

Title: New frontiers in improving the way we support and relate to students

Abstract

The higher education landscape has dramatically changed in the last 15 years in terms of student numbers, regulation and funding. The sector is also under intense pressure to deliver a high quality student experience, which through compulsory participation in metrics, we are measured, weighed and judged on. As a result, it is tempting to be risk adverse and rely on what we think we know 'works'.

However, the increase in student numbers has brought with it changes in participation and diversity. Full-time undergraduate and postgraduate taught student numbers are increasing with part-time decreasing. There are wide ranging 'prior' study experiences due to the diversity in entry qualifications. And our student body is changing in terms of domiciled status, social class and disabilities. Added to this, there is an increase in student expectations as a result of fee rises.

If HEIs are to survive in this challenging climate, we need to evolve and adapt not only our offerings but the way we support and relate to our students in, through and out of the study lifecycle. This keynote will explore the new frontier HE faces through all areas of its provision and how we can achieve student success and HEI survival.