



# **Supporting learners through the development of a Student Experience Enhancement Unit**

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# Background

- Many changes to UK HE, University and Faculty
- Time for rethinking student support and learning provision
- New faculty building in 2011 to accommodate Activity Led Learning (ALL)
- Transitional arrangements leading to 2011
- Student Experience Enhancement Unit (SEE-U)

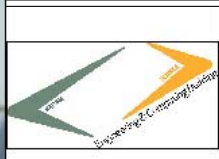


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# SEE-U Vision

- ..benefit all members of the EC [Faculty] learning community;
- encourage a student centred approach and culture;
- raise awareness of issues, identified from a wide range of sources, that impact on the learning community;
- consult with stakeholders in order to design and implement improvements to systems, practice and services;
- influence the wider University community to adopt a similar culture to that aspired to for the Faculty

# SEE-U Mission

"SEE-u aims to improve and develop all aspects of support for students, individually and collectively, who are future, present or past students of the Faculty of Engineering and Computing.

We will do this through the provision of an advocacy service , by improving the learning environment and simplifying the systems of the University, through experience and understanding , developmental work with university staff to raise awareness of current and future student expectations and needs and through honest, customer focussed service to students."

# Operational arrangements

Team of student advocates and (permanent) staff

Three strands:

- Student advocacy – help desk plus
- Pro-active investigation and research
- Planned activities – management of change, progressing known problems



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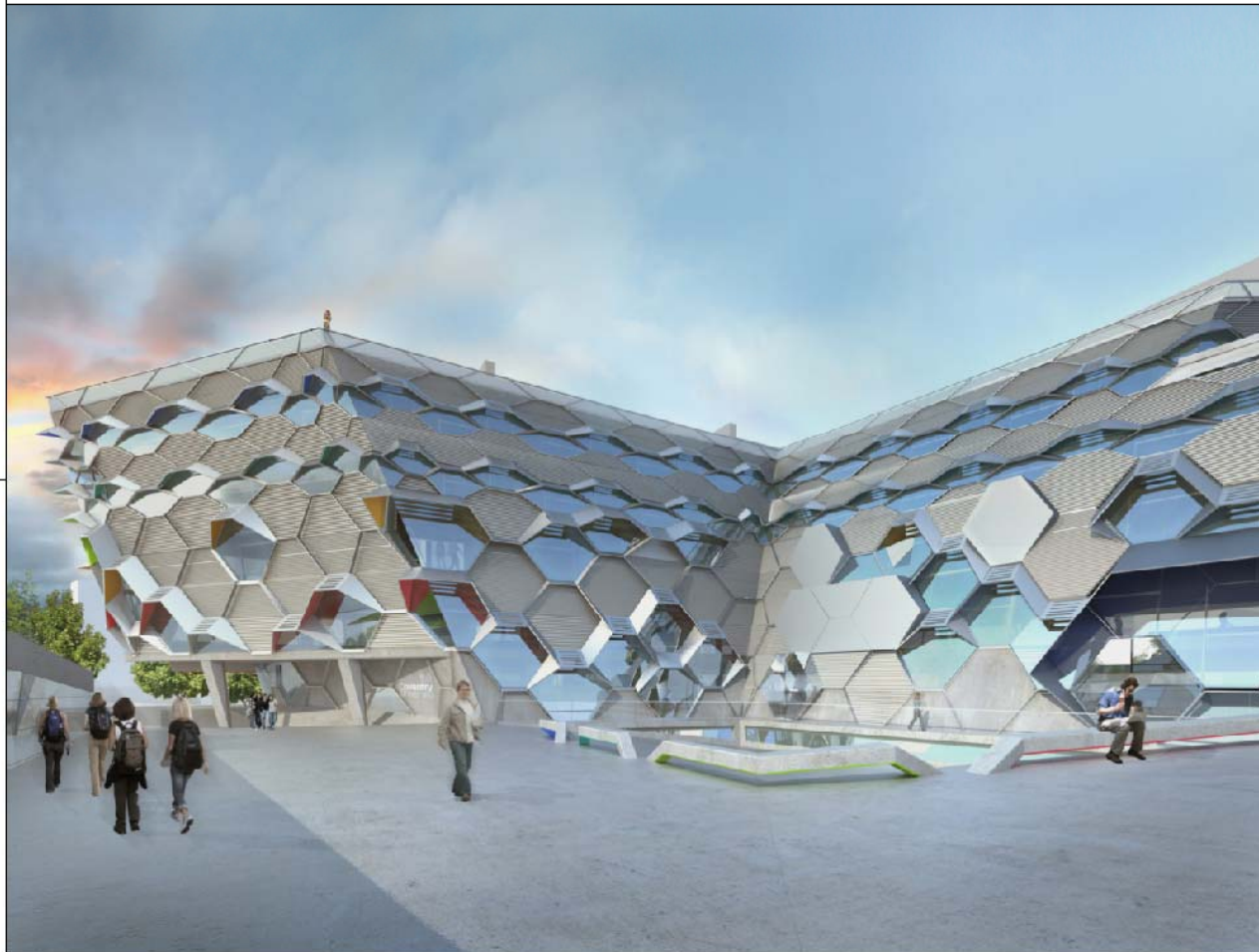


# Progress to date

- SEE-U operating since September 2008
- Many students helped through advocacy service – connecting to central services
- Conducting surveys, focus groups
- Supporting departmental teams and projects
- One major system change – disability support
- However some challenges and lessons

# Future plans

- Piloting systems for 2011 regime 2009-10
- Advocacy service will have three tiers:
  - “front of house” student support service and reception
  - second line of support for more difficult queries and research
  - departmental support teams
- Expanding team, advocates and permanent staff members of SEE-U



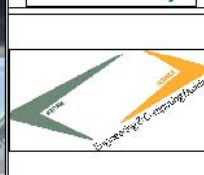
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# Your input please

- Any questions?
- Comments about your own experience of employing students?
- Ideas for accreditation of students for advocacy activities?