Anglia Ruskin University

Student Services – an institution wide approach to the Student Experience

Julie Walkling
Director of Student Services

Our University

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- 32,000 students (23,200 FTE)
- Campuses in Cambridge, Chelmsford and Peterborough
- Whole university holds Customer Service Excellence accreditation
- Largest ever intake this September at 3,260 FTE
- Key Corporate Plan Goals;
  - 90% of our students will be satisfied, succeed and recommend us to a friend
  - 95% of our grads in work or further study with earnings matching graduate average

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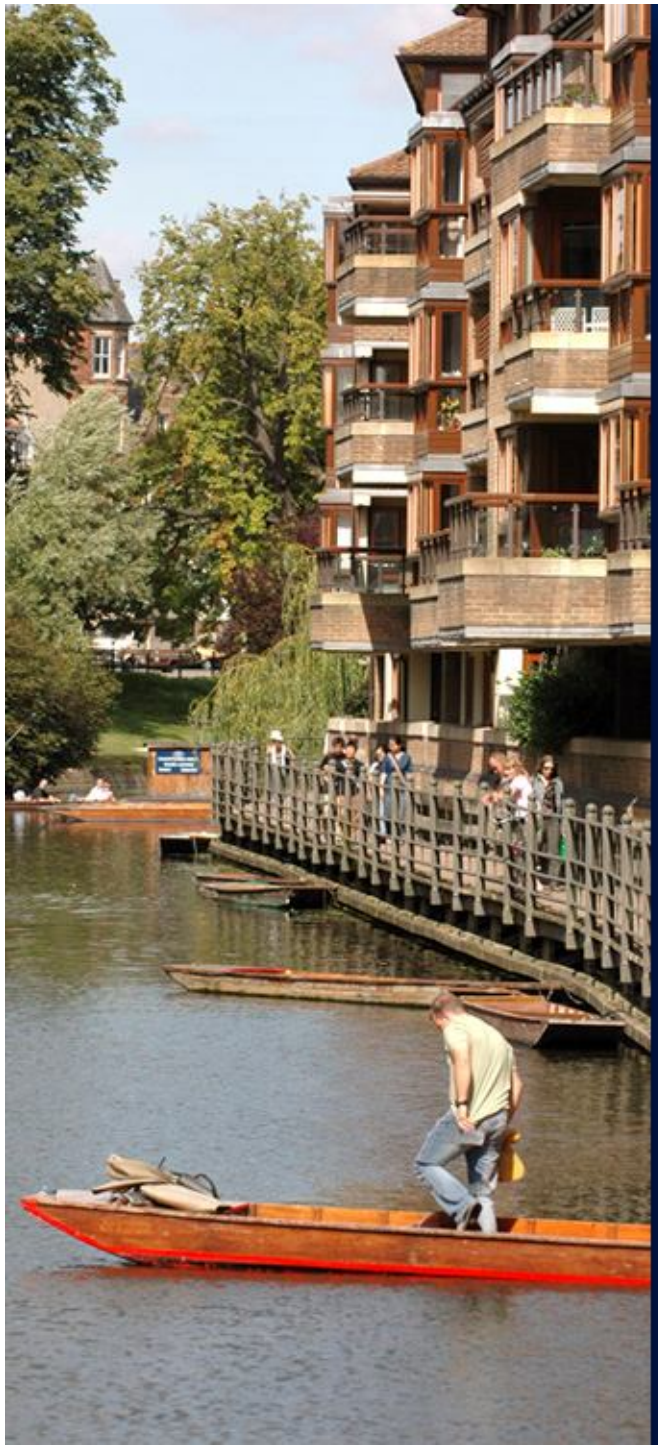
Student Services

- C170 staff in 15 teams
- Restructure 2.5 years ago “Champions of the Student Experience and Promoters and Upholders of the Student Charter!”
- Director a member of the Corporate Management Team
- Seen as change agents for our university
- Winner of the 2012 THE Leadership and Management Award for Outstanding Student Services Team

THE LEADERSHIP & MANAGEMENT AWARDS 2012 WINNER Outstanding Student Services Team



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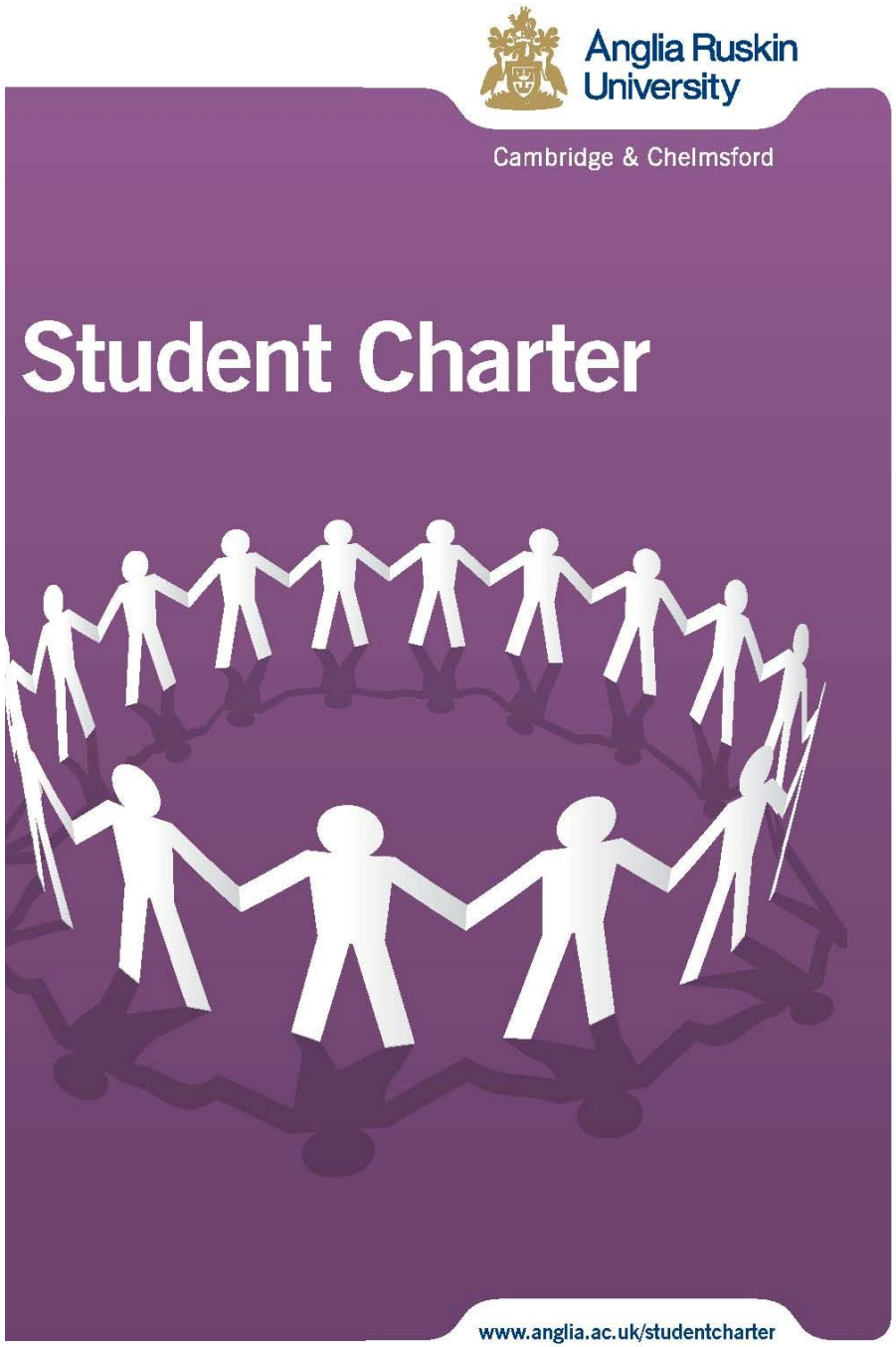
Driving forward…

- Employability Strategy
- Active Anglia sports and recreation strategy
- Changes in response to the NSS
- Reinvigorated personal tutoring system
- Student communications
- Retention and Progression Coordinators

- Close working with Faculties including embedded Employability and Student Advisers

- iCentres as key info/help point for students (86%-98% satisfaction)



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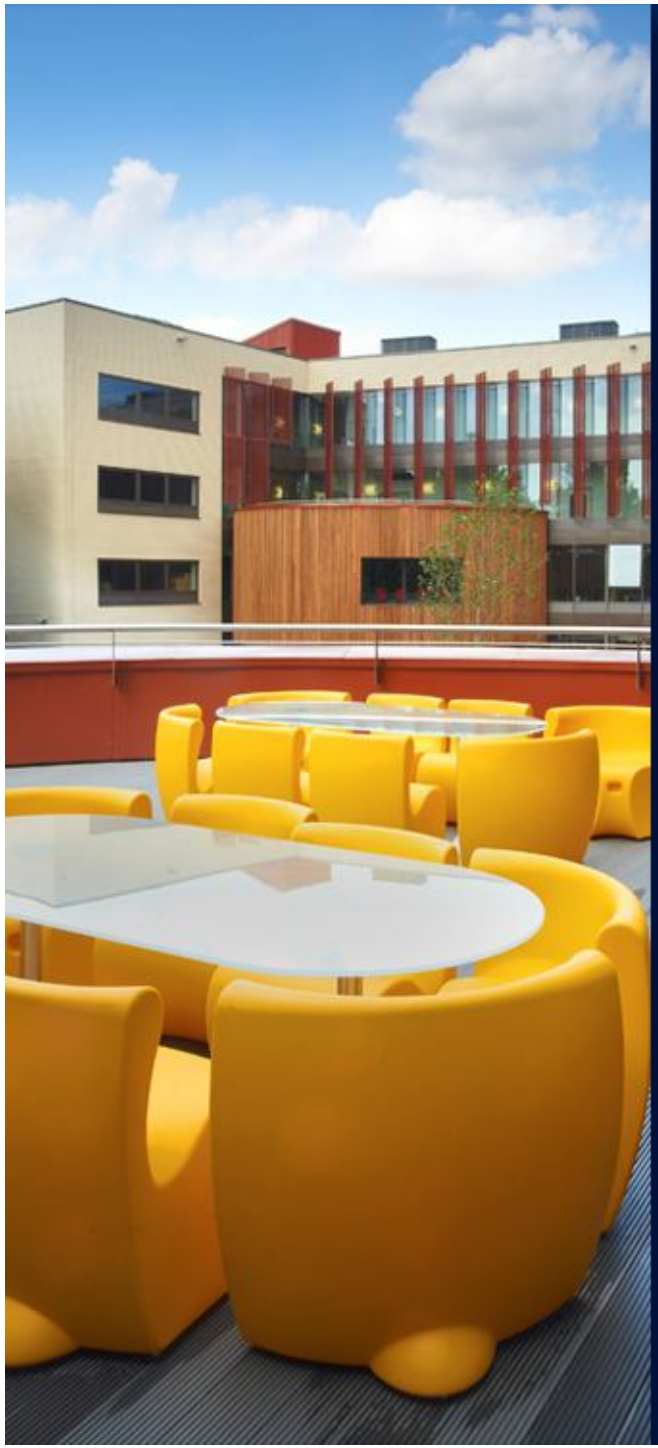
"Our Student Charter outlines what you can expect of us and what we expect of you"

- 20 pages
- Living document
- Drawn up by students, Faculty and Support staff
- Crystal Marked
- Charter promises audited
- "Tell Us" scheme



Student Satisfaction Improvement Group

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- Established in May 2010 and managed by Student Services
- Chaired by Deputy VC (DoSS vice chair) , representatives from each Faculty, student facing support services and the SU
- Meets monthly
- Remit to identify institutional issues relating to the student experience and make sure they are fixed!
- Action oriented and data driven
- Key goal is to ensure actions are taking place to ensure constant improvement in the student experience and ensure high levels of student satisfaction

Students as our partners

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- DoSS formal liaison with SU inc Chair USU
- SS managers meet regularly with SU
- SU on all committees and most working groups
- Students regularly consulted informally through focus groups and ‘walk and talk’
- Detailed NSS, SES, MES, ISB and other data fully shared with SU
- Active CSE partners and students engaged twice a year in Mystery Shopping exercise
- Many joint Student Services/SU publications and campaigns

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Thank you

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