

**Do you know where to find the Student Experience Strategy? What about the QELTA Strategy? How do you use the strategies in your work and do you find them useful? Read on...**



## Introduction

The University has two linked strategies relating to students and their learning: the Student Experience Strategy (SES) and QELTA – the Quality Enhancement of Learning, Teaching and Assessment. SES sets the *broad framework* within which the University's approach to learning and teaching operates, while QELTA focuses on *enhancing* the quality of student learning. This brief summary gives an overview, including the high level goals of each of these complementary strategies.

## Why should I be interested in SES and QELTA?

So you're aware of the University's aims about the student learning experience

So we can work together better to achieve those aims

So you can see how these aims link to the activities of your School, Division or Service

So you can address these strategies in Validation and Review, and in your Annual Monitoring Report.

**Important note:** QMU wants its strategies to be meaningful and well understood. This does not mean that you need to be familiar with the full detail contained in high level institutional publications, as there are staff who have been assigned responsibility for monitoring progress and implementation. However, to succeed in meeting our aims we do need to have shared ownership and engagement.

## Can you tell me more about the Student Experience Strategy?

The Student Experience Strategy sets out, in broad terms, our commitment to delivering high quality educational programmes. It also includes our commitment to providing high quality professional services which directly and indirectly support the learning experience, for example, the LRC and Student Services. Therefore, it is concerned with the holistic student experience from recruitment to graduation and beyond for all our students.

In summary, the **key areas** are:

- ◇ The student learning experience
- ◇ Student progression and retention
- ◇ Information resources and learning technologies
- ◇ Assessment strategies
- ◇ An internationalised curriculum, student and staff mobility
- ◇ Our support services
- ◇ Staff recruitment, development and retention
- ◇ Graduate attributes and student employability

## Does the SE Strategy identify particular aims? And how do we know if we've been successful in meeting them?

The Strategy includes eight high level objectives. Each of these is linked to one or more specific actions and targets. This work is undertaken by the Student Experience Committee which looks, each year, at developments.

See below for an example of how actions, objectives and KPIs link together:

**High level objective**—Ensure the delivery of programmes that meet recognised academic standards, and are recognised by internal and external stakeholders as delivering a high quality student learning experience

**Actions**—Eg Participate in NSS, maximise returns to NSS and other surveys and respond appropriately to feedback

**KPIs**— High level of student participation; Improved quality of aspects of the student experience identified through NSS and other surveys;

## And what about QELTA? What are the priorities, goals and activities?

The QELTA Strategy contains a fair amount of information. This is necessary to make sure we cover the full range of our activities, but we recognise that not all staff will have time or inclination to read the full 11 pages. So, we have put together the summary below, which includes some key points to help you understand how the different parts of the Strategy fit together and also how it is reviewed by the Student Experience Committee.

### Priorities, goals and activities

These categories can become easily confused, so it may be helpful to have a reminder of the distinction:

**Priorities** are high level over-arching aims - there are two priorities for the period to 2013. These are:

- |  |
|--|
| 1. Maximise the potential of our academic and professional communities of learners, working together locally, regionally, nationally and internationally |
| 2. Continuously enhance the student experience through the development of learner-centred educational provision, research and scholarship                |

**Goals** are more specific objectives within those aims

**Activities** are some of the detailed means by which goals can be achieved.

See below for examples of priorities, goals and activities:

| Priority  | Examples of goals in support of this priority  | Examples of activities in support of these goals   |
|---|--|--|
| Maximise the potential of our academic and professional communities of learners, working together locally, regionally, nationally and internationally | Ensure that QMU students develop as employable graduates<br><br>Enable all of our students to become independent lifelong learners | Improve employer and community engagement<br><br>Provide programme-based student academic support through longitudinal induction |

**We want the Strategies to be as accessible and user friendly as possible, so if you have any suggestions and comments about how to improve communication and engagement, please contact Dawn Martin, [dmartin1@gmu.ac.uk](mailto:dmartin1@gmu.ac.uk) or Roni Bamber, [vbamber@gmu.ac.uk](mailto:vbamber@gmu.ac.uk)**

### The QELTA implementation plan

Each year, the Student Experience Committee (SEC) reviews progress towards the activities, goals and priorities in the QELTA Strategy.

Responsibility is assigned for leading each of the activities and there are some suggested targets (indicators of achievement) to help measure progress. One example of an indicator of achievement would be: an increased number of students participating in validation and review.

#### Where can I find the Strategies?

They are available online at: <http://www.gmu.ac.uk/quality/qe/default.htm>

#### Where can I find out more about the Student Experience Committee?

Please contact Dawn Martin, Secretary to the Committee:

[dmartin1@gmu.ac.uk](mailto:dmartin1@gmu.ac.uk)

You can also check the Committee's Intranet site at:

<http://intranet.gmu.ac.uk/sites/SEC/default.aspx>