

Moving into the Mainstream.

The work of the Student Experience Project has been focused around three key aims. To:

- develop better understanding of the student experience;
- pilot and implement developments to services and activities;
- enrich the experience of all students of the University

Recent reporting on our work streams has shown that the SEP's activities are making a significant impact across the University and show that we have:

- developed, piloted and implemented new services and approaches to supporting students in an increasingly diverse environment;
- enhanced University practices in relation to the applicant experience, transition and orientation, student communications, and to course and programme information delivery and use;
- delivered student surveys and data that is leading to a better understanding of the student experience;
- led on the development of the University's role in promoting a healthy living and study environment for students;
- and worked to improve the University's engagement with students, through student volunteering and service learning developments beyond the University and the development of Schools Councils.

Those elements of the Project which were judged by the Student Enhancement Programme Board to have made a significant impact were taken into the 2014/15 planning round and additional investment was secured to mainstream some but not all work streams.

Student Survey team

The Student Survey team have been mainstreamed and relocated to Student Systems where they are already benefitting from the close synergies and common goals evident in relation to delivering high quality business information and analysis.

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Pre-Arrival and Induction team

Pre-arrival and Induction has relocated to the Student Recruitment and Admissions team, and Academic Induction has relocated to the University's Institute for Academic Development.

Contact:

Student Recruitment and Admissions

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Jenni Murray - Student Induction Coordinator

Liz Dobson-McKittrick - Student Induction Coordinator

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Institute for Academic Development

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<http://www.ed.ac.uk/staff-students/new-students>

Peer Learning and Support

EUSA was also successful in the recent planning round and they have benefitted from an uplift in their block grant. This enables them to continue the award winning Peer Learning and Support project and to advance their student representation work, building on and developing further the work done on **Schools Councils**.

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Other successful outcomes

In addition, other successful outcomes have seen:

- an agreement from Sports and Exercise to continue the **Healthy University** project for at least another 18 months
- the **Big White Wall**, a web based resource and support for student mental health, continued into 2015/16;

- a new procedure for Out of Hours support for critical student welfare incidents to be introduced in 2016;
- the mainstreaming by Student Recruitment and Admissions of a Policy and Projects Officer post developing admissions policy and practice that supports the University's commitments to fair and transparent admissions;
- numerous new approaches to improving student communications and information services;
- the assessment of current support services and resources available for distance learners, and the piloting of new approaches;
- improved policies and practices around **Programme and Course Information Management**;
- an audit of current approaches in support of **student community engagement** together with recommendations for their future enhancement.

The ongoing funding for **Student Information Points** was not successful – however many of the approaches developed during the Project continue. The SIP points in the Main Library and at Kings Buildings have closed - but the SIP based in Old College continues; as does the developing theme of improved online services for students.

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Similarly, no additional funding has been forthcoming for **Student Communications**. Communication and Marketing will shortly recruit a new Internal Communications Manager who will continue to develop some of the approaches developed as a result of Project funding and they continue to deliver services to support activities piloted through the Project, for example in support of surveys.

What next for the Student Experience Project?

The SEP continues until July 2016 and recently agreed objectives for the final months of the Project include:

- Supporting staff transitions and ensuring we have effectively 'captured the learning' from running the Project.
- Implementing the agreed recommendations for 'out of hours' student support.
- Develop further work on mental health initiatives, for example, promotion of mental health wellbeing; reducing stigma; and delivering further investment in training and production of resources.
- Working with EUSA and EUSU to develop and implement an appropriate "lad culture" campaign across campus.

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