

# Student Experience Strategy 2010 – 2015



# Foreword

The University has a long-standing commitment to ensuring students are at the heart of what we do. This commitment was reaffirmed in the University's Strategic Plan for 2010-2015, with the quality and distinctiveness of the Student Experience being the first of five strategic aims.

The development of the Student Experience Strategy has been a collaborative venture engaging academic and professional staff, students, and members of the University's Board of Governors. This process of development in itself recognises two essential dimensions of the Student Experience Strategy:

- An exemplary and distinctive student experience is the responsibility of every member of the University of Hertfordshire, including staff, students, and Governors.
- Working in partnerships, whether these are between staff or between students and staff, is the best means by which to secure meaningful progress and excellent outcomes.

I am sure there will be challenges ahead in the implementation of the Student Experience Strategy. There will be divergent priorities, differences of opinion on the best way to go about things, and there may be a need to embrace different ways of working and thinking. All these can be overcome, however, when there is a preparedness to talk, an openness to the views of others, and a willingness, when needed, to try things out and do things differently.

I firmly believe that if we work together to ensure an excellent and distinctive student experience at the University of Hertfordshire, then many other things will follow as a matter of course. Our students' aspirations will be matched by their achievements; we will strengthen our national and international standing, enrich our community, and ensure an excellent experience for all the staff of the University.



A handwritten signature in black ink that reads "A Clutterbuck".

Dr Andrew H Clutterbuck

Pro Vice-Chancellor (Student Experience)

# Contents

The Centrality of the Student Experience .....	4
Learning and Teaching .....	6
Academic Quality and Academic Standards .....	8
Student Expectations .....	10
Understanding the Student Experience .....	12
The University's Students' Union .....	14
Communications .....	15



# The Centrality of the Student Experience

We will:

- A1 Ensure considerations of the student experience are central to all we do.
- A2 Ensure opportunities are provided for appropriate representation and involvement of both students and the Students' Union in University committees, and other relevant decision-making groups.
- A3 Ensure an evaluation of the student experience is incorporated into the University's reporting processes.
- A4 Work with the Students' Union to ensure the student representative system is effective, credible and sustainable.
- A5 Provide high quality support, information, guidance, and advice, for students.
- A6 Provide a safe, supportive, and appropriate environment for students.



# Learning and Teaching

## We will:

- B1 Ensure our teaching staff are skilled and committed teachers as well as experts in their disciplines.
- B2 Ensure our teaching staff are encouraged and supported to engage in ongoing learning and teaching, and subject-related, professional development.
- B3 Create a culture of a learning partnership between students and between students and staff.
- B4 Ensure our curricula and learning and teaching activities are relevant, up-to-date, and are informed by research, scholarship, and workplace experience and practice.
- B5 Ensure our assessment methods are fit-for-purpose and support meaningful learning.
- B6 Enable our students to contribute to curriculum development and to quality enhancement.
- B7 Ensure that equality is integral to learning, teaching, and assessment.
- B8 Enable our students to develop enterprise skills and the skills of problem-solving, creativity, and innovation.
- B9 Promote independent learning and provide students with an opportunity for personal, academic and professional growth.

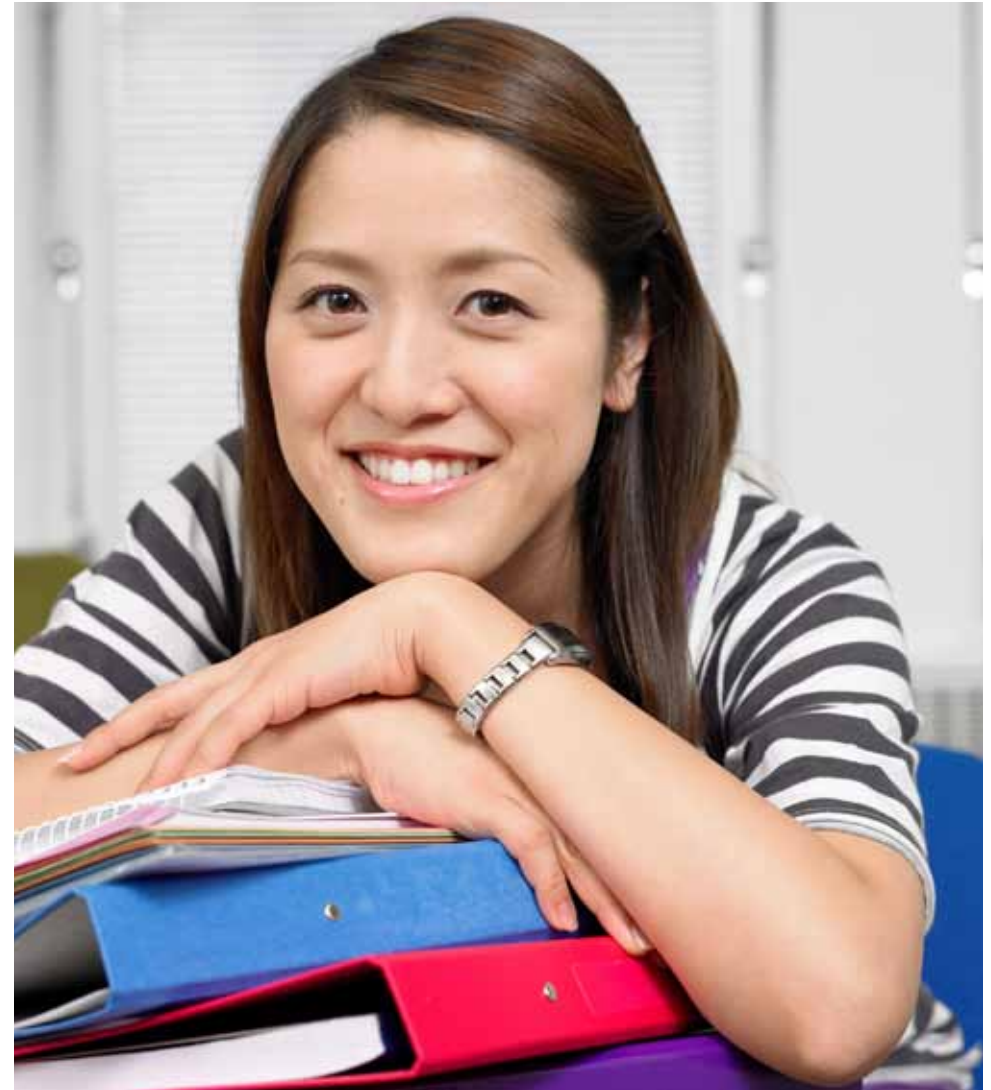
- B10 Enable our students to develop a global perspective and the ability to work in a variety of cultural settings.
- B11 Develop our curricula to enhance student employability and to incorporate opportunities for work experience.
- B12 Provide our students with the opportunity to explore environmental sustainability, as appropriate to their area of study.
- B13 Continue to be a leading university in terms of technology enhanced learning provision; providing flexible learning opportunities for all our students.
- B14 Ensure teaching accommodation and equipment is of an appropriate standard and conducive to learning activities.



# Academic Quality and Academic Standards

We will:

- C1 Continue to safeguard the University's awards by ensuring all University of Hertfordshire awards meet UK and European standards and the requirements of relevant external bodies and agencies.
- C2 Maintain the excellent external reputation of the University of Hertfordshire's programmes as measured by external quality audits undertaken by Government agencies, professional, and statutory regulatory bodies.
- C3 Ensure a comprehensive, reliable, transparent, and effective system for measuring and comparing the academic standards of all programmes offered both at the University and through the University's national and international partnership agreements.
- C4 Develop and maintain robust means for the collation, analysis, monitoring, and dissemination of data relating to student academic performance to secure enhancements in the student experience and to further the University's commitment to equality and diversity policies.



# Student Expectations

We will:

- D1 Develop the quality and distinctiveness of the University of Hertfordshire student experience and ensure this is embedded in the culture and work of students and staff.
- D2 Gain a better understanding of students' expectations of the University and ensure these expectations are well informed.
- D3 Ensure that the experience of joining the University enables students to transition effectively and maximises their opportunities to succeed and excel.
- D4 Ensure students, staff, and the University, clearly understand each other's roles, rights, and responsibilities in the partnership.
- D5 Ensure best practice systems are in place to facilitate student support.



# Understanding the Student Experience

We will:

- E1 Develop a range of means by which to gain a deeper understanding of students' experiences, expectations, and aspirations.
- E2 Develop robust means for collating, analysing, and disseminating information relating to students' experiences and action these accordingly.
- E3 Ensure all staff are committed to knowing about, understanding, and acting upon students' perceptions and experiences.



# The University's Students' Union

We will:

- F1 Continue to recognise the importance of the Students' Union and work in partnership with it.
- F2 Work with the Students' Union to assist the Union in being sustainable, effective and legitimate, and in maintaining good governance.
- F3 Establish a compact of the principles on how the University and the Students' Union will work together and review this compact on a regular basis.
- F4 Ensure the Students' Union is enabled to represent, inform, and shape the student experience at the University, and shares in the successes of the University.



# Communications

We will:

- G1 Encourage, support, and celebrate innovations and best practice in enhancing the student experience.
- G2 Communicate to students and staff the outcomes and actions emerging from information on the student experience, expectations, and aspirations.
- G3 Provide effective internal communication mechanisms which facilitate timely consultations with, and communications between, students and staff on matters pertaining to the student experience.
- G4 Identify means by which successful partnerships between students and staff can be recognised, celebrated, and rewarded.
- G5 Work to explore and understand the nature of the relationship between the student and staff experience.
- G6 Share good practice within the University to promote student and staff engagement.



University of Hertfordshire  
College Lane, Hatfield  
Hertfordshire, AL10 9AB

tel +44 (0)1707 284000  
fax +44 (0)1707 284115  
[www.herts.ac.uk](http://www.herts.ac.uk)