

# STUDENT EXPERIENCE STRATEGY



### 2. Strategic Aims for the Student Experience

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		Teaching observation; E- Learning policy	
Q4	Enabling Student Development and Achievement	Disability support; Student Learning skills support; Counselling Service; Library Policy; Prevent Duty; Employability; Safeguarding Policy; Attendance; Fitness to Study; Personal Tutor Policy; Bullying and Harassment Policy.	Academic Enhancement
Q5	Student Engagement	Intermission Policy. Student Association; feedback from students; Engaging students in quality assurance processes; External Examiners feedback	Academic Enhancement
Q6	Assessment	RPL Policy; Marking and moderation; Student Feedback Policy; Exam Board Policy	Academic Enhancement;  Academic Standards and Quality;  Admissions Policy
Q7	External Examiners	External Examiner reports, feedback and meeting students.	Academic Standards and Quality;
Q8	Programme Monitoring and Review	Review of programmes development and enhancement.	Academic Enhancement; Academic Standards and Quality; Admissions Policy
Q9	Appeals, Complaints and Disciplinary	Academic appeals; student complaints; student discipline	Academic Enhancement; Academic Standards and Quality;
Q10	Working with Others	Due Diligence; Site Visit; Progression agreements; reporting structure; collaborative partnerships; work placements / internships; apprenticeships	Working with Others; Third Party Relationships S-C



enable students to develop their potential through the development of appropriate skills and in doing so to take account of the needs of a diverse body of students.

The Wellbeing Project objectives are

- Establish a team of professionally qualified staff
- Provide a counselling service at all Centres and with dedicated support for students studying online
- Develop a clear set of procedures for supporting students with mental health difficulties
- Develop training programmes to ensure all staff have a clear understanding appropriate to their roles of the nature and remit of their responsibilities to students with mental health difficulties
- Provide appropriate student learning skills and language support resources, both hard copy and e-learning.
- Provide an accommodation service accessible to all students post acceptance offering a range of accommodation at all locations
- Monitor impact of attendance and entry qualifications on performance for all students, including those from identified groups, in order to target appropriate support and improve student retention.

#### 5. Monitoring and Review

The strategy will be monitored through annual review of the strategic aims, key performance measures and the evidence of successful action together with ideas for further enhancement (see Appendix A). The Teaching Excellence Framework metrics will be available in due course and the Student Experience Strategy will cross-refer to relevant aspects of this data. Scheduled review of the strategy will be undertaken annually by the Academic Fe]TJETTJET6(a)-3(n)-3(c)10(e)-3( mwn)-3(ti33(II)4ti3S0 Tr



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Appendix A

Student Experience Strategy 2016 2020

Planning and Progress Framework 2016 - 2017

Strategic Aim

**Key Performance Measures** 

**Evidence of success** 



5. Emphasise personal	Graduate employment rates.	
development of students and	Student retention rates.	
staff.	National teaching awards.	
6. Diversify our modes of	TQEFs and student satisfaction	
delivery.	surveys.	
	For the undergraduate courses	
	NSS ratings.	
	Student retention rates.	
7. Further strengthen our	For the undergraduate courses	
undergraduate student offer to	NSS ratings.	
meet the needs of our students,		
including those involving	Volume of student activities	
accommodation, social activities		
and sport.		
8. Work collaboratively with the	TQEFs and student satisfaction	
student body, being responsive	surveys.	
to student needs and feedback.	For the undergraduate courses	
	NSS ratings.	
	Student retention rates.	
	Proportion of good degrees.	
9. Work to ensure that students	TQEFs and student satisfaction	
leave the University with a wide	surveys.	
range of skills and attributes as	For the undergraduate courses	
well as knowledge and	NSS ratings.	
qualifications, for example,	Graduate employment rates.	
personal and professional	Student retention rates.	
resilience.	Volume of student activities	