

**Centre for Learning and Teaching  
Staff Development Session 2019-20**

**Facilitator:** Anthony Turjansky

**Title:** HE Student Expectations

**Objectives:**

- Receive, consider and discuss information including national research on HE students' perceptions of their learning experience.
- Reflect on the notion of 'students as consumers' and how this impacts the way in which course information is presented and managed.
- Consider how learners are consulted and engaged in shaping and evaluating their learning experience.

**Prerequisites:**

This session is open to all staff.

**Programme:**

By the end of the session participants should have gained a good knowledge and understanding of students' perceptions of their higher education experience, both as learners and consumers, which should enhance their provision of student information and support.

**Rationale:**

This session will draw upon University policies and findings from national research to consider students' expectations of teaching, assessment, and academic and personal support. We shall consider the impact of consumer legislation on higher education providers in respect of delivering programmes as advertised whilst retaining the ability to make changes that enhance the student experience.

The session will involve a mixture of presentation and group discussion and maps to Dimensions A1, V2 & V4 of the UK Professional Standards Framework (UKPSF).  
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