

Student Experience Committee Meeting

11.59 am on Wednesday, 29 January 2020
In 1B16 Technopark, SE1 6LN

Agenda

<i>No.</i>	<i>Time</i>	<i>Item</i>	<i>Pages</i>	<i>Presenter</i>
1.		Welcome and apologies		KC
2.		Declaration of interests		KC
3.		Minutes of the previous meeting	3 - 8	KC
4.		Matters arising	9 - 10	KC
Items to approve				
5.		Terms of Reference	To Follow	KC
Items to discuss				
6.		Student Voice reports	11 - 30	AS
7.		Student experience strategy	31 - 48	KC
8.		SU Officers updates	Verbal Report	SU OFFICERS
9.		Student related issues <ul style="list-style-type: none"> • Student Life Centre temperature 	Verbal Report	KC
10.		Estates matters	Verbal Report	CR

Date of next meeting
2.00 pm on Wednesday, 25 March 2020

Members: Kirsteen Coupar (Chair), Steven Brabenec, Alison Chojna, Richard Duke, Gary Francis, Sajjad Hossain, Dawn Ingleson, Nelly Kibirige, Carol Rose, Alex Steeden and Harriet Tollerson

In attendance Anita Ikpa

Apologies Sebastian Bromelow

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**Minutes of the meeting of the Student Experience Committee
held at 2.00 pm on Wednesday, 9 October 2019
Technopark, SE1 6LN**

Present

Kirsteen Coupar (Chair)
Gary Francis
Sajjad Hossain
Dawn Ingleson
Nelly Kibirige
Harriet Tollerson

Apologies

Alison Chojna
Steven Brabenec
Carol Rose
Shân Wareing

In attendance

Sebastian Bromelow
Lesley Gould
Anita Ikpa
Supreet Sangha
Sue Turnball

1. Welcome and apologies

The Chair welcomed members to the meeting. The above apologies were noted.

2. Terms of reference and membership

The committee discussed and agreed changes to the remit and committee membership. The Chair agreed to update the terms of reference, which would be presented to the Academic Board for approval at its meeting in November 2019.

3. Declaration of interests

No member declared an interest in any item on the agenda.

4. Minutes of the previous meeting

The committee agreed the minutes of the last meeting held on 15 May 2019 as a true and accurate record.

5. **Matters arising**

Estates. The committee noted the spacing and access issues on campus. The committee noted the strong recruitment numbers for the new academic year and the communication issues that have arisen from aligning recruitment numbers and attaching the students to modules. The committee was informed that the procurement team are looking to identify additional spacing off site. A premises has been identified on Tabard Street, SE1. The proposed rental space will be presented to the Executive, the Major Projects and Investment Committee and then to the Board of Governors for approval. An email address and contact number has been set up for students to report any spacing or location issues.

{Secretary's note: The Board approved at its meeting of 17 October 2019 to take an assignment of the lease from the administrators of Greenwich School of Management}

6. **Update on Student Beliefs and Motivation Research and Project**

The committee noted that a similar project was conducted by a researcher at Utah State University (Why do you go to College? Shaping Student Belief and Success), which found that students fell into three profiles. A student can be classified as a learner, an investor or an ambivalent. The study found that learners were the most successful in terms of retention rates.

The research project at LSBU has included a fourth category for students known as the highly ambivalent. Last year's study involved approximately 400 students. The ambivalent students had lower retention rates and marks. 578 students will be taking part in the project this year. It has been proposed that one to one conversations will be taking place to help the most vulnerable students. The information from the study will be sent to the Deans. The students will be tracked over the year to identify any improvements in rates.

The committee noted that the first year of the study was the baseline year and this year will involve interventions. Participation on the research project will be open to all students. The aim is to expand the study to Lambeth College.

The Chair will present a paper on the findings of the research at a later meeting.

7. **SU Officers update**

The SU President provided the following updates:

- Welcome week. Despite limited resources, welcome week was a success.
- Porta cabins. The signage for the new temporary modular buildings have been resolved. Students have expressed issues with the naming of the cabins and similarity with other locations. The Chair will review the naming and signage of the cabins with the estates team.

- Accessibility issues. The committee noted a case of a student becoming unconscious and the ambulance being called. The emergency services were unable to get a stretcher into the Borough Road building.
- Lifts. Students have complained about the lifts being out of service. Some of the lifts have been out of service for months. The committee requested that the estates team provide a report on current lift situation.
- Sanitary bins. The bins are not emptied regularly in the tower block building. The Chair agreed to follow up the issue with the estates team.
- Student Advice team. The team has been inundated with student queries but do not have the capacity to accommodate all students. It was proposed if the students can be sign posted to student services to ease the pressure from the advice team. The Chair would discuss the issue with the student services wellbeing team.

The SU president expressed thanks for all the support the union has received during the last couple of months.

The Vice President, Activities and Employability provided the following updates:

- Fresher's week. The events this year included many day time and non-alcoholic events. An escape room was provided for the students. Engagement from students has been positive.
- Bar opening times. The Bar times have been reduced again due to funding and security concerns. The VP is working on getting the Bar time extended beyond 8:45pm. The committee was in support of the initiative.
- Sports participation. Student uptake and engagement has been good. The Union have identified an increase in sports participation.
- Halls. Students have been evicted from halls before their course ends. The Head of Student Accommodation is working on a solution for the students and will inform the Chair who will update the committee at a later meeting.

The VP, Activities and Employability agreed to provide a report at a later meeting on student engagement.

The Chair proposed to organise a lunch with the SU to identify any issues outside of the meetings.

The committee discussed the accessibility issues on Borough Road and the need to identify routes that are accessible. The committee noted the case of a drama student with a disability who has been facing difficulty with access into the Edric Theatre for classes. The Chair agreed to address this particular issue in order to find a solution.

The committee noted that the Chair and Chief Customer Officer are working on a student experience strategy. A draft strategy would be emailed before the next meeting to the members of the committee to provide comments.

Irene Mensa-Bonsu entered the meeting

8. Student Voice Project Proposal

The committee discussed the Student Voice Proposal. The initiative will allow student feedback that will help to shape the future of the University. The initiative will work closely with the SU to recruit a diverse panel of students from the University. The opportunity will be paid and will involve some preparatory work by the student. The committee noted the governance structure, which is formed by a working group who feeds into a steering group you reports findings to the Student Experience Committee.

The committee questioned the possible devaluation of the course reps with this model but understood that the model is intended to reach an extended audience. The committee noted that the proposed student voice model would involve the panel meeting four times a year for approximately 1.5 hours to discuss specific topics. The committee was in support of the proposal. The Project Manager agreed to hold a meeting with the SU to discuss matters further.

9. Estates matters

This item will be reviewed at the next meeting.

10. Annual work plan

The committee noted the annual work plan 2019/20. The committee requested for an additional meeting in March 2020. The Governance Team will inform the members of the date before the next meeting.

11. Any other business

Group SEC. The committee suggested that a representative from the college and academies attend or submit information to the committee about their student experience. The Chair agreed to discuss the issue of a group Student Experience Committee with the Provost.

Timetabling. The Provost and Chief Customer Officer have arranged a timetabling lunch for the team to thank them for all their efforts.

**Date of next meeting
2.00 pm, on Wednesday, 29 January 2020**

Confirmed as a true record

..... (Chair)

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**STUDENT EXPERIENCE COMMITTEE – WEDNESDAY, 29 JANUARY 2020
ACTION SHEET**

Agenda No	Agenda/Decision Item	Action	Date Due	Officer	Action Status
2.	Terms of reference	To be updated and presented to the Academic Board for approval		Kirsteen Coupar	On agenda
6.	Student beliefs and Motivation Research and Project	Update on findings of research		Kirsteen Coupar	ongoing
7.	SU Updates	<p><i>Porta cabin signage</i> – review naming and signage with estates team</p> <p><i>Student Advice team</i> – whether students can be sign posted to Student services due to capacity issues in the Student Advice team. - To discuss with the student services wellbeing team</p> <p><i>Halls</i> – update from Head of Student Accommodation regarding students being evicted before their course end.</p> <p><i>Drama student</i> – Edric theatre access – to find solution to the problem</p> <p><i>Student experience strategy</i> – draft to be emailed to members for comments</p>		Kirsteen Coupar	To do
11.	AOB	Group Student Experience Committee – to discuss with provost		Kirsteen Coupar	To do

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Student Voice Report

December 2019

Methodology

Each month, London South Bank Students' Union (LSBSU) convene a Course Rep Forum bringing together a range of Course Reps from within the total recruited pool of approximately 500 Reps (as of December 2019), each representing a minimum of 10 students within a single year group, and in many cases 50-100 students. These forums raise collective issues identified by Reps across the University, and therefore collate feedback received from a large number of students.

December's Course Rep Forum focused on:

- Estates & Facilities
- London Road Closure
- Involving Students in Future Developments
- Lecture Capture

Additional feedback was also collected on the library, Students' Union, catering and course specific issues. Further to this, Reps were asked to feed back on the execution of the newly created platform of Course Board forums, designed to enable Course Reps to raise issues direct with Course Directors and tutors, and create a more actionable and accountable forum for prompting action on feedback.

Concerns raised in the December 2019 forum are outlined below, together with status (new issue, vs recurring issue, as well as opportunity for LSBU response). In December, responses were received from approximately 100 Course Reps (approximately 20% of the total).

Summary of issues raised

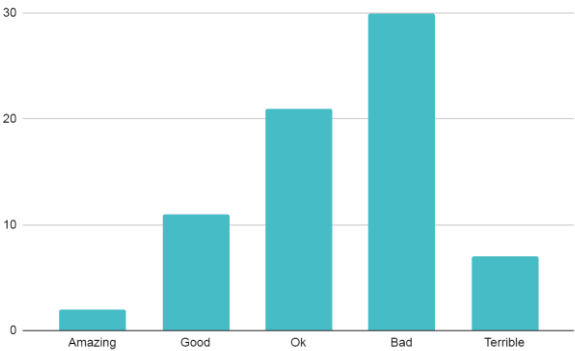
Many of the issues raised in the November Course Rep Forum appear to have persisted into December. Some communication concerns were raised, as well as perceived failure to act on feedback raised in some forums. Condition of estates and the campus environment, as well as the London Road move continue impact student experience at LSBU, with several suggestions from Course Reps on how to respond to this. Students would like to be consulted and kept in the loop in relation to university developments, while Lecture Capture is highlighted as an area for development at LSBU as very few courses use it compared to how popular it is with students.

COURSE / SCHOOL SPECIFIC FEEDBACK

	FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE
1	<p><u>ENG: Product Design & Engineering Deadline</u></p> <p>Overview: Product Design & Engineering Course Reps raised that their assignment had required them to use a log book, but that they hadn't been told that until the day before it was due and that it hadn't been in the brief. As a result, only 3 students handed in their assignment with a completed log book.</p>	X		
2	<p><u>HSC: Learning Disability Nursing Placement</u></p> <p>Overview: Learning Disability Nursing first year students raised that they had a placement in January but had not yet received any details about it.</p>	X		
4	<p><u>Business School: Explore Room Kitchen</u></p> <p>Overview: Students were grateful for the student kitchen installed in the Business</p>		X – Disruptive layout	

	School but raised concerns that it was becoming a distraction when used during lectures due to the Explore Room's layout.			
5	<p><u>ACI: Film Studios Move to Borough Road</u></p> <p>Overview: Positive feedback was raised by a couple of Course Reps on the film studios moving to Borough Road, where they now have more space. This has been very useful with the kit room when students are collecting equipment.</p>	X – positive feedback		

ESTATES & FACILITIES FEEDBACK

	FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE												
1	<p><u>Toilets</u></p> <p>Overview: The majority of Course Reps raised concerns about the cleanliness of toilets right across campus, as shown in Figure 1. It was felt that they were not being cleaned regularly enough and that many had old amenities that need updating (e.g. hand dryers, broken door locks, etc.).</p> <p>Specific references include condition of door locks in Faraday Wing toilet facilities</p>  <table border="1"> <caption>Data for Figure 1: How would you rate toilet facilities on site?</caption> <thead> <tr> <th>Rating</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Amazing</td> <td>2</td> </tr> <tr> <td>Good</td> <td>11</td> </tr> <tr> <td>Ok</td> <td>21</td> </tr> <tr> <td>Bad</td> <td>30</td> </tr> <tr> <td>Terrible</td> <td>7</td> </tr> </tbody> </table> <p>Figure 1: How would you rate toilet facilities on site?</p>	Rating	Count	Amazing	2	Good	11	Ok	21	Bad	30	Terrible	7		X – toilet cleanliness	
Rating	Count															
Amazing	2															
Good	11															
Ok	21															
Bad	30															
Terrible	7															

	<p>Suggestion: Increase the frequency of toilet cleaning and review state of all toilet facilities to ensure all locks, flushes and equipment are working.</p>			
2	<p><u>Signage & Posters</u></p> <p>Overview: Concerns were raised about signage not being standardised across campus and it getting mixed up with posters. Signage needs to not only tell people where they are, but also direct them to other spaces (e.g. extension blocks, Tower Block, everywhere in Borough Road).</p> <p>Suggestion: Review signage across the University and look to create a standardised signage system for all buildings.</p>	X		
3	<p><u>Green Spaces</u></p> <p>Overview: A couple of Course Reps raised that they would like more green spaces on campus to use.</p>	X		
4	<p><u>Lecture Technical Equipment / K2-114</u></p>		X – IT equipment concerns	

	<p>Overview: Approximately 10% of Course Reps raised concerns about technical equipment in classrooms not working. Audio equipment was highlighted as the main issue, along with room K2-114 specifically.</p>			
5	<p><u>Cleanliness of Campus</u></p> <p>Overview: The majority of Course Reps felt that the cleanliness of campus was very poor (particularly table surfaces and litter), and felt this issue has worsened this academic year. It was also felt that there were too few bins outside.</p> <p>Suggestion: Improve the quality of cleaning around campus and increase the number of bins outside.</p>		X – inconsistent campus cleaning	
6	<p><u>Cold temperature of classrooms / library</u></p> <p>Overview: Approximately 25% of Course Reps present re-raised the issue of heating issues across campus. K2 and the Library were the main source of complaints regarding rooms being too cold, with students allegedly wearing coats in some cases to avoid being too cold.</p>		X – heating turned off or broken	

7	<p><u>BR-307: Space and Lecture tables</u></p> <p>Overview: Desks in BR-307 deemed too small for students' notebooks, while the room itself is felt to be too cramped.</p> <p>Suggestion: Replace desks with suitably sized desks or relocate students to more suitable classrooms.</p>		X – unsuitable tables, space concerns	
8	<p><u>Lifts</u></p> <p>Overview: Students were grateful for the lift in K2 being fixed. However, lifts across areas of campus remain broken (e.g. Tower Block, Borough Road, etc.). This was restricting disabled access across these areas of the campus.</p> <p>Suggestion: Regularly review facility maintenance.</p>		X – lift maintenance issues	
9	<p><u>Shower & Wash Facilities</u></p> <p>Overview: Course Reps re-raised the issue of not being able to locate shower or changing facilities on campus since the London Road closure.</p>		X – perceived lack of shower access	

	Suggestion: Improve signage to direct students to shower and changing facilities.			
10	<p><u>Smoking on campus</u></p> <p>Overview: The issue of students smoking in building entrances was raised. Course Reps added that it was particularly bad with the Keyworth and K2 buildings, and that security were not asking students smoking in entrances to move.</p>	X		
12	<p><u>Borough Road building condition</u></p> <p>Overview: A few Course Reps complained about the conditions of some of the classrooms in Borough Road, and asked if they could be refurbished. Provisions for disabled access was deemed to be poor due to the building's confusing layout and some broken lifts.</p>		X – building / classroom maintenance	

LONDON ROAD CLOSURE FEEDBACK

	FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE
1	<p><u>Study Spaces on Campus / Overcrowding</u></p> <p>Overview: Approximately 75% of Course Reps present raised that there was not enough study space available on campus and that existing spaces were overcrowded. They explained that this was forcing students to go home or off campus to find spaces to work which was having the effect of reducing attendance at lectures in between large gaps in the timetable.</p> <p>The idea of converting large corridors to include study spaces was suggested (like they are in the bridge from the Student Life Centre to the Bakery School). Many students would also like more spaces where they can chill out in between classes.</p> <p>Suggestion: Look into creating more study spaces around campus for students to use.</p>		X –space concerns	

2	<p><u>Overcrowded Campus</u></p> <p>Overview: The majority of Course Reps raised that campus and classrooms generally feel overcrowded now since the closure.</p>		X – space concerns	
3	<p><u>Reduced Canteen Facilities / Crowding</u></p> <p>Overview: Course Reps raised that the current canteen facilities were not big enough for the volume of students using them. This was making it difficult for students to find places to eat lunch on campus. This increased use also meant many tables were not being cleaned regularly and in poor condition.</p> <p>It was also raised that due to the Grads Cafe being so small it had a limited selection of food available compared to what had previously been available in London Road.</p>	X		
4	<p><u>Signposting to Temporary Facilities</u></p>	X		

	<p>Overview: Several Course Reps asked if there could be better signage and communication of where the temporary facilities (e.g. canteen, gym, etc.) are while the building work is ongoing.</p>			
5	<p><u>Reduction in Prayer Room provision</u></p> <p>Overview: A few Course Reps raised that students who are in their class and need to pray are missing lecture time to get to the only remaining Prayer Room on site in Borough Road or were having to pray in the corridors. They suggested opening a temporary room in the vicinity of the Keyworth building to replace the one in London Road.</p> <p>Suggestion: Create a temporary prayer room in the vicinity of the Keyworth Centre.</p>	X		

STUDENT INPUT TO MAJOR FUTURE DEVELOPMENTS FEEDBACK

This section followed on from the discussions around the London Road Closure to look at how students could be more involved in similar University developments that will impact student experience before they take place.

	FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE
1	<p><u>Student Consultation – major developments</u></p> <p>Overview: The majority of Course Reps felt that big changes like London Road should include broad student consultation through proactive engagement they take place.</p> <p>This could be achieved through the use of specifically convened Course Rep Forums, or more broadly via consultation surveys or student democratic voting processes.</p>	X		
2	<p><u>Change Communication</u></p> <p>Overview: Most Course Reps suggested that communication around developments needed improving so students know what is going on, as well as the pros and cons.</p>	X		

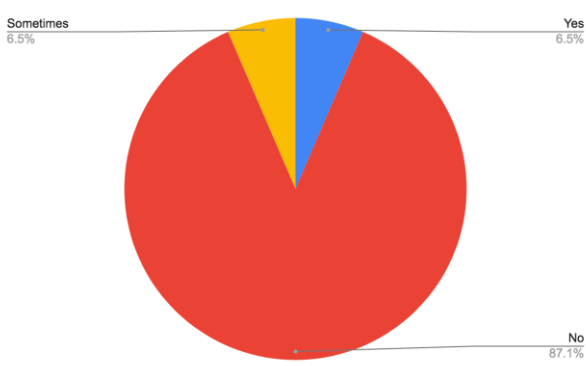
CATERING FEEDBACK

	CATERING FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE
1	<p><u>Microwave Access</u></p> <p>Overview: The majority of Course Reps re-raised that they are keen for more microwave provisions across the university, particularly around the canteen area.</p> <p>Suggestion: Install more microwaves for students to use on campus.</p>		X – Desire for microwaves	
2	<p><u>Venue Bar Opening Times Too Short</u></p> <p>Overview: A couple of Course Reps raised that they would like the bar in the Student Life Centre to be open longer.</p>	X		

LIBRARY FEEDBACK

	FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE
1	<p><u>Bookable Study Spaces</u></p> <p>Overview: Approximately 80% of Course Reps present would like study room booking in the library extended to later in the evening as its too busy. Until 10pm was suggested.</p> <p>Nearly all Course Reps present advocated the suggestion of converting some of the classrooms in Keyworth or K2 into bookable study spaces for students to use.</p> <p>Suggestion: Create more bookable study spaces across campus that are open longer.</p>	X		
2	<p><u>24-Hour Library</u></p> <p>Overview: Several Course Reps asked for a 24-hour library access all year round.</p>	X		

LECTURE CAPTURE FEEDBACK

	LECTURE CAPTURE FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE								
1	<p><u>Lecture Capture Usage in Class</u></p> <p>Overview: Approximately 87% of courses represented do not use lecture capture. This is shown in Figure 2. It's highlighted in Figure 3 that 86% would however like to use it – many course reps indeed feel this facility should be mandatory as part of tuition.</p> <p>Some students had been told by their lecturers that they weren't allowed to use lecture capture. Other students had resorted to filming the lecture on their mobile phones and sharing this with their class afterwards.</p>  <p>A pie chart illustrating the usage of lecture capture among courses. The chart is divided into three segments: a large red segment representing 'No' at 87.1%, a smaller blue segment representing 'Sometimes' at 6.5%, and a very small yellow segment representing 'Yes' at 6.5%. Lines connect the labels to their respective segments.</p> <table border="1"> <caption>Data for Figure 2: Courses Using Lecture Capture</caption> <thead> <tr> <th>Usage Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>87.1%</td> </tr> <tr> <td>Sometimes</td> <td>6.5%</td> </tr> <tr> <td>Yes</td> <td>6.5%</td> </tr> </tbody> </table> <p>Figure 2: Courses Using Lecture Capture</p>	Usage Category	Percentage	No	87.1%	Sometimes	6.5%	Yes	6.5%		X – lecture capture implementation	
Usage Category	Percentage											
No	87.1%											
Sometimes	6.5%											
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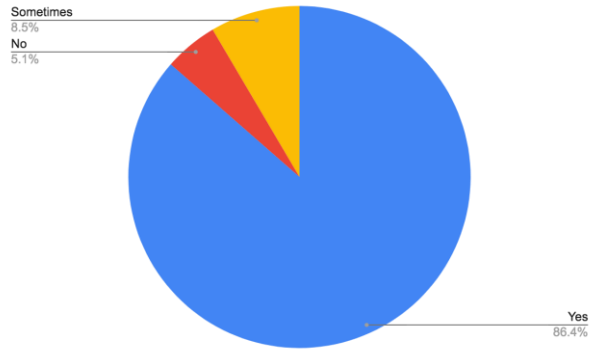


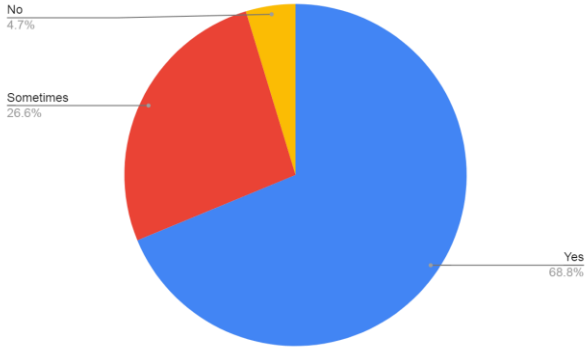
Figure 3: Courses that would like to use Lecture Capture

Suggestion: Train staff how to use lecture capture and encourage its use across all courses.

COURSE BOARD FEEDBACK

LSBSU has recently established a new forum for rep dialogue direct with course staff. These course boards take place once per semester, and involve all Course Reps for a given course, together with relevant Course Directors and Module leads, allowing issues to be raised directly with staff able to effect change. By December 2019 the majority of Course Reps should have had their Semester 1 Course Board meetings.

These forums are newly established, and Reps are keen to ensure Course Boards are as effectively run as possible – feedback on this first round of Course Board forums is contained below.

	FEEDBACK	NEW ISSUE?	RECURRING?	UNIVERSITY RESPONSE								
1	<p><u>General Feedback</u></p> <p>Overview: The vast majority of Course Reps find Course Board Meetings useful, as shown below in Figure 1. Many Course Reps felt that they were listened to and could make change.</p>  <table border="1"> <caption>Data for Figure 1: Do you find Course Board Meetings useful?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>68.8%</td> </tr> <tr> <td>Sometimes</td> <td>26.6%</td> </tr> <tr> <td>No</td> <td>4.7%</td> </tr> </tbody> </table> <p>Figure 1: Do you find Course Board Meetings useful?</p>	Response	Percentage	Yes	68.8%	Sometimes	26.6%	No	4.7%	X		
Response	Percentage											
Yes	68.8%											
Sometimes	26.6%											
No	4.7%											

	<p>Many were also positive about the opportunity to meet with all the different staff involved in their course in one place. They felt that this allowed issues to be resolved more efficiently in a more detailed manner than if dealt with outside of the meeting.</p>			
2	<p><u>Timetabling of Meetings</u></p> <p>Overview: Approximately 25% of Course Reps raised concerns that the scheduling of their Course Board meetings clashed with their timetables and that this was impacting which staff and students could attend. Placement students flagged that they also couldn't attend Course Board meetings during the day.</p> <p>A small number of Course Reps flagged that when their Course Board meetings overran they were unable to continue their discussion as the room booking ended or the staff member had to run off. This limited time was affecting the ability of Course Reps to resolve more complicated issues.</p> <p>Accessibility concerns were raised about the location of some Course Board meetings for students with access needs.</p>	X		

	<p>Recommendations: Ensure Course Board meetings do not clash with the timetables of the courses which will be in attendance.</p> <p>Schedule future Course Board meetings at the same time as the timetable each year.</p>			
3	<p><u>Lack of awareness of Meetings</u></p> <p>Overview: Approximately 20% of Course Reps raised concerns that the attendance of Course Reps at some Course Board meetings was poor. Most thought this was because of poor communication from the University as to when and where the meetings would be. Some only found out meeting details a week before, which was not enough notice.</p> <p>Suggestion: Provide commitment from Schools to ensure Course Reps are invited to Course Board meetings with more than a week's notice.</p>	X		
4	<p><u>Outcomes of Meetings</u></p> <p>Overview: Approximately 15% of Course Reps raised that they are still waiting for the issues raised at their Course Board meeting to be</p>	X		

	<p>addressed. Some have also been waiting over a month for the minutes of the meeting to be circulated to them.</p> <p>A couple of Course Reps were not happy that some of the issues raised would not be resolved until the next academic year, with no temporary solution put in place until then.</p> <p>Suggestion: Create a commitment from Course Directors to resolve issues raised within a certain timeframe.</p>			
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Services for Students

Page 31



**London
South Bank**
University

EST 1892

Agenda Item 7

Drafts for consultation

- Student Experience Strategy
- Student Services Strategic Plan 2020-2025.



Student Experience

Student Experience is the sum of every interaction our prospects, applicants, students and alumni have with the LSBU Group. It is our students' perception of how we treat them.

These perceptions affect the way they behave and build memories and drive their loyalty.

Page 33

Why focus on student experience?

It improves student retention, satisfaction and increases the likelihood of our students continuing their educational path with us, and that they will encourage people they know to join our community.



**London
South Bank
University**

EST 1892

Student Experience Strategy and Design

Our Student Experience Strategy sets out our plans to deliver a positive, meaningful experience across all interactions students have with us

Page 34

All services and interactions are designed with the student experience at the forefront of decision-making. The aim is to meet student expectations and to create experiences that solve student problems in easy and intuitive ways.



**London
South Bank
University**

EST 1892

Student Experience Mission

The Student Experience Mission of LSBU is our commitment to transform lives through the best educational and student services delivered with honesty, warmth, individual pride and LSBU community spirit.

LSBU says:

Our students are at the heart of everything we do at LSBU. We will show our commitment to them by treating them as members of our family, with respect, honesty and care – every time we interact with them.

We promise to listen with both our hearts and heads, to communicate clearly and simply and to ensure that every student

LSBU Students say:

I belong at LSBU.

At every point of my educational journey with LSBU I feel that I am connecting with people who genuinely care about me and my future. I am excited by quality of teaching I receive.

I find it easy and intuitive to access the services I need. When problems arise, staff are open and honest, and find solutions rather than offer excuses.

I trust them to always be there with information and advice that empowers me to be successful in my studies and career.



Principles



Digitally enabled

Seamless administration ensures 24/7, high quality engagement



Business Engaged

Students develop business acumen and are empowered to pursue their career



Flexible

Barriers to learning are overcome, ensuring student-owned success



Personal

Real relationships create a community, where individuals feel valued



Data and analytics enabled decision making

Student centric approach focused on best possible student outcomes



Inclusive

All students are connected to the LSBU community, creating a well rounded university experience and giving them lifelong skills and networks



Services for Students are:

Consistent

Timely

Simple and easy

Personal and Friendly

Inclusive

Quality

Omni-channel

Flexible



To transform student experience we need 5 elements

Vision

A clear, inspiring vision for the ideal student experience and the capability for staff to deliver it consistently.

Governance

A decision structure to align priorities and actions
Functional alignment and cross-functional decision-making using existing committees and working groups

Road Map

A portfolio of initiatives/projects/actions that will deliver the vision. Clear performance and accountability.

5 Elements cont.

Ways to measure progress

Quantitative and Qualitative measures

Change management

The ways we will work differently in order to accomplish things that today's ways of working cannot

Working with change agents, frontline empowerment and strong communications



Imagine...

A student centre where all queries can be answered and students can book their appointments online. Students study and relax in nearby cafes, waiting to see their name appear on a nearby screen, indicating it's time for their appointment. There are no queues.

Page 42

There are self-service terminals for carrying out common transactions and booking laptops, services and appointments.

It is a welcoming space with different zones, allowing students to socialise, group study and relax alone. Décor celebrates diversity and culture.

A crèche within the building allows student parents to leave their children while they study or attend appointments.



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Services for Students - Vision

The values of a family will be at the heart of our approach to student services across the LSBU group. Our inclusive approach to meeting complex and diverse needs will enable every student to continue with their studies, develop as an individual and succeed academically and in their career

Page 43

We support students to stay, develop and succeed

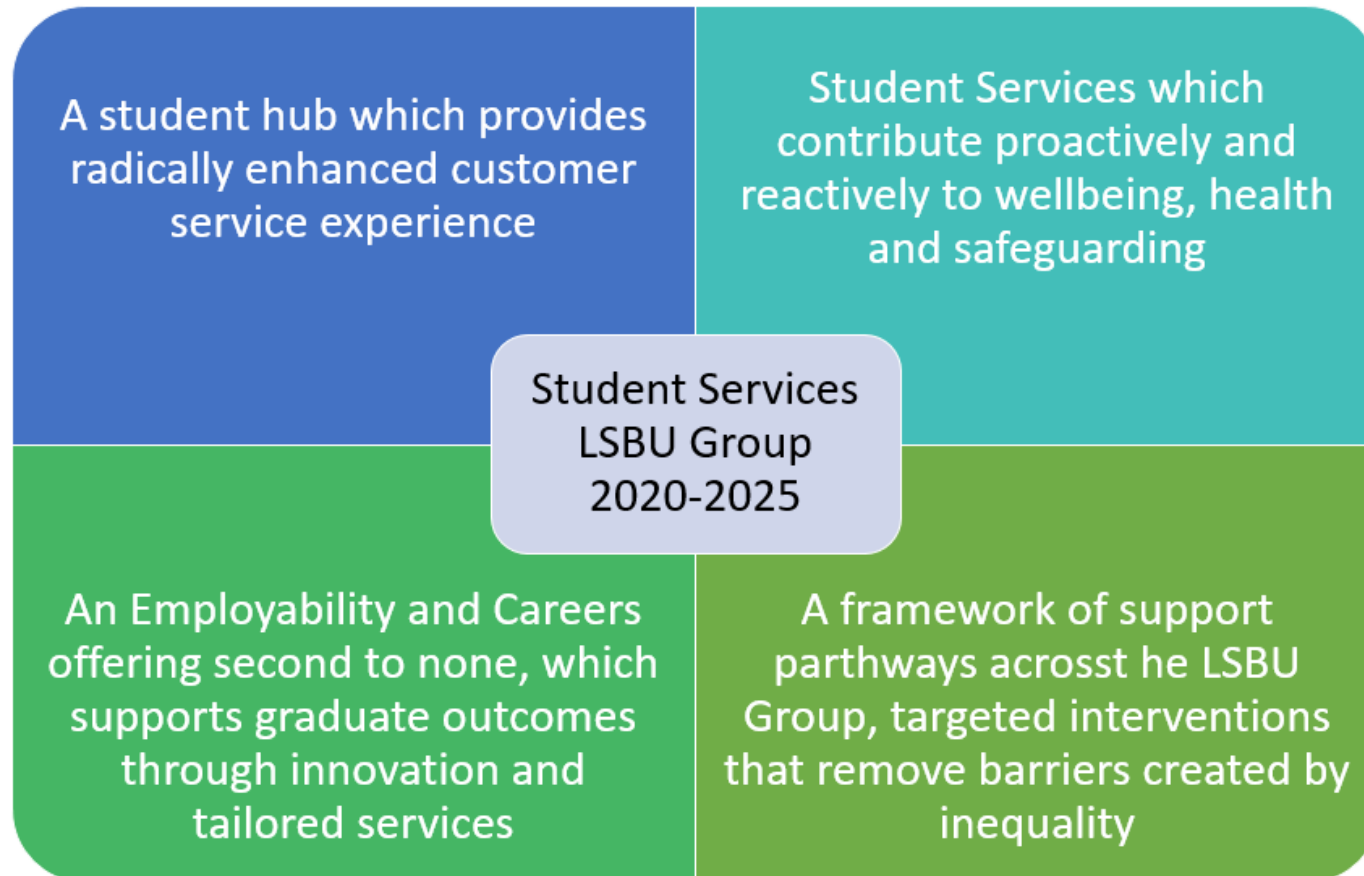


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Services for Students - Strategy

Page 44



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Student Hub

A student hub that provides radically enhanced customer service experience with a focus on providing easily accessible information and advice via both remote and direct access.

Majority of queries resolved by first responder and complex queries being passed to subject matter experts.

Page 45

Student Success



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Safe and well students

Student services that contribute proactively and reactively to wellbeing, health and safeguarding. A strong and broad offering to support student wellbeing and effective and timely coordinated responses to student case management

Page 46

Student Success



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Employability and Careers

An employability and careers offering, second to none, that supports graduate outcomes through innovation and tailored services, including placements, employment during and after studies, careers advice and employer engagement.

Page 47

Aimed at learners at each group member and building employability skills across time

Student Success



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Group Support Pathways

A framework of support pathways across the LSBU group, targeted interventions that remove barriers created by inequality, with our students staying, developing, progression (including across the group) and succeeding. Sharing of expertise and appropriate joint delivery.

Page 48

Access to Opportunity



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