

Students as Active Partners in Planning Student Experience

TEMC 2013 Trends, Tradition, Technology

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OVERVIEW



- ❑ TEMC Theme Policy and Administration
- ❑ Definition of student experience
- ❑ University of Tasmania (UTAS) Student Experience Plan 2013-2015
- ❑ Shared partnership with students, particularly Tasmania University Union (TUU)

DEFINITION OF STUDENT EXPERIENCE



- All experiences of facets of the university experienced by an individual student (Baird & Gordon, 2009)
- 4 interconnecting spheres: umpiring, coaching, enabling and developing
 - **Umpiring**- rules for participation in HE
 - **Coaching**- actions of academics and other staff in enabling and facilitating learning
 - **Enabling**- physical facilities and resources
 - **Developing**- opportunities for informal learning, social interactions, personal growth

❑ **UTAS Open to Talent Strategic Plan 2012-Onwards**

‘The student experience, beyond curriculum, is a critical component of university life and a determinant of student demand. We aspire to provide an equitable and inclusive environment for our students, valuing diversity and encouraging respect, fairness and justice.’

❑ **Student Experience Plan (2013-2015)**

- ❑ Key feature: shared partnership between the University and students, particularly the Tasmania University Union (TUU)
- ❑ Aligned to new Equity and Diversity Principles and the UTAS Social Inclusion Plan

METHODOLOGY (adapted from the work of Gill and Saunders (1992) and Duck and Hamilton (2008))



Policy Analysis Tools		
<i>Iterative Processes</i>	<i>Intuition and Judgement</i>	<i>Advice and Opinion</i>
<p>Phase 1</p> <p>Policy Review</p> <ul style="list-style-type: none"> • Literature Review • Review of Student Experience Plans • Surveys • Stakeholder input <p>Identify</p> <ul style="list-style-type: none"> • Issues • Assumptions • Anticipated Objectives • Time and Resources • Evaluation Criteria <p>Internal Environment</p> <ul style="list-style-type: none"> • Organisational Culture • Organisational Structure • Strategy <p>External Environment</p> <ul style="list-style-type: none"> • Current public policy and 	<p>Phase 2</p> <p>Identify and Evaluate Policy Development</p> <ul style="list-style-type: none"> • Implementation Activities • Proposed Recommendations 	<p>Phase 3</p> <p>Policy Framework Development</p> <p>Review, Evaluate, Refine</p> <ul style="list-style-type: none"> • Process Template • Strategies and Advice • Evaluation Techniques <p>Output</p> <p>Policy Development Guidelines</p>

PHASE 1: LITERATURE REVIEW



- ❑ **Measuring the quality of student experience** (Bennett & Nair, 2010)
- ❑ Fundamental to quality agenda (Nair et al, 2012)
- ❑ Holistic way (Ertl & Wright, 2008)
- ❑ **Active partners** (Ramsden, 2009)
- ❑ Personal identity (Baird & Gordon, 2009)
- ❑ Aligned with approaches to learning (AL) (Ramsden, 2003; Prosser & Trigwell, 1998)
- ❑ Feedback on online learning (Roby et al, 2012)
- ❑ Quality of learning and teaching is important but also administrative factors (Krause et al, 2005; Scott, 2006; Shar & Nair, 2010)
- ❑ Adequacy of resourcing and support systems (Coates, 2008; Buultjens & Robinson, 2011; Nair et al, 2012)

- ❑ **UK:** Leeds Metropolitan University, Northumbria University, The Open University; Sheffield Hallam University; University of Manchester and the University of Nottingham
- ❑ **University Exeter** –lead university in student engagement and was recently named University of the Year (Sunday Times University Guide 2013)
- ❑ **40 Australian universities**
 - ❑ **High quality learning experience**
 - ❑ **Unique student experience including life outside the classroom**
 - ❑ **Physical facilities, information and communication technologies; nurture personal development and wellbeing of students**
 - ❑ **Distinctive, rewarding experience**

Charles Sturt University

- Section in their University Strategy 2011-2015 called the Student Experience Plan

Victoria University

- Student Experience Strategy 2009-2011
 - Review of strategy (2011)
 - Identified 53 actions (9% complete)
 - 49% ongoing initiatives
 - 17% superseded by other initiatives
 - 15% not progressed (Caldwell, 2011)
 - Strategy was a successful way to **maintain focus on the student experience and activities and provide a framework for implementing strategies to improve the student experience**

PHASE 1: LITERATURE REVIEW



- ❑ **Measuring student experience** is a key discussion point in national and international HE
 - MyUniversity website
- ❑ **Desktop review of 40 universities identified the following measures:**
 - Student enrolment growth; Good Universities Guide 2013; student participation; retention and success; overall student experience; Course Experience Questionnaire (CEQ); Graduate Destination Survey (GDS); University Experience Survey (UES)
- ❑ **UES:** 5 broad facets of student experience: Skills Development, Learner Engagement; Teaching Quality; Student Support and Learning Resources
- ❑ Radloff et al (2012) found **resources and support to be the threshold conditions for academic success**

PHASE 1: CONSULTATION



- ❑ Academic and professional staff; students and community stakeholders
- ❑ Key committees: ULTC
- ❑ TUU
- ❑ Review of strategic faculty planning documents found each faculty focused on curriculum initiatives rather than student experience initiatives

Student Experience Plan (2013-2015)

- **5 broad goals**

1. Provide students with opportunities to have a strong voice through representation and **active engagement** in university life
2. Provide an inclusive and welcoming experience for all students in **their transition into, through and out of university**
3. Provide timely **administrative, academic, cultural and learning support** for current and prospective students
4. Respond to student and stakeholder feedback to **improve the quality of student experience**
5. **Facilitate inclusive and accessible learning** in a community environment (**social, physical and online**)

Student Experience Plan (2013-2015)

- ❑ TUU President as a key partner in areas of responsibility covering 19 out of 51 initiatives

- ❑ Develop an Annual Students Matter Conference; develop students as change agents initiative, TUU Education Forums, student representation system; Orientation Plan; UTAS Social Events Calendar; Student led focused and student focused social events (International Night, Malaysian Night Market, TUU Uni Games), programs for student physical and mental wellbeing, improve institutional response rate strategy-eVALUate

- ❑ Student Experience Committee given overall responsibility and carriage for the Plan

GOAL 1



Providing students with opportunities to have a strong voice through student representation and active engagement in University life

- ❑ Developing sphere (Baird & Gordon, 2009)

Initiatives

- ❑ Students Matter Conference
- ❑ Students as Change Agents Initiative (Dunne & Zandstra, 2011)
- ❑ TUU Education Forums
- ❑ Student representation
- ❑ Peer learning programs (PASS)

Measures

Student participation numbers; number of projects completed; evidence of impact on recommendations from Students as Change Agents; number of student representatives

2013 Students Matter Forum

Students informing, shaping and leading change

Keynote speakers

Meg Wood



Rikki Mawad



STUDENTS MATTER FORUM 2013



7.00am	Bus departs Newnham campus for Hobart
9.30am – 10.00am	Registration
10.00am – 11.15am	<p>Welcome.</p> <p>Professor David Sadler, Deputy Vice-Chancellor (Students and Education)</p> <p>Examples of practice: Student Experience initiatives</p> <p>Rikki Mawad and Meg Good</p> <p>Rikki, a UTAS graduate, and Meg, a current UTAS postgraduate student, will share examples of initiatives where they have worked with their peers and with staff to enhance the student experience whilst studying at UTAS.</p>
11.15am – 12.00pm	Poster Viewing and Morning Tea
12.00pm – 12.15pm	<p>Students as Change Agents initiative</p> <p>An overview of the <i>Students as Change Agents</i> initiative will be provided in the context of the UTAS Student Experience plan</p>
12.15pm – 1.15pm	<p>Workshops:</p> <p>Student workshop: Drawing out your leadership skills, Dr Natalie Brown</p> <p>Staff and student workshop: Supporting students as change agents, Dr Sara Booth</p>
1.15pm – 2.00pm	Lunch
2.00pm – 3.00pm	<p>Student-Staff Café Conversations</p> <p><i>Transition and orientation; Student voice; Enhancing service delivery; Career development; Online and distance experience; Learning and teaching; Cultural diversity; campus life</i></p>
3.00pm – 3.30pm	Plenary Discussion
3.30pm	Forum close and Networking Drinks
4.00pm	Bus departs Hobart for Newnham campus

GOAL 2



Inclusive and welcoming experience for all students in their transition into, through and out of University

- Developing sphere (Baird & Gordon, 2009)

Initiatives

- Uni Start, Uni Start International
- Transition support
- Workplace transition

Measures

- Number of students in Uni Start, Uni Start International, Student survey on orientation and transition, feedback from employers

GOAL 3



Providing timely administrative, academic, cultural and learning support for current and prospective students

- ❑ Umpiring and coaching sphere (Baird & Gordon, 2009)

Initiatives

- ❑ Enrolment and admission processes
- ❑ English language support
- ❑ Programs for student physical health & wellbeing
- ❑ Counselling and information literacy

Measures

- ❑ Review of admissions; review of English language support activities; participation rates for wellbeing

GOAL 4



Responding to student and stakeholder feedback to improve the quality of the student experience

Evaluating the quality of the student experience

Initiatives

Reporting and acting on student feedback

Improve institutional response rate strategy

Process of consultation on Student Services Amenities Fees (SSAF)

Measures

eVALUate survey; SSAF survey

GOAL 5



Facilitating inclusive and accessible learning in a community environment

❑ Enabling sphere (Baird & Gordon, 2009)

Initiatives

❑ Campus based regional forums to showcase ideas

❑ Community support network

❑ UTAS Engage Strategy to promote targeted opportunities for students to participate in student exchange

❑ Volunteering; Accommodation facilities and catering are upgraded; Transport options; Infrastructure for ITS and libraries

Measures

Number of forums; number of students who participate in student exchange; student spaces and facilities survey

DIFFERENCES



- Different measurement instruments used
- UTAS only Australian university with an operating Student Experience Plan with 51 initiatives
- TUU President has 19 areas of responsibility within the plan
- Positions students as key partners in coordinating student experience at UTAS

Student Experience Plan 2013-2015

- Assignment of 19 initiatives to the TUU President is acknowledgement that students are active partners in planning student experience at the University.

Repositioning student experience in HE is a 'powerful discursive move because it evokes radical reorientation, challenge to vested academic interests, consumer power and the quest for value for money' (Sabri, 2011, 661)

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