Understanding the part-time student experience

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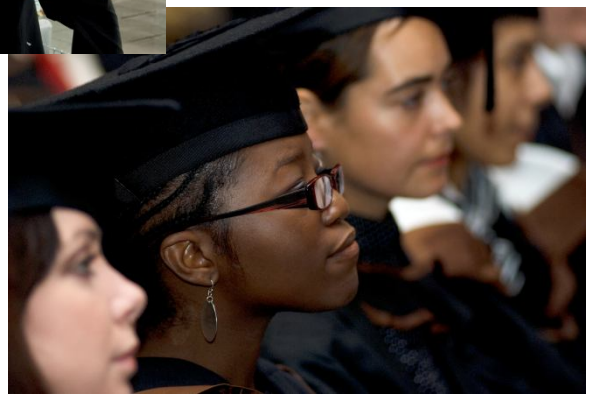

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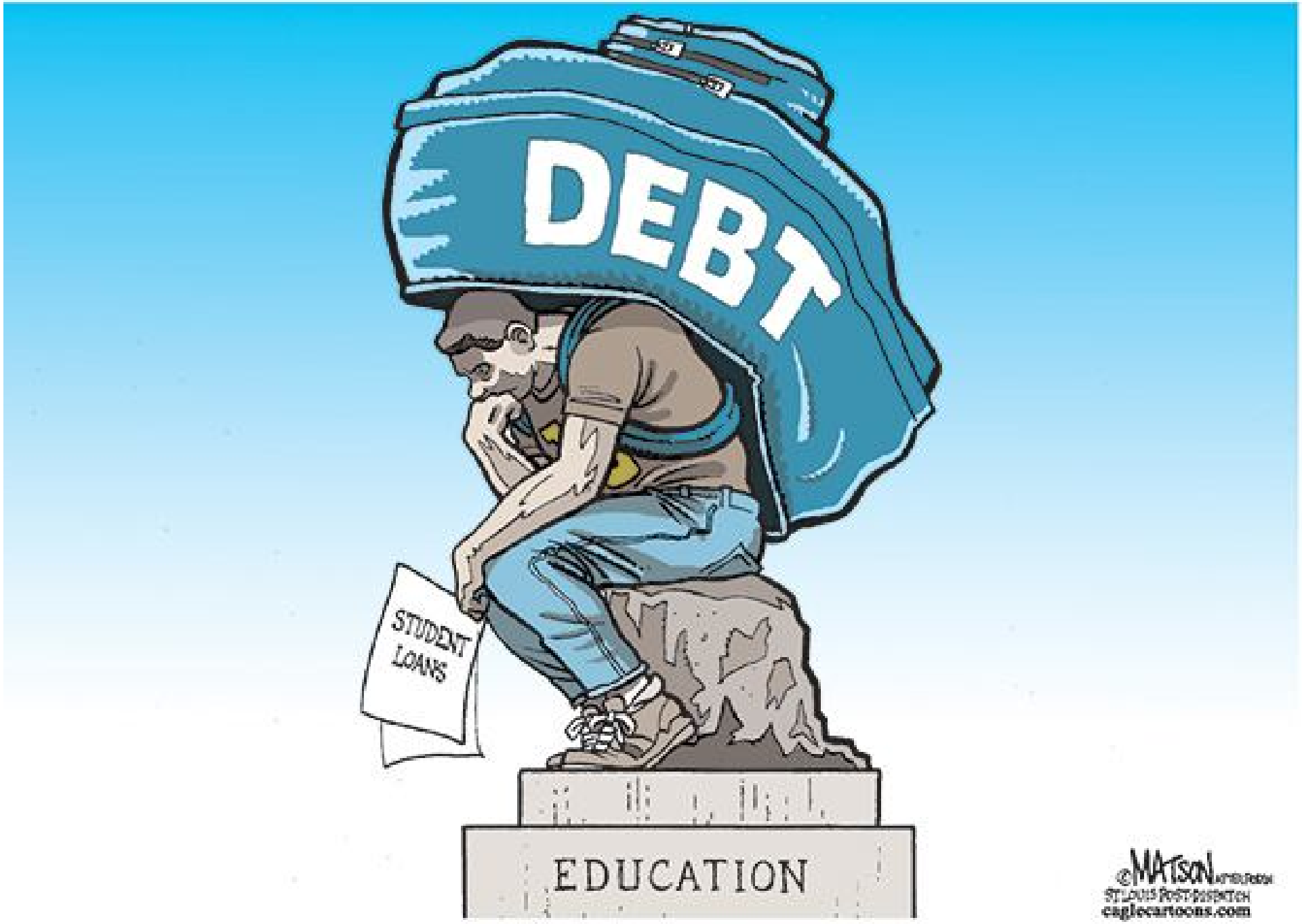
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part-time student experience – what does it mean in changing times

Student experience is about the whole student journey but at Birkbeck work focuses on recruitment and retention:

- first point of contact
- Pre-entry IAG
- Transition
- Year 1 (especially Christmas)

MOMENTS OF TRUTH

Richard Normann – ‘the customer-centric value chain’

*“ ... the experiences we provide for our customers are primarily formed by **Moments of Truth**, and that by owning and managing them we can transform the customer relationship into something that delights our customers, astounds our competitors and enthuses our employees”*

Promise what you can deliver – deliver what you promise

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Get Ahead: Stay Ahead

- How to use Get Ahead: Stay Ahead
- Achieving your goals
- Studying at Birkbeck
- Improving your study skills
- Support services at Birkbeck
- Accessibility

Related links

- Get Ahead summer programme

Get Ahead: Stay Ahead

Helping you get the best possible start to your course and supporting you during your studies

These interactive pages will help you:

- consider how you can achieve your goals
- find out what studying at Birkbeck is like
- improve your study skills
- succeed on your course

How to use this website

Done

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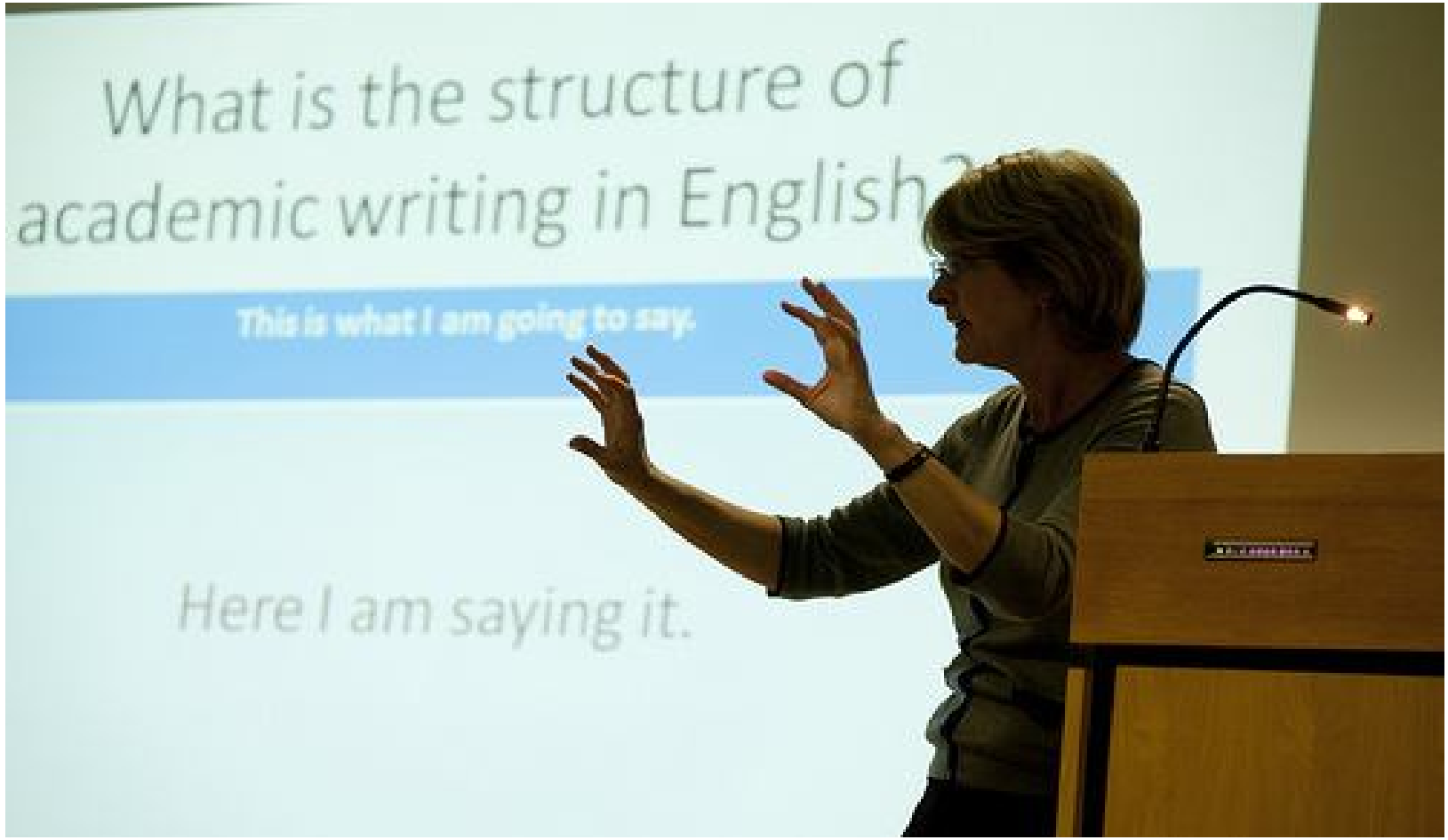
What is the structure of
academic writing in English?
This is what I am going to say.
Here I am saying it.

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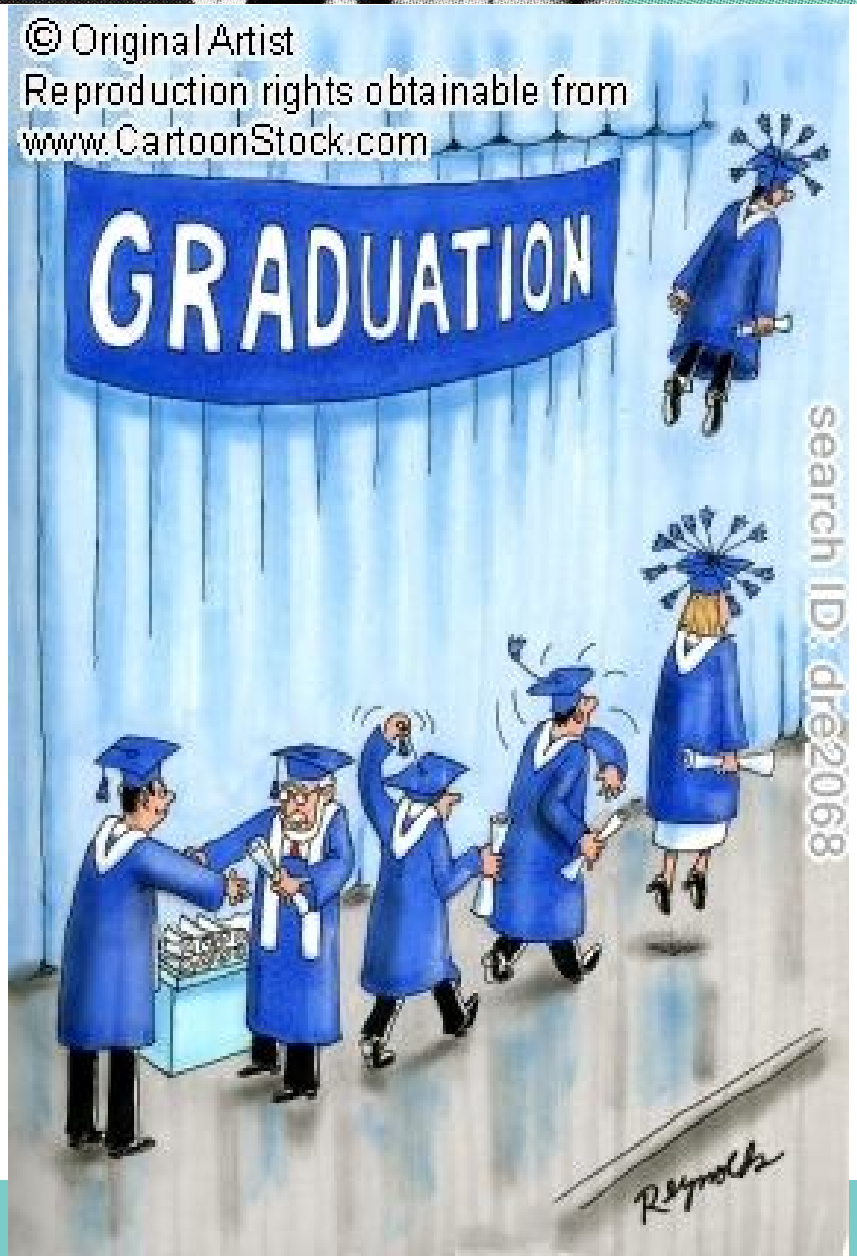
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