

Enhancing the First Year Student Experience

Future Challenges

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The changing face of HE

▶ Massification

- Global
- 30 years ago 1 in 2 studied in North America/Europe
- Today, it is 1 in 4
- UK
 - 1960= 7% went to university (Pugsley, 2004)
 - 2010= 45% of 18–30 year olds went to university (DBIS, 2010)

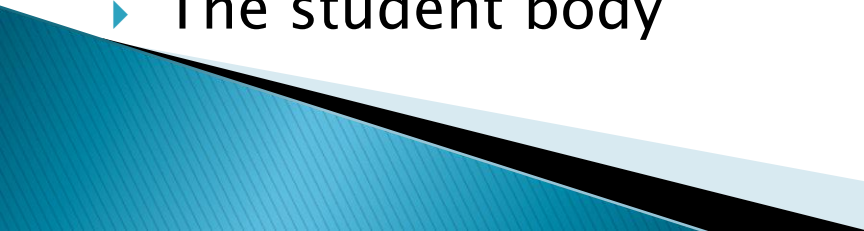
The changing face of HE

▶ Widedification

‘students from different ethnic groups and non-English speaking backgrounds, international, lower socio-economic backgrounds, mature aged students, students with disabilities, as well those for whom higher education is the first family experience’

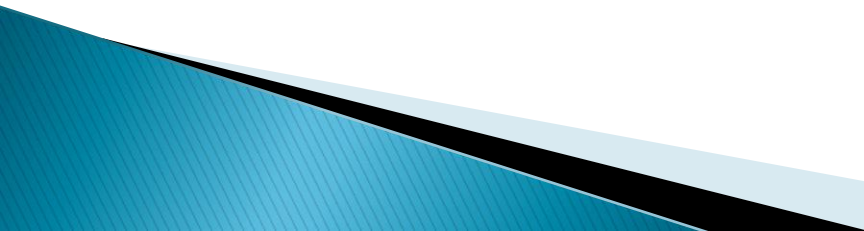
(Crosling et al. (2008) Improving Student Retention in Higher Education- The role of teaching and learning London: Routledge

The changing face of HE

- ▶ Change in study patterns
 - Direct entry
 - Transfer
 - Part-time, work-based and distance learners
 - ▶ Entry qualifications
 - ▶ Student mobility
 - ▶ Feminisation
 - ▶ Standards of entry qualifications and university degrees
 - ▶ The student body
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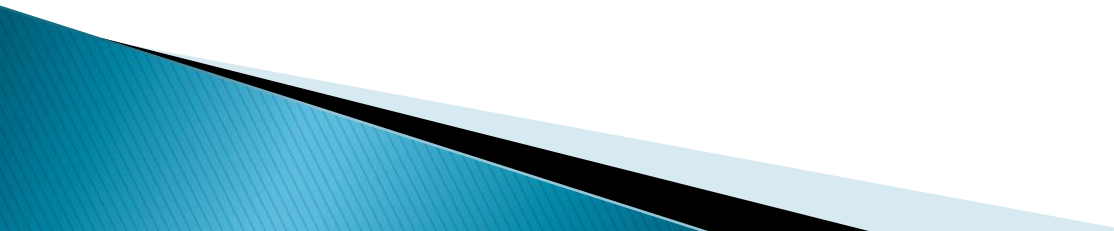
Your concerns

What is your biggest frustration/barrier that you experience when trying to improve the student experience?

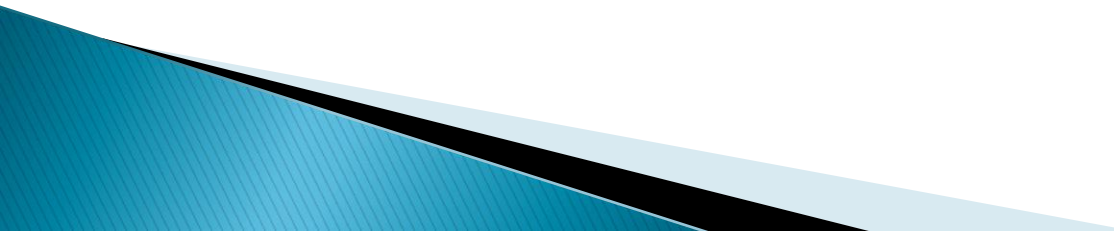
- ▶ Effort of students
 - ▶ Student understanding to engage
 - ▶ Lack of staff engagement
 - ▶ Lack of institutional consistency
 - ▶ Lack of academic, welfare and support cohesion
 - ▶ Diverse practice
 - ▶ Problems that should have been addressed earlier
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Your concerns

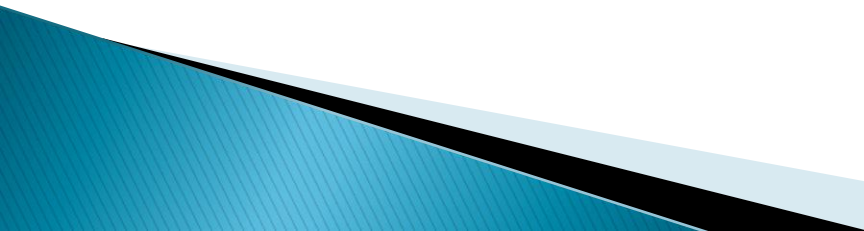
What is your greatest concern for the future of Higher Education within the UK?

- ▶ Increased fees
 - ▶ Expectations / commitment / engagement
 - ▶ Reduction in widening participation
 - ▶ Return to an elite structure based on ability to pay
 - ▶ More for less
 - ▶ Reduction in staff and increase in students
 - ▶ Cuts
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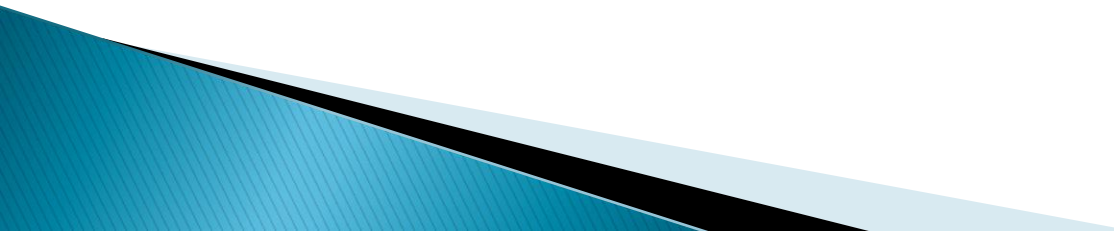
Challenges facing the sector

- ▶ Embedding the concept of the student experience
 - ▶ Choosing a direction in a changed landscape
 - ▶ Repositioning of the undergraduate degree
 - ▶ Sustaining our future
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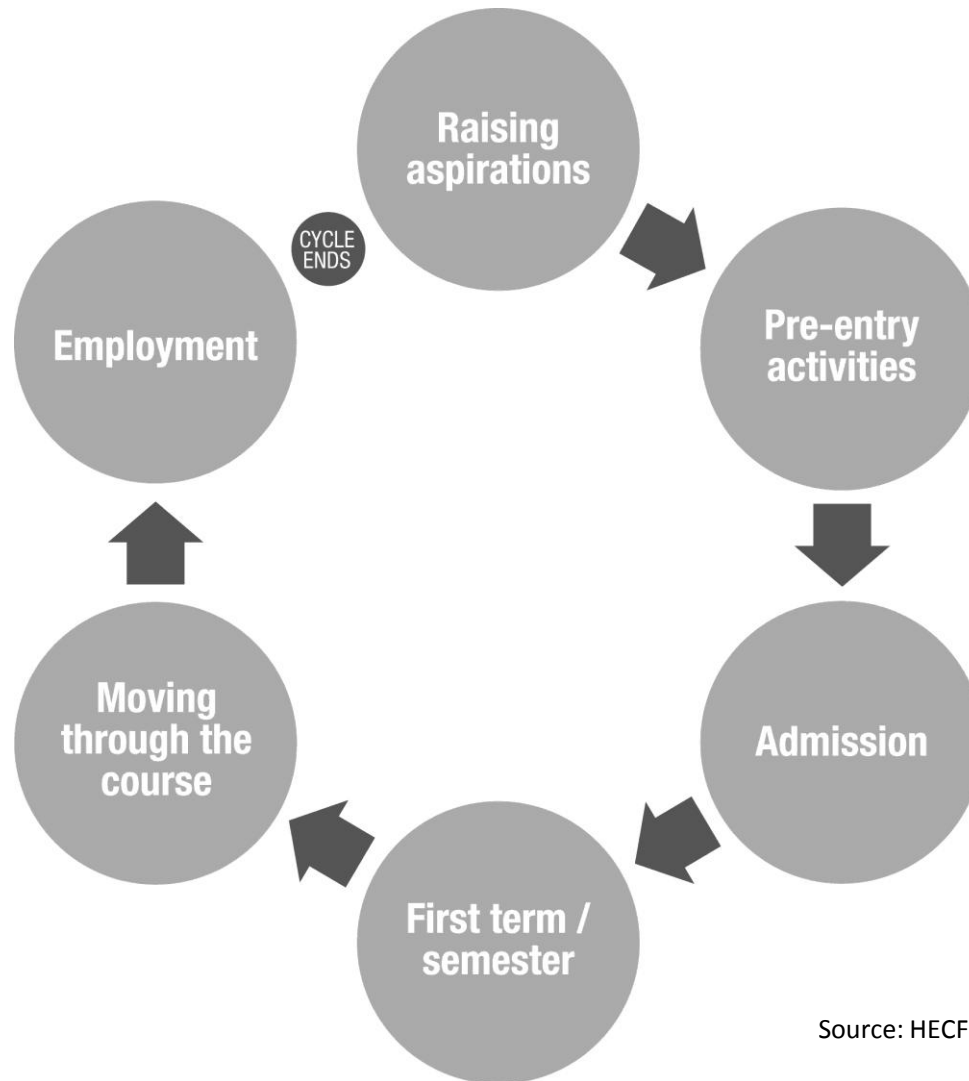
Challenges facing the Practitioner

- ▶ Funding for higher education
 - ▶ Student expectations
 - ▶ Changes in teaching, learning and assessment environments
 - ▶ Changes in the delivery of services
 - ▶ Staffing issues
 - ▶ Internationalisation and globalisation
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Managing the student experience

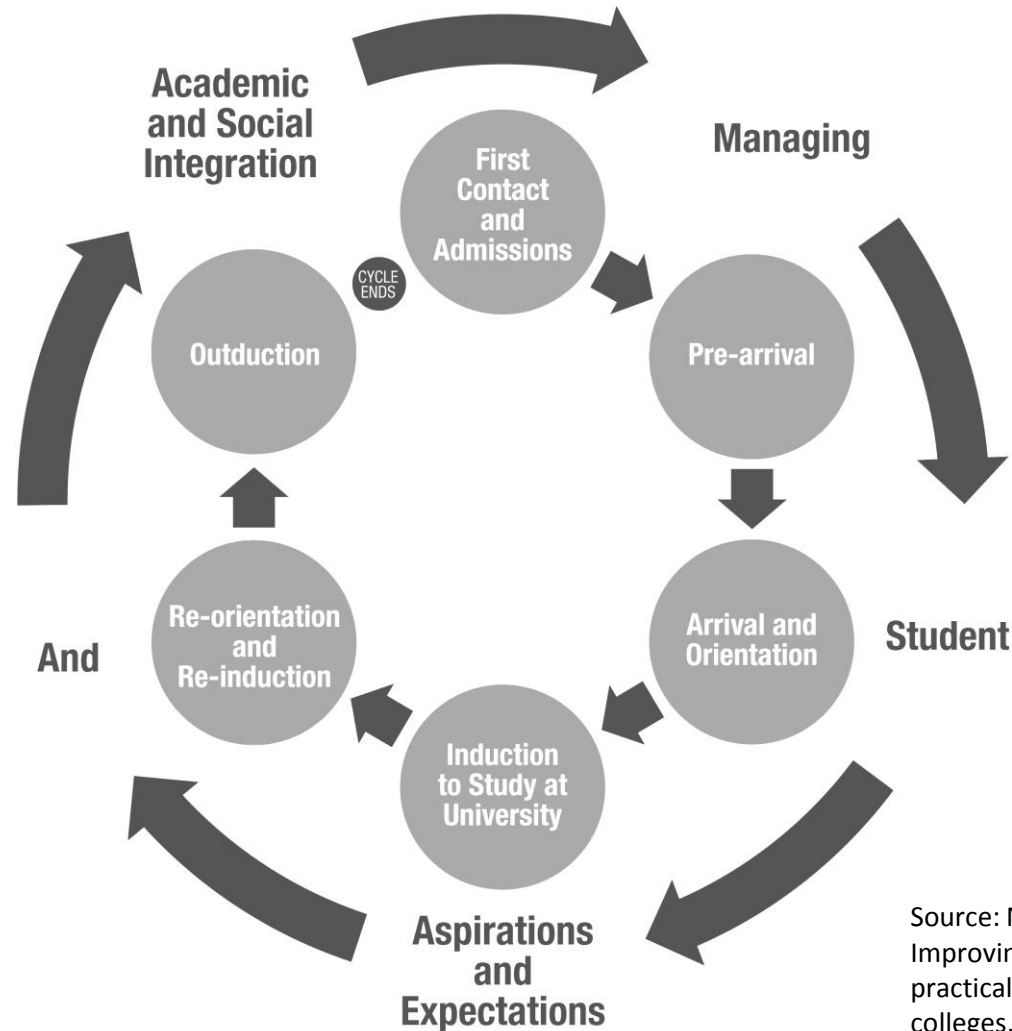
- ▶ The Student Experience Practitioner Model
 - ▶ Interlinks academic, welfare and support activities at faculty /department/school/course and university level
 - ▶ Supports these activities across all levels of study
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The traditional student lifecycle



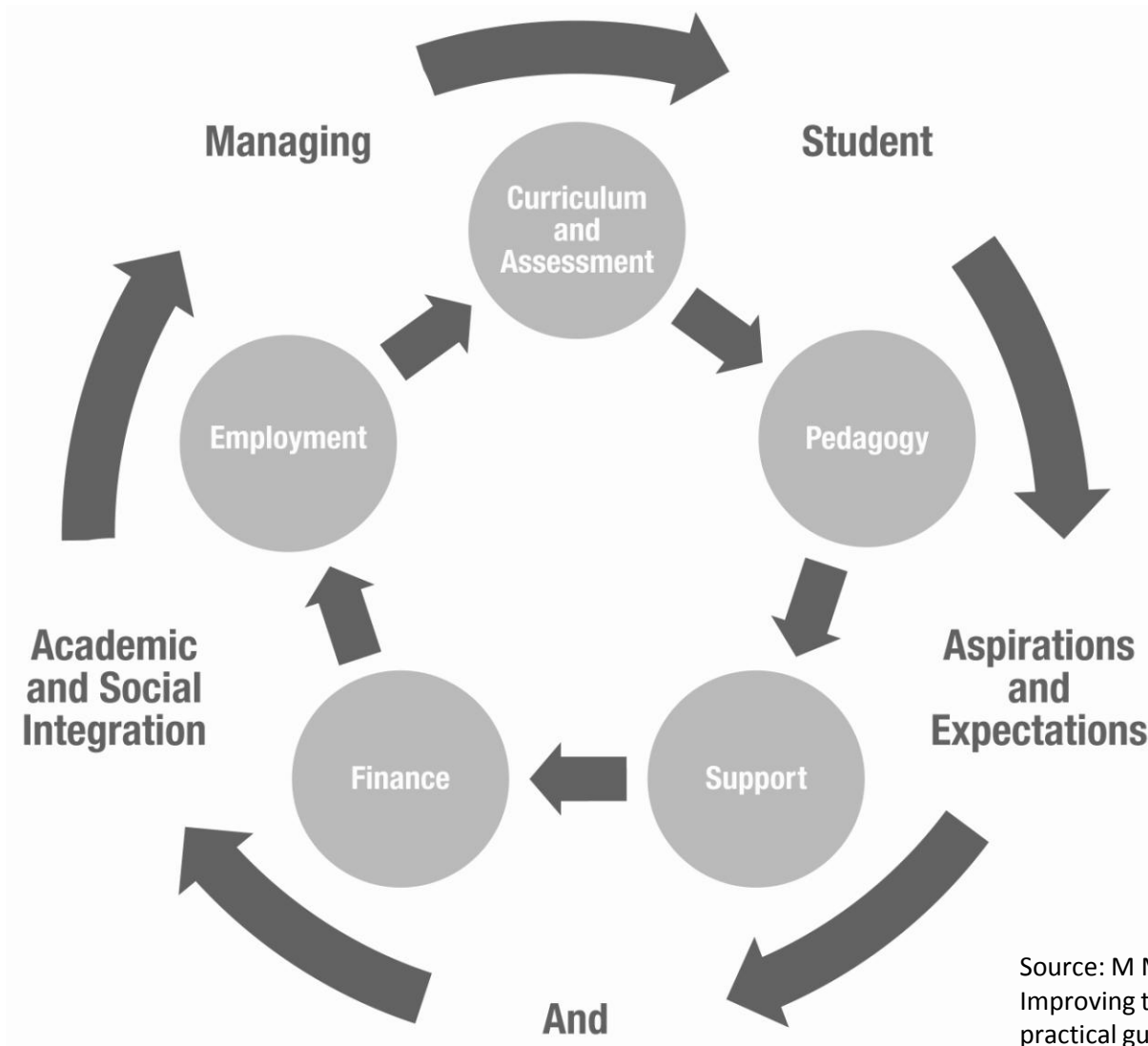
Source: HECFE 2002

The Student Experience Practitioner Model



Source: M Morgan (2011) Improving the Student Experience- the practical guide for universities and colleges, Oxon:Routledge.

Themes



Source: M Morgan (2011)
Improving the Student Experience- the
practical guide for universities and
colleges, Oxon:Routledge.

Good practice

- ▶ ‘This is me!’ – Exploring a more confident approach to the transition process for disabled applicants by Jackie Reaney and Helen Smith, Leeds Metropolitan and Aimhigher
 - Multi- unit and organisation approach
 - Aims to increase diversity and enable inclusion
 - Links academic, welfare and support needs
 - One size does not fit all approach

Good Practice

- ▶ Mature but experienced? By Richard Yates, Dr Maxwell Stevenson and Katie Rakow, University of Essex
 - Based on student feedback and recommendations
 - Staff buy in and staff led
 - Multi-unit approach
 - Staff from WP
 - Student support
 - L&T

Good practice

- ▶ Week Five health checks by Angela Annesley, Hilary Watters, Steph Cosgrove, Debs Price, University College Falmouth
 - Well timed research at a critical time when students withdraw
 - Looks at student feelings and perceptions
 - Provided course teams and wider university support units with critical information
 - Informing strategy on L&T, transition initiatives and retention-based research

Thank you for
listening

Any questions?

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