Title: **REF, TEF, and KEF… introducing the SEF: the University of Derby's Student Experience Framework 2017-2020**

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Session Learning Outcomes

By the end of this session, delegates will be able to:

- Understand the approach the University of Derby has taken to introduce a cross-institutional framework for student engagement and success within and beyond the curriculum, including a commitment to outward mobility
- Reflect on their own institutional approaches to offer and articulate value for money in the context of a fee-driven sector
- Share best practice with delegates from other institutions

Session Outline

Despite HESA data showing increasing numbers of full-time undergraduate students each year since 2012, the Student Academic Experience Survey (Neves and Hillman, 2016) indicates that student perception of value for money has fallen year-on-year over the same period.

Research on student expectations of Higher Education recommends that students want an individual experience that is adaptable to their personal circumstances (Kandiko and Mawer, 2013). It is therefore critical to provide students access to a wide range of inclusive academic opportunities, excellence in teaching and learning, and to offer activities beyond the curriculum which will transform students' lives.

The aim of the Student Experience Framework (SEF) is to articulate a cross-institutional approach to the strategic organisation of the Student Experience. The resulting framework is a map of rich opportunities with which students can engage, and which highlights the social and cultural aspects of student life. It articulates to students how they can engage more broadly with the University, including opportunities for international study trips, change agent projects and involvement in key University processes.

In this workshop, we will discuss how we undertook consultation with staff and students to create the SEF, and will share the research findings that led us to the six dimensions of the framework. We'll also discuss the impact of, and engagement with, the initiatives

we've launched as a result of the SEF, such as our International Travel Awards Scheme, and our Make a Change fund. To introduce delegates to the elements of the framework, we will showcase a game that we devised to help us to articulate our framework across the institution. By playing the game together, delegates will be able to reflect on and share best practice, as well as identifying new opportunities.

Session Activities and Approximate Timings

The outline of the workshop is a follows;

- 10 minute presentation of our approach to creating a Student Experience Framework – this will be a brief summary of our consultation with staff and students, an outline of the research findings, and a description of how these findings evolved into the finished framework.
- 15 minute group interaction using our 'Student Experience Framework Beetle Drive'. This encourages participants to consider the key elements of the framework and reflect on and share their own institutions' existing practice as well as considering where additional opportunities could be introduced.
- 10 minute review of the impact of the SEF so far, demonstrating the success of the new initiatives we've launched, and outlining next steps.
- 10 minute closing discussion to allow participants to ask questions and share reflections on what they've learned.

References

Neves, J. & Hillman, N. (2016). *The 2016 Student Academic Experience Survey*. The Higher Education Policy Institute (HEPI) and The Higher Education Academy (HEA). Available
at: https://www.heacademy.ac.uk/system/files/student_academic_experience_survey_2016_hea-hepi_final_version_07_june_16_ws.pdf (accessed 26/10/17).

Kandiko, C. B. & Mawer, M. (2013). *Student Expectations and Perceptions of Higher Education.* London: King's Learning Institute. Available at: https://www.kcl.ac.uk/study/learningteaching/kli/People/Research/DL/QAAReport.pdf (accessed 26/10/17).