The Part-Time Student Experience

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Part-Time Study in Numbers (Patterns, 2009)

- Over 500,000 Part-Time Undergraduates in UK Universities
- Around 40% of all Undergraduates
- 82% are over 25 on Entry
- 62% are Female
- Over 50% of all Postgraduates Study Part-Time

Part-Time Study: Meeting Government Objectives

- Critical to:
  - Lifelong Learning
  - Widening Participation
  - Increasing Employment Skills: Leitch Review
- Part-Time Study in Higher Education (King, 2008)

Part-Time HE has been Overlooked

- Part-Time Funding and Support is in Urgent Need of Review
- How do We Enhance the Part-Time Student Experience?
- Quality Academic and Beyond the Curriculum
- Getting the Infrastructure Right: Information, Advice and Guidance available to Prospective and Current Part-Time Students

What Can We Learn from Specialist Providers?
Birkbeck College, University of London

- A Specialist Provider of Evening Higher Education
- High Quality Provision in a Research-Enriched Environment
- Over 95% of study at Birkbeck is Part-Time
- Majority apply after July in each Cycle

What Can We Learn from Specialist Providers? Birkbeck College, University of London

- Diverse and Cosmopolitan Students:
  - 18 year old wanting good degree, no debt
  - 100 year old in final year of Geography degree
- 19,000 Students, 7000 fte
- Generally looking for 'step up' in career
- Aspiration Rich, Time Poor

What Can We Learn from Specialist Providers? Birkbeck College, University of London

- Top 10 in the NSS
  - 4th Overall Satisfaction,
  - 2nd for Assessment and Feedback)
  - Lower scores on Academic Support
- Buoyant Recruitment, but Focus on Retention
- Commitment to Student Experience
- Strategy and Business Case

1994 Group: Enhancing the Student Experience: Policy Report 2007

- The Student Experience: Broader than Just the Academic
- Production of Exceptionally Employable Graduates: Well-Rounded
- Shared Community Ethos: Campus-Based Institutions
- Full-Time, Traditional School Leavers

1994 Group: Enhancing the Student Experience: Policy Report 2007

- "Each Student Experience"
- Strong Emphasis on Research-Based Teaching
- The Student at the Heart of the Learning Experience
- Student Journey – From Induction to Graduation, and Beyond

Support & Information: What They Need, When They Need it

- *My Birkbeck* - Web Based Interactive Student Support Services
- Launched in August 2009
- Provides a Seamless Student Journey from First Enquiry to Graduation for all Students at all Levels
- The Starting Point for Most Students' Enquiries - Can be Resolved from Home or the Office

My Birkbeck

My Birkbeck home | A-Z index | Schools and departments | Find us | Get help

About My Birkbeck | Advice, information and financial support | Student services | Student guides | Eating and drinking | Sports and social life | Online services

Search site

Search Site

What you can do now...

- My Birkbeck Profile
- My Birkbeck Profile troubleshooting guide
- Check timetables and maps
- Enrol online (UG, PG, PhD)
- Enrol online (CertHE)
- More tasks

Quick links

- Your student card
- Top-up your print account online
- Birkbeck Library
- ITS helpdesk
- My Birkbeck helpdesk opening hours
- Disability and dyslexia support

Welcome to My Birkbeck

This web site pulls together a range of information you'll need to help you study at Birkbeck. If you're not sure where to start, have a look at our student guides. If you have any questions, please contact the My Birkbeck helpdesk.

- Read more about My Birkbeck

Start of term

Check our guide to surviving your first term at Birkbeck.

Find out more...

Start of term | ITS username and password | Brush up your study skills | New financial support video available

Timetables and maps

Check computer availability

News and events

13 Oct 2009
Bloomsbury archive: find out more about Bloomsbury people

13 Oct 2009
BUFTG1 application form now available

09 Oct 2009
Study skills days now open for booking for students studying in Stratford

"We see ourselves as a listening service."
Melanie Engle
My Birkbeck helpdesk

Support & Information: What They Need, When They Need it

- New set of Induction Activities and New Handbook will ensure that all Students get the best Start possible
- Help with Transition Back to Study
- 'One Stop Shop' Helpdesk open when Students need it, including Evenings and Weekends, Face to Face, over the Phone and by Email

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Support & Information: What They Need, When They Need it

- Student Support Forum that connects the *My Birkbeck* Services with all Student Support Services across the college (600+ pages)
- Allows a dynamic Relationship between the Support Students are looking for and the Services that can help them.
- Student Voice Forum that ensures that the Service is meeting the Needs of Students

Student services - My Birkbeck - Microsoft Internet Explorer

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My Birkbeck / Student services

Student services

- Orientation and induction events
- Course administration
- About you
- Student support
- Rules and regulations
- Forms and cover sheets

Search site

Search Site

Contact us

Student services

We offer a range of services and information to help you while you're at Birkbeck. If you want to talk to someone, or get face-to-face advice, please contact our My Birkbeck helpdesk.

- Orientation and induction events
- About you
- Application, enrolment and registration
- Fees and payment
- Exams and assessment (certificate students)
- Exams and assessment (degree students)
- Progression to other courses
- Changing your course
- Student support
- Information for intercollegiate students
- Rules and regulations
- Forms and cover sheets

"We see ourselves as a listening service."
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Done | Internet

Support & Information: What They Need, When They Need it

- New Student Communication Plan that sends timely and targeted Information and Support, especially in 1st Term

- Over the next few Months Birkbeck will trial new communication Channels to connect prospective and current Students with its Alumni for Mentoring, Buddying and Careers Support

Part-Time Student Experience

- Flexible – Meets the Student's Needs Rather than just the Needs of the Institution
- Takes IAG to another level of Academic & Personal Support
- Can Address Diversity of Students' Needs
- Provides Flexible Infrastructure to Support Students' Learning

1994 Group:
http://www.1994group.ac.uk/