higher education. Invited presentation given at the Australasian Association of Institution Research annual conference. Geelong, Australia.
- Coates, H. (2010). Research-led academic leadership programs. Master Class Keynote paper presented at the Private Tertiary Enterprise Annual Conference. Melbourne, Australia.
- Coates, H. (2010). Student and staff equity: Two sides of the same coin. Invited presentation given at the Deakin University Social Inclusion Conference. Geelong, Australia.
- Coates, H. (2010). Student Engagement Research. Invited workshop given at the Australasian Association for Institutional Research Annual Conference. Geelong, Australia.
- Coates, H. (2010). Tertiary leadership capability. Invited paper presented at the Box Hill Institute Leadership Retreat. San Remo, Victoria.
- Coates, H. (2010). The attractiveness of the academic profession. University of Newcastle Head of School, Deputy Head of School, Directors and Associate Directors Leadership Workshop. Newcastle, Australia.
- Coates, H. (2010). The future of Australia's academic workforce. Keynote address presented at the University of Newcastle Workforce Planning Forum. Newcastle, Australia.
- Coates, H. (2010). The pedagogy informing the Australasian Survey of Student Engagement (AUSSE). Invited presentation for the HERDSA Victorian Branch. Melbourne, Australia.
- Coates, H. (2011). AHELO Feasibility Study. Keynote paper presented at the LH Martin Institute National Conference. Melbourne, Australia.
- Coates, H. (2011). Alternative options for university admissions. Keynote paper presented at the Deakin University Admissions Conference. Geelong, Australia.

- Coates, H. (2011). An International Assessment of Engineering Learning Outcomes: Characteristics and complexities. Keynote paper given at the 10th Research Study Meeting and Seminar. Tokyo, Japan.
- Coates, H. (2011). Assessing Higher Education Outcomes. Invited seminar for the Queensland Teachers College (QTC). Brisbane, Australia.
- Coates, H. (2011). Assessment of Higher Education Learning Outcomes (AHELO). Invited paper presented at the OECD and Department of Education meeting with foundations. Washington DC, United States.
- Coates, H. (2011). Development of the University Experience Survey (UES). Lead paper at the National UES Forum. Melbourne, Australia.
- Coates, H. (2011). Dropout DNA and the genetics of effective support. Invited workshop given at the QUT Student Support Services annual meeting. Brisbane, Australia.
- Coates, H. (2011). Enhancing Student Learning through Assessment. Invited workshop given at the Qatar Foundation. Doha, Qatar.
- Coates, H. (2011). Graduate Pathways Survey in Australia. Keynote paper given at the first HESA/HEEACT Asian Global Strategy Dialogue. Taipei, Taiwan.
- Coates, H. (2011). Group of Eight Leadership and Management Capability Planning Workshop. Leadership capability frameworks for the Group of Eight. Melbourne, Australia.
- Coates, H. (2011). Higher education assessment. Invited paper given at the Deputy Vice Chancellor's meeting. Sydney, Australia.
- Coates, H. (2011). How to Formulate Learning Outcomes and Competencies for Engineering Disciplines. Invited presentation given to King Saud University and the National Center for Assessment in Higher Education. Riyadh, Saudi Arabia.
- Coates, H. (2011). Leading student engagement for increased educational outcomes. Keynote presentation at the Change Champions Conference Engaging Net Generation Students. Sydney, Australia.
- Coates, H. (2011). Measuring engagement and outcomes: National and international perspectives. Keynote presentation at the Measuring and Improving Student Engagement and Experience National Conference. Melbourne, Australia.
- Coates, H. (2011). Measuring the Effect and Impact of Student Affairs and Services. Invited panel presentation given at the Deutsches Studentenwerke Bologna Conference. Berlin, Germany.
- Coates, H. (2011). Overview of generalisable assessment of learning outcomes in Australian medical education. Keynote paper presented at the National Medical Assessment Forum. Brisbane, Australia.
- Coates, H. (2011). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the second meeting of the OECD AHELO Feasibility Study Stakeholders Consultative Group. Paris, France.
- Coates, H. (2011). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the third meeting of the OECD AHELO Feasibility Study Stakeholders Consultative Group. Paris, France.
- Coates, H. (2011). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the second meeting of the OECD AHELO Feasibility Study National Project Managers. Paris, France.
- Coates, H. (2011). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the third meeting of the OECD AHELO Feasibility Study National Project Managers. Paris, France.
- Coates, H. (2011). Report on economics, engineering and contextual assessments, international management, and plans for implementation. Plenary paper presented at the third meeting of the OECD AHELO Feasibility Study Stakeholders Consultative Group. Paris, France.
- Coates, H. (2011). The Future of VET Leadership. Full day summit led for the TAFE Development Centre. Melbourne, Australia.
- Coates, H. (2011). The Real Academic Revolution. Keynote presentation at the Australian Higher Education Industrial Association (AHEIA) Higher Education HR Conference. Adelaide, Australia.
- Coates, H. (2011). Using data on students' learning to improve education. Workshop given at the Measuring and Improving Student Engagement and Experience National Conference. Melbourne, Australia.
- Coates, H. (2011). VET leadership for the future. Keynote paper presented at the VELG Training 2011 National VET Conference. Brisbane, Australia.
- Coates, H. (2012). Assessing Student Learning for Policy and Planning. Invited paper presented for the Ontario Institute for Studies in Education, University of Toronto. Toronto, Canada.
- Coates, H. (2012). Assessing student learning outcomes to monitor and improve higher education. Invited paper presented for the Ministry of Training Colleges and Universities and Ministry of Education. Toronto, Canada.

- Coates, H. (2012). Attracting, engaging and retaining students with the University Experience Questionnaire. Keynote paper presented at the Australian Catholic University Teaching and Learning Conference. Sydney, Australia.
- Coates, H. (2012). Developing assessment to improve learning and teaching. Keynote paper presented at Educate 12, Transformation in Higher Education , Assessing Learning Assessment. Kuala Lumpur, Malaysia.
- Coates, H. (2012). Enabling the future academic workforce. Keynote paper presented at the Higher Education Recruitment Conference. Melbourne, Australia.
- Coates, H. (2012). International Assessment of Bachelor Degree Graduates' Learning Outcomes. Keynote paper presented at the IDE meeting. Tokyo, Japan.
- Coates, H. (2012). International Assessment of Bachelor Degree Graduates' Learning Outcomes. Plenary paper presented at the Doshisha University Round Table International 2012. Tokyo, Japan.
- Coates, H. (2012). Measuring student learning for policy and planning. Keynote paper presented at the Higher Education Quality Council of Ontario Symposium on Learning Outcomes Assessment. Toronto, Canada.
- Coates, H. (2013). An overview of OECD AHELO. Keynote paper presented at the Global Education Forum. Korea, Seoul.
- Coates, H. (2013). An overview of OECD AHELO. Keynote paper presented at the AHELO National Forum. Korea, Seoul.
- Coates, H. (2013). Assessing higher education learning outcomes. Invited paper presented at the Shanghai Academy of Educational Sciences. Shanghai, China.
- Coates, H. (2013). Assessing student engagement to improve undergraduate education in Australia. Keynote paper presented at the Strategic Planning for the Advancement of Higher Education Quality in South Korea. Korea, Seoul.
- Coates, H. (2013). Assessment of higher education learning outcomes. Keynote paper presented at NOMA Summer School 2013. Cape Town, Republic of South Africa.
- Coates, H. (2013). Assessment tools for global learning outcomes. Assessment tools for global learning outcomes. Invited panel presentation at the Eurasian Higher Education Leaders Forum. Astana, Kazakhstan.
- Coates, H. (2013). Australian Quality Assurance. Workshop facilitated for the Development Academy of the Philippines. Melbourne, Australia.
- Coates, H. (2013). Engaging students in university study. Invited presentation for the Emmanuel College School Principals' Dinner. Brisbane, Australia.
- Coates, H. (2013). Higher education research: International challenges and developments. Keynote paper presented at the National Institute for Educational Sciences International Conference on Education Policy and Research. Beijing, China.
- Coates, H. (2013). Improving assessment for higher education: Insights from OECD AHELO. Keynote paper presented at the Testing Together Conference. Brisbane, Australia.
- Coates, H. (2013). Improving assessment to enhance the quality and productivity of higher education. Invited workshop facilitated at the University of Hong Kong. PR China, Hong Kong SAR.
- Coates, H. (2013). Innovations to improve productivity in higher education. Invited presentation delivered at the Asian Productivity Organisation Workshop on Raising Productivity in Higher Education. Yogyakarta, Indonesia.
- Coates, H. (2013). International insights on assessing student learning outcomes. Keynote paper presented at the Chinese Ministry of Education China International Higher Education Conference. Ningbo, China.
- Coates, H. (2013). Menzies Research Centre 'New Colombo Plan' forum. Panel participant. Canberra, Australia.
- Coates, H. (2013). Models for assessing higher education outcomes and performance. Invited presentation delivered at the Asian Productivity Organisation Workshop on Raising Productivity in Higher Education. Yogyakarta, Indonesia.
- Coates, H. (2013). OECD AHELO Final conference. Paris, France.
- Coates, H. (2013). Rankings futures. Plenary panel presentation given at the National Systems of Higher Education: Criteria for Evaluation Conference. Shanghai, China.
- Coates, H. (2013). Reconceptualising the professional practice of teaching in higher education. Panel participant at the Think Tank for Academic Workforce 2020. Melbourne, Australia.
- Coates, H. (2013). Smarter learning. Invited presentation given at AusAID. Canberra: Australia.
- Coates, H. (2013). Smarter learning. Keynote paper presented at the ACER Smarter Learning Symposium. Dubai, United Arab Emirates.
- Coates, H. (2013). Smarter learning. Keynote paper presented at the ACER Smarter Learning Symposium. Kuala Lumpur, Malaysia.
- Coates, H. (2013). Smarter learning. Keynote paper presented at the ACER Smarter Learning Symposium. Jakarta, Indonesia.

- Coates, H. (2013). Smarter learning. Keynote paper presented at the VTAS Promoting Excellence workshop. Melbourne, Australia.
- Coates, H. (2013). Smarter learning. Keynote paper presented at the ACER Smarter Learning Symposium. Singapore.
- Coates, H. (2013). Smarter learning. Keynote paper presented at the ACER Smarter Learning Symposium. Bangkok, Thailand.
- Coates, H. (2013). Teaching quality indicators. Keynote paper presented at the third International Conference for Quality Assurance in Post Secondary Education. Dammam, Kingdom of Saudi Arabia.
- Coates, H. (2013). Tuned and playing: International assessment of bachelor degree learning outcomes. Keynote paper presented at the Inaugural Tuning USA Symposium. Indianapolis, United States.
- Coates, H. (2013). Using data on student experience and learning to improve education. Keynote paper presented at the Assessing and Reporting Learning and Teaching Outcomes Conference. Melbourne, Australia.
- Coates, H. (2013). Using learning technologies to engage students in campus-based higher education. Invited seminar presented at the University of Hong Kong. PR China, Hong Kong SAR.
- Coates, H. (2014). Assessment of learning outcomes. Keynote paper presented at the Bologna Process Researchers Conference: Future of Higher Education. Romania: Bucharest.
- Coates, H. (2014). Equitable admissions and engaging new learners. Keynote paper presented at the New Zealand Transitions Forum. Wellington, New Zealand.
- Coates, H. (2014). Modeling and measuring competencies in higher education. Keynote paper presented at the Modeling and Measuring Competencies in Higher Education (KoKoHs) Closing Conference. Mainz, Germany.
- Coates, H. (2014). New capabilities for leading future academic work. Keynote paper presented at the Universities HR Benchmarking Conference. Sydney, Australia.
- Coates, H. (2014). New opportunities for university and business engagement. Keynote paper presented at the Australian Association of Graduate Employers Annual Conference. Melbourne, Australia.
- Coates, H. (2014). The future of the academic profession in Australia. Keynote paper presented at the Fourth Joint research Seminar. Hiroshima, Japan.
- Coates, H. (2014). Unrecognisable transparency for quality and productivity and smarter education. Keynote paper presented at the Australasian Society of Clinical and Experimental Pharmacologists and Toxicologists (ASCEPT) and the Molecular Pharmacology of GPCRs (MPGPCR). Melbourne, Australia.
- Coates, H. (2015). A new ethnography for higher education: Innovative perspectives and approaches for enhancing the 21st century student experience. Keynote paper presented at the 6th International Conference on Higher Education Research. Moscow, Russia.
- Coates, H. (2015). A new paradigm for quality. Keynote paper presented at the 21st Century Key Competencies: New Value For Literacy In A Modern Society Conference. Moscow, Russia.
- Coates, H. (2015). Assessing learning outcomes. Invited presentation given to National Center for Assessment in Higher Education. Riyadh, Saudi Arabia.
- Coates, H. (2015). Consequences of expanding student contributions for higher education markets, institutions, functions and stakeholders. Paper given at the International Seminar on Innovative Methods of Financing of Higher. New Delhi, India.
- Coates, H. (2015). Defining your research question. Invited seminar for the Professional Certificate in Indigenous Research. University of Melbourne, Australia.
- Coates, H. (2015). Futures for education assessment. Invited presentation Board of Studies, Teaching and Educational Standards. Sydney, Australia.
- Coates, H. (2015). How can Universities Prepare for the Future in a Changing World– How will this Impact Growth? Keynote presentation given at the 7th Annual Higher Education Summit Asia. Singapore, Singapore.
- Coates, H. (2015). Implications of internationalisation for higher education evaluation and work. Keynote presentation given at the International Symposium on University Internationalization. Chengdu, China.
- Coates, H. (2015). International trends in educational assessment and evaluation. Invited seminar for the Institute of Higher Education, Shanghai Normal University. Shanghai, China.
- Coates, H. (2015). International trends in educational assessment and evaluation. Invited seminar for Institute of Higher Education, Zhejiang University. Hangzhou, China.
- Coates, H. (2015). International trends in educational assessment and evaluation. Invited seminar for the Centre for World-class Universities, Shanghai Jaio Tong University. Shanghai, China.
- Coates, H. (2015). International trends in educational assessment and evaluation. Invited seminar for the Institute of Higher Education, Beijing Normal University. Beijing, China.
- Coates, H. (2015). International trends in educational assessment and evaluation. Invited seminar for the Institute of Education, Tsinghua University. Beijing, China.

- Coates, H. (2015). Learning sciences and online education. Keynote paper presented at the Symposium on Learning Sciences and Online Education. Beijing, China.
- Coates, H. (2015). Leveraging data for strategic advantage. Panel participant at the EDUTECH Conference. Brisbane, Australia.
- Coates, H. (2015). New transparencies for enhancing quality and productivity of higher education. Paper given at the RIHE-CSHE Spring Research Meeting. Melbourne, Australia.
- Coates, H. (2015). New transparencies for higher education. Dean's Lecture presented at the Melbourne Graduate School of Education. Melbourne, Australia.
- Coates, H. (2015). Rising of the new digital generation—How to bring technology into the classrooms? Panel participant at the 7th Annual Higher Education Summit Asia. Singapore, Singapore.
- Coates, H. (2015). Teaching in the future academic workforce. Invited seminar for the Institute of Teaching and Learning Innovation (ITaLI), University of Queensland. Brisbane, Australia.
- Coates, H. (2015). Teaching in the future academic workforce. Invited seminar for the Institute of Teaching and Learning Innovation. University of Queensland. Brisbane, Australia.
- Coates, H. (2015). The future of assessment. Keynote for the Board of Studies Teaching and Educational Standards. Sydney, Australia.
- Coates, H. (2015). The significance of cross-collaboration—exploring ways to strengthen the relationship between business, industry and the tertiary education sector, and engagement with the private sector. University Governance and Regulations Forum. Canberra, Australia.
- Coates, H. (2015). Transparent Universities: International trends in educational assessment and evaluation. Invited seminar for the CSHE Issues and Ideas Seminar Series. Melbourne, Australia.
- Coates, H. (2015). Valid Assessment of Learning Outcomes in Higher Education: International Comparison and Methodological Challenges. Seminar discussant at the American Educational Research Association (AERA) Annual Meeting. Chicago, United States.
- Coates, H. (2016). Building institutional research in Asia. Keynote paper presented at the International Conference on Institutional Research. Taiwan, Taichung.
- Coates, H. (2016). Design options for the future doctorate. Invited paper presented at Australian Council of Graduate Researchers Annual Meeting. Perth, Australia.
- Coates, H. (2016). Engaging Learners in Blended Higher Education. Keynote paper presented at the Swinburne University of Technology Learning and Teaching Conference. Melbourne, Australia.
- Coates, H. (2016). Feasible options for building evidence on learning outcomes. Keynote paper presented at the ASIIN International Conference. Germany, Berlin.
- Coates, H. (2016). Importance of student engagement in enhancing the student experience. Keynote presentation at the La Trobe University College of Science, Health and Engineering Planning Day. Melbourne, Australia.
- Coates, H. (2016). Improving student engagement in tertiary education. Keynote paper presented at the Hong Kong Council for Accreditation of Academic and Vocational Qualifications 25th Anniversary Seminar. PR China, Hong Kong SAR.
- Coates, H. (2016). Leading transparent higher education. Invited paper presented at the University of Hong Kong PR China, Hong Kong SAR.
- Coates, H. (2016). Measuring Productivity in Higher Education: Selected APO Member Countries. Plenary paper presented at the Conference on Raising Productivity in Higher Education. Indonesia, Jakarta.
- Coates, H. (2016). Productivity in higher education. Invited presentation at the workshop on Productivity in Higher Education. Tiruchirappalli, India.
- Coates, H. (2016). Productivity Indicators in Higher Education: What Do They Mean? Plenary paper presented at the Conference on Raising Productivity in Higher Education. Indonesia, Jakarta.
- Coates, H. (2016). Productivity, Quality and Performance Excellence in Higher Education. Plenary paper presented at the Conference on Raising Productivity in Higher Education. Indonesia, Jakarta.
- Coates, H. (2016). Student Experience, Participation and Retention. Paper presented at the Office for Learning and Teaching Conference. Australia, Melbourne.
- Coates, H. (2016). Using student engagement surveys for tertiary improvement. Workshop convened for the Hong Kong Council for Accreditation of Academic and Vocational Qualifications. PR China, Hong Kong SAR.
- Coates, H. (2016). What is quality in higher education? What Does it Mean, How is it Measured, and Who Decides? President's Roundtable at the European Higher Education Society (EAIR). United Kingdom, Birmingham.
- Coates, H. (2017). Allocating resources for sustainable value and impact. Seminar presented at the Education Resource Allocation Academic Workshop. Beijing, China.
- Coates, H. (2017). An architecture for governing higher education student learning outcomes assessment. Invited paper presented at the National Council for Measurement in Education.

- Coates, H. (2017). An architecture for governing higher education student learning outcomes assessment. Paper presented at Invited Coordinated Session on assessing student learning outcomes (generic outcomes or domain-specific outcomes) in higher education at the National Council for Measurement in Education. San Antonio, United States.
- Coates, H. (2017). Assessing Higher Education Productivity. Seminar presented at the Boston College Center for International Higher Education. Boston, United States.
- Coates, H. (2017). Assessing student learning outcomes (generic outcomes or domain-specific outcomes) in higher education. Chair of Invited Coordinated Session at the National Council for Measurement in Education. San Antonio, United States.
- Coates, H. (2017). Improving Higher Education Productivity. Seminar presented at National Institute of Educational Sciences (NIES). Beijing, China.
- Coates, H. (2017). Improving Higher Education Productivity. Seminar presented at the Asian Development Bank (ADB). Manila, Philippines.
- Coates, H. (2017). Indicating the value of higher education. Higher Education Performance Indicators: Beyond Enrolment. Paper presented at the Higher Education Quality Council of Ontario (HEQCO) Conference. Toronto, Canada.
- Coates, H. (2017). Innovative Approaches for Enhancing the 21st Century Student Experience. Seminar presented at the Ontario Institute for Studies in Education. Toronto, Canada.
- Coates, H. (2017). Innovative Approaches for Enhancing the 21st Century Student Experience. Seminar presented at xTalks, Massachusetts Institute of Technology. Boston, United States.
- Coates, H. (2017). The Market for Learning: Leading Transparent Higher Education. Keynote paper presented at the Southeast Asian Higher Education Summit. Serdang, Malaysia.
- Coates, H. (2017). Unlocking individual success: Emerging approaches to tertiary admissions. Keynote presented at the International Conference on the Closer Cooperation between Secondary and Higher Education Facing the Challenge of the New Policies of University Recruitment. Beijing, China.
- Coates, H. (2017). Workshop on Productivity Measurement in the Higher Education Sector. Yogyakarta, Indonesia.
- Coates, H. Cresswell, J. Hastedt, D. van Essen, T. Dept, S. File, J. Borri, C. & Neuschmidt, O. (2009). The Assessment of Higher Education Learning Outcomes. Plenary paper presented at the third meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H. Dobson, I. Goedegebuure, L. & Meek, L. (2009). Attractiveness of the Academic Profession: Australia. Keynote paper presented at the LH Martin Institute National Conference. Melbourne, Australia.
- Coates, H. Goedegebuure, L. van der Lee, J. & Meek, L. (2008). The Australian Academic Profession: A first overview. Plenary paper presented at Changing Academic Profession in the International Comparative and Quantitative Perspectives. Hiroshima, Japan.
- Coates, H. Goedegebuure, L. van der Lee, J. & Meek, L. (2009). International dimensions of the Australian academic profession. Plenary paper presented at Changing Academic Profession in the International Comparative and Quantitative Perspectives. Hiroshima, Japan.
- Coates, H. Hirschberg, J. & Lye, J. (2010). The matching of quality of teaching indicators and the Course Experience Questionnaire. Paper presented at the 15th Australasian Teaching Economics Conference. Hamilton, New Zealand.
- Coates, H. James, R. & Arkoudis, S. (2014). Current Policy Conversations in Australian Higher Education. Keynote paper presented at the Fourth Joint research Seminar. Hiroshima, Japan.
- Coates, H. James, R. & Baldwin, G. (2003). A critical examination of the effects of Learning Management Systems on university teaching and learning. Paper presented at the European Association for Institutional Research Annual Forum. Limerick, Ireland.
- Coates, H. Kelly, P. & Naylor, R. (2015). Leading online education from participation to success. Keynote paper given at the Second Symposium of Learning Science and Online Education. Beijing, China.
- Coates, H. Lennon, M.C. Ursin, J. & Zlatkin-Troitschanskaia, O. (2015). Innovation to improve the assessment of student learning outcomes. Paper presented at the European Higher Education Society (EAIR) Forum. Krems, Austria.
- Coates, H. Richardson, S. Benjamin, R. van Essen, T. Fraillon, J. File. D. & Dept, S. (2011). AHELO progress report on generic skills, economics, engineering and contextual assessments, international management, and implementation. Plenary paper presented at the seventh meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H. Richardson, S. Benjamin, R. van Essen, T. Fraillon, J. File. D. & Dept, S. (2011). AHELO progress report on generic skills, economics, engineering and contextual assessments, international management, and implementation. Plenary paper presented at the eighth meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.

- Coates, H. van Essen, T. Fraillon, J. & Dept, S. (2011). (2010). AHELO progress report on economics, engineering and contextual assessments, international management, and on plans for implementation. Plenary paper presented at the fifth meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H. van Essen, T. Fraillon, J. Cresswell, J. Hastedt, D. Dept, S. File, J. & Neuschmidt, O. (2009). (2010). The Assessment of Higher Education Learning Outcomes. Plenary paper presented at the fourth meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H. van Essen, T. Fraillon, J. Westerheijden, D. & Dept, S. (2011). AHELO progress report on economics, engineering and contextual assessments, international management, and on plans for implementation. Plenary paper presented at the sixth meeting of the OECD AHELO Feasibility Study Group of National Experts. Paris, France.
- Coates, H., Croucher, G. & Moore, K. (2017). Understanding and improving higher education productivity. Paper presented at the American Educational Research Association (AERA). San Antonio, United States.
- Coates, H., Kelly, P. Bexley, E. Croucher, G. Dollinger, M. & Moore, K. (2017). Design options for the future doctorate: An Australian case study. Paper presented at the American Educational Research Association (AERA). San Antonio, United States.
- Coates, H., Kelly, P. Bexley, E. Croucher, G. Naylor, R. Dollinger, M. & Moore, K. (2016). Design options for the future doctorate. Poster presented at the Office for Learning and Teaching Conference. Australia, Melbourne.
- Croucher, G. & Coates, H. (2017). Design options for the future doctorate. Invited paper presented at Australian Council of Graduate Researchers Annual Meeting. Cairns, Australia.
- Dollinger, M. Coates, H. Naylor, R. Bexley, E. Croucher, G. & Kelly, P. (2016). International Innovation Benchmarks: Review of overseas models of university-industry collaboration. Paper presented at the European Higher Education Society (EAIR). United Kingdom, Birmingham.
- Goedegebuure, L. Meeke, L. van der Lee, J. & Coates, H. (2008). Diversity in Australian higher education: An empirical analysis. Paper presented at the Consortium for Higher Education Research (CHER). Pavia, Italy.
- Hadgraft, R. Pearce, J. Edwards, D. & Coates, H. (2012). AHELO: The Assessment of Higher Education Learning Outcomes. Paper presented at the Australian Association for Engineering Education Annual Conference. Melbourne, Australia.
- Hazelkorn, E. McCormick, A. Cantwell, B. Moodie, G. Coates, H. & Tierney, W. (2015). Assessing higher education learning outcomes globally: A complement or substitute to rankings? University Rankings and the Politics of Higher Education. Panel presentation at the American Educational Research Association (AERA). Chicago, United States.
- Hazelkorn, E. Sarrico, C. Ewell, P. & Coates, H. (2016). What is Quality? What Does it Mean, How is it Measured, and Who Decides. President's Roundtable presented at the British Educational Research Association Conference. Edinburgh, United Kingdom.
- Kelly, P. Coates, H. Naylor, R. & Mahat, M. (2016). New Perspectives and Prospects for Enhancing the Student Experience. Paper presented at the European Higher Education Society (EAIR). United Kingdom, Birmingham.
- Kelly, P. Corrin, L. Naylor, R. & Coates, H. (2015). Innovative perspectives and approaches for enhancing the student experience. Panel participant at the Higher Education Research and Development Society of Australasia (HERDSA) annual conference. Melbourne, Australia.
- McCormick, A. Lennon, M.C. Coates, H. & Lenth, C. (2014). Assessing Higher Education Learning Outcomes Globally. Panel presentation at the Association for Institutional Research (AIR) Annual Meeting. Orlando, United States.
- McInnis, C. & Coates, H. (2015). The Associate Dean Teaching and Learning role—stepping stone or speed bump? Workshop presented at the Australian Council of Deans of Science Teaching & Learning Conference. Melbourne, Australia.
- Naylor, R. Coates, H. Corrin, L. & Kelly, P. (2016). Contemporary approaches to student engagement in Australia. Paper presented at the International Conference on Student Engagement for Quality Assurance of University Education. Tokyo, Japan.
- Naylor, R. Kelly, P. & Coates, H. (2015). The (r)evolution of student survey research to student analytics. Workshop presented at the NACADA Annual Conference. Melbourne, Australia.
- Phan, K. & Coates, H. (2016). Towards effective internal quality management in Vietnam public higher education institutions. Southeast Asian Ministers of Education Organization International Conference on Towards Excellence in Leadership and Management in Higher Education. Hanoi, Vietnam.
- Phan, L. & Coates, H. (2017). A quality management framework for Vietnamese higher education institutions. Paper presented at the London International Conference on Education (LICE-2017). Cambridge, United Kingdom.

- Radloff, A. & Coates, H. (2011). Measuring student engagement: Findings from the Australian Survey of Student Engagement (AUSSE). Keynote paper given at the Surveys for Enhancement Conference. Nottingham, United Kingdom.
- Richardson, S. & Coates, H. (2011). Global graduate employability: rhetoric or reality? Panel presentation given at the annual meeting of the British Council Going Global Conference. London, United Kingdom.
- Richardson, S. Bennett, D. MacKinnon, P. Mahat, M. Poronnik, Coates, H. & Schmidt, L. (2015). Embedding Employability in the Curriculum: Strategies to improve outcomes for university graduates. Paper presented at the International Conference on the Future Of Education. Florence, Italy.
- Richardson, S. Coates, H. Edwards, D. Ursin, J. & Hovdhaugen, E. (2013). Assessing higher education student learning outcomes: Why, how and what next in Australia, Finland and Norway. Paper presented at the European Conference on Educational Research. Istanbul, Turkey.
- Ross, H.A. Cen, Y. Luo, Y. Cho, S. & Coates, H. (2010). Assessing Student Engagement Internationally: Responding to Local and Global Discourse on Raising Educational Quality. Paper presented at the 54th Conference of the Comparative and International Education Society. Chicago, United States.
- Ross, P. Coates, H. & Poronnik, P. (2015). Reconceptualising and evaluating the academic role in the Sciences. Paper presented at the 12th Annual Conference of the International Society for the Scholarship of Teaching and Learning. Melbourne, Australia.
- Ross, P. Coates, H. & Poronnik, P. (2015). Reconceptualising and evaluating the academic role in the Sciences. Paper given at the Australian Conference on Science and Mathematics Education. Perth, Australia.
- Ross, P. Coates, H. & Poronnik, P. (2016). Professional stripping: The education focussed academic role in the sciences. Proceedings of the Australian conference on Science and Mathematics Education. Brisbane, Australia.
- Scott, G. Coates, H. & Anderson, M. (2008). Academic Leadership Capabilities for Australian Higher Education. Plenary paper presented at the Learning Leaders in Times of Change Colloquium. Melbourne, Australia.
- Tilbrook, C. & Coates, H. (2006). Enhancing Quality in Graduate Research. Workshop led at the Australian Universities Quality Forum. Perth, Australia.

SELECTED MEDIA

I am a regular commentator for national and international media. I write opinion pieces and am experienced in print, radio and television.