Meeting the challenges of the part-time student experience

Tricia King
Pro-Vice-Master Student Experience
Director of External Relations

What does a student look like?

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Part-time students

- Over 40% of UG students study part-time
- Not a minority issue
- Not a homogenous group
- Legacy of inequity
- ‘Spirit of Browne’ ambition to improve part-time
- Implementation of Browne – ‘devil in the detail’

Birkbeck students

- Over 20,000 students
- 97% study 6-9pm, Monday-Friday
- All levels of study – entry level to PGR
- Varied motivation to study
- As diverse as the capitol city population
- Aged 18-100

The part-time student experience

- What it means at Birkbeck
  - Part of strategic review in response to ELQ
  - Recruitment
  - Retention
- Why it matters
  - Competition
  - Communication
  - Customers

What are the issues:

- ALL PT students are busy and time poor
- ALL need timely, appropriate information and support
- Improving systems and information helped ALL students
- BUT recognise different students need very different support

Student Experience at Birkbeck

Current focus on non-traditional UG students

- often with no level 4 qualification
- often out of education 10-20 years
- direct applicant - not (yet?) in UCAS
- 3 year journey from first contact to enrolment
- first point of contact to start of Y2 for UG students

Student Experience at Birkbeck

Joined up working – in the classroom and outside the classroom

- partnership with PVM Teaching & Learning
- 5 cross-college projects
  - Transition to HE
  - Raising awareness and enhancing understanding of effective pedagogies for first year undergraduates
  - Embedding and enhancing the development of learning support in the College, its Schools and departments
  - Supporting 1st year undergraduate students with mentors, buddies and advisors
  - Supporting staff by sharing good practice

Student Experience at Birkbeck

Joined up working –

- Whole student journey
  - ‘Recruitment & Retention’ a new buzz phrase
  - Assistant Deans and Assistant School Managers ‘R&R’
  - Whole journey thinking

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- 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
- BLE / Blackboard login
- Your ITS username and

Your gateway to student support services

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.

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Find out more...

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

Find out more about: Events | Learning support

Class locations

Check computer availability

News and events

11 Nov 2009
New study skills Saturday available for Birkbeck Stratford students: 21 November

04 Nov 2009
Birkbeck responds to Lord Mandelson's HE Framework

27 Oct 2009
PhD generic skills workshop now open for booking

'We see ourselves as a listening service.'
Melanie Ingle
My Birkbeck helpdesk

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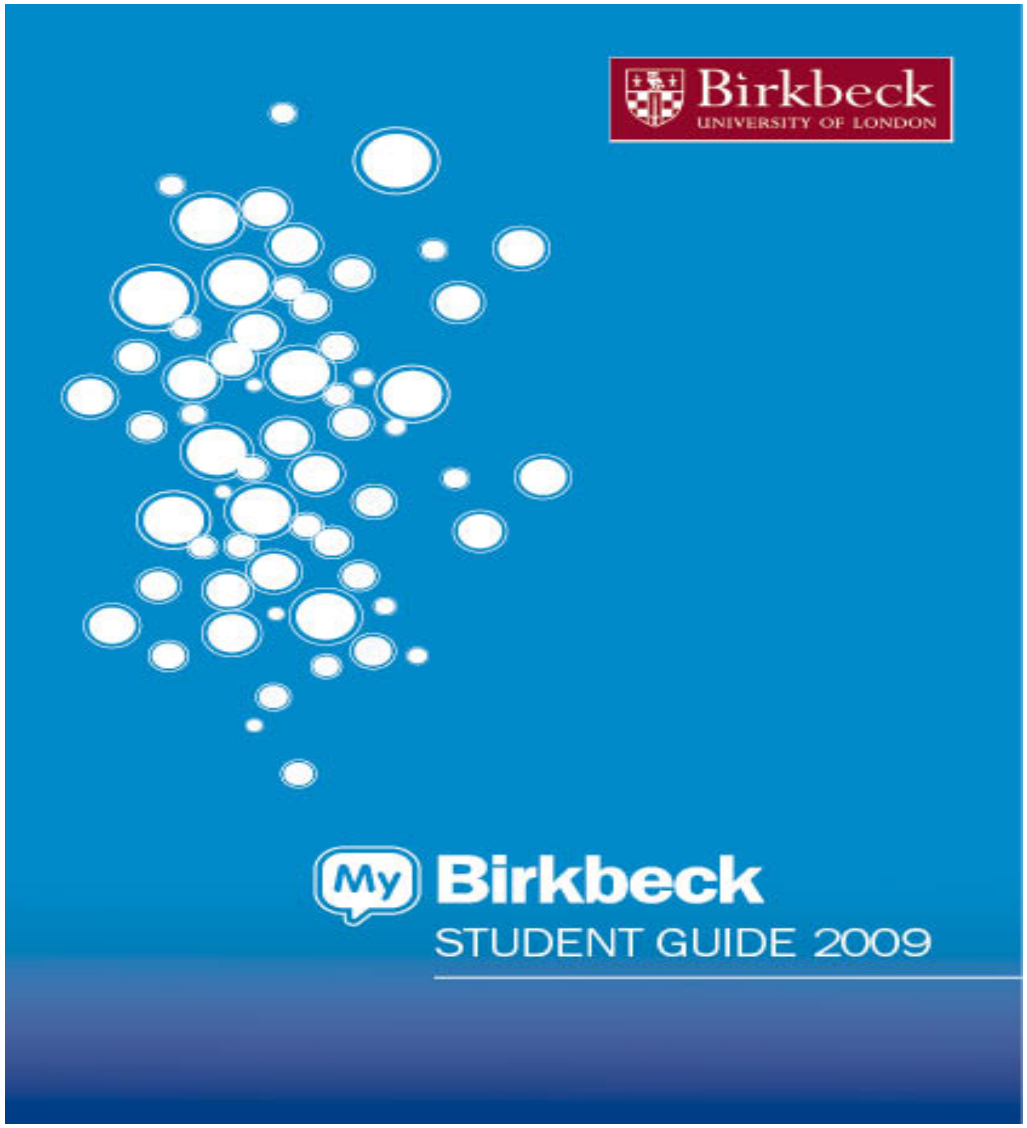
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