Enhancing the Student Experience

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What is the ‘Student Experience’?

This?

Or this?

How do we measure it?

- National Student Survey
- Internal Surveys
- Something else?

National Student Survey

- Increased satisfaction that staff make the subject interesting by 4% since 2011 (84% compared to 80% in 2011).

- Increased satisfaction with all other areas of teaching by 3% since 2011.

National Student Survey

- Students who study HE in FE are 8% more satisfied than student who study in a university with the feedback they receive

- HE in FE students are 3% more satisfied that they have access to advice and support (80% compared to 77% for university students) and 3% more satisfied that they were given student choices (78% compared to 75%).

National Student Survey

- Students who study HE in FE are 68% satisfied that their course is running smoothly compared to university students at 73%

- HE in FE students are 9% less satisfied that the library meets their needs, 6% less satisfied that they have access to IT equipment and 8% less satisfied that they have been able to access specialist equipment.

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National Student Survey

- Students who study HE in FE are 9% less satisfied with their students' union compared to students who study in a university (57% compared to 66%).

Internal Surveys

- Who are you asking?
- What are you asking?
- What are you doing about it?

Is that all there is?

- Happiness, or satisfaction?
- Outcomes
- Retention
- Success
- Personal development
- Individual experience

The profile of HE in FE

- Are they primarily students?
- Parents, employees, employers, carers
- Mature
- Part time
- Why did they choose HE in FE?
- Do they want a student experience, or a university experience?

Enhancing..

- Students’ Unions
- Advocacy
- Support
- Relationship with HE partner
- GOATS and GOALS

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