

Student Experience Framework

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24 January 2018

Introduction

This is the first time Northern Regional College has produced a framework that presents a cross College approach to the management of the Student Experience.

Further and Higher Education is an ever-changing and increasingly-competitive market and, with Northern Regional College crossing four of the eleven Council areas, the ability to promote the distinctiveness of our Student Experience to prospective and current students is vital.

Delivering a high quality student experience is at the core of our business and accordingly, a personalised and distinctive experience is considered a key enabler to ensure the success and achievement of KPIs and associated performance metrics. As such, the Student Experience Framework is not a standalone document and its objectives are reflected in a range of College strategies including the Curriculum Strategy; Estates Strategy; IT Strategy and Equality Strategy.

We view the delivery of a quality, personalised and responsive student experience as the responsibility that is shared by every single member of staff across the College, with the Head of Student Experience providing a strategic overview and co-ordination role in relation to this Framework.

We believe that students have key responsibilities in achieving this and that the student voice and partnership working between staff and students is essential in ensuring the successful delivery and monitoring of our Student Experience.

This Student Experience Framework has been developed following feedback from students and parents on what really matters to them and their experience with Northern Regional College.

This Framework is wholly inclusive of all students, regardless of their programme, level, location, previous background or educational experience.

The intended audience for this document is potential students, parents, College staff and our existing students. This relates to DfE strategy, and recognises best practice in the sector, as highlighted by ETI, QAA, NUS and NUS-USI.

Of course, the Student Experience Framework is not a static document and it will be reviewed, monitored and updated annually to make sure we are meeting our objectives as well as meeting the needs of students and being mindful of wider developments across the sector.

We are most definitely not starting from scratch, but building on well established good practice that allows us to really promote the student experience here at Northern Regional College. We have an impressive and ambitious suite of projects and initiatives that are already underway across the College, many of which have been instigated as a result of student feedback and with the express intention of enhancing the student experience.

Objectives and mechanisms

At the heart of our Framework, we will provide an exceptional student experience where all students can achieve their full potential. This will be achieved by the following objectives and mechanisms:

1. High Quality Pre-course arrival Guidance and Induction Activities

Admissions, Pre-arrival arrangements, induction and transitions activities are well designed, inclusive and promote the retention, progression and successful completion of our students.

This is evident through:

- a. Open events and course information sessions;
- b. Admissions planning;
- c. Transition days held with Student Services and monitoring of these;
- d. Careers information and guidance; and
- e. Progression and referrals to programmes from other schools and Colleges.

2. Supportive and Inclusive Learning Environment

Student support services are visible, accessible and relevant to our students. Monitoring of student support services is used to assess need and target areas for improvement.

This is evident through:

- a. Students are well informed and supported in their transition onto the course;
- b. Student health and well-being services;
- c. Inclusive environment, support by equality and diversity;
- d. Student Support Services and the monitoring of demand for these; and
- e. Safeguarding.

3. Positive College campus experience

College campuses are accessible, promoting equality of opportunity, and are welcoming to students, staff and visitors.

This is evident through:

- a. College campus culture of involvement;
- b. Vibrant and student-centred campus environments; and
- c. Excellence in facilities, estates and the campus build.

4. Enhanced Learning Opportunities that Stretch and Challenge Students to Achieve Their Full Potential

Students feel their programme of study is meeting their needs and is positively expanding their digital and subject specialist knowledge, beyond target and to the benefit of the student and their improved outcomes.

This is evident through:

- a. Participation in enhanced learning opportunities;
- b. Enhanced learning outcomes; and
- c. Digital learning environments that support student development and achievement.

5. Student Voice

Students have the opportunity to enhance their personal, social and employability skills by being involved in the student body and working with staff to provide improvements for the College. Effective two-way communication with students, informed by the appointment and engagement with student representatives.

This is evident through:

- a. Support for an effective Student Union and its officers;
- b. Student representation on College committees;
- c. Staff/Student consultative committees at course/section level;
- d. Student focus groups; and
- e. Student surveys, including internal, and external surveys such as NSS and DLHE.

The following can be used to measure the success of the student experience:

- Recruitment statistics;
- Success, retention and achievement;
- Positive progression and destination data;
- Student Voice, including internal College surveys, NSS, DLHE Survey;
- EV reports and maintaining quality and standards;
- Feedback and outcomes from external inspection, including ETI for FE/WBL and QAA for HE; and
- Monitoring and achievement of metrics for student support, including ASF and hardship.