
Uniac Briefing Notes

Student Experience



The White Paper ‘Students at the Heart of the System’ sets out proposals for a higher education sector which is sustainably funded; delivers a better student experience; and contributes fully to the efforts to increase social mobility. ‘Student Experience’ is a wide-ranging term meaning different things to different kinds of students. In effect, different student ‘experiences’ can be found across the HE sector and even across the same Institution. This variation is further increased by the different systems for funding and support. Importantly for Universities, school-leavers, mature, EU/International, part-time, distance-learning, collaborative programme, undergraduate, postgraduate and all other types of students have varying expectations of their student experience. In a rapidly changing and challenging sector, the expectations of students are altering continuously.

What does this mean for you?

The challenge for Universities is to be well informed about the shifting expectations of an increasingly diverse and informed student population, their sponsors and parents, and to make adjustments to their delivery, systems, processes and support mechanisms accordingly, to provide the best possible experience to each student.

The University needs to ensure that it is managing the risks related to the Student Experience so that it continues to attract, recruit and retain students. In summary, the University needs to ensure that it:

- understands the categories of student that make up its student population and that it is seeking to recruit;
- manages and/or caters for the expectations of the different types of student;
- has the commitment of its staff and recognition of their individual and collective responsibility to delivering an excellent student experience;
- delivers an equitable experience for all of its students.

The University needs to ensure that it has effective controls and systems in place to preserve and maintain the student experience with sufficient flexibility to support its strategic objectives (e.g. where the University intends to increase a particular cohort of students, such as International).

How can Uniac help?

Uniac's specialists have built up significant knowledge and experience in providing assurance and consultancy for student experience related audit work. We have undertaken work with a number of our members on areas such as:

- Student Recruitment and Admissions (Home, EU and International)
- Student Support Services (academic and non-academic);
- Student Induction
- Student Retention
- Student Assessment and Feedback
- Student Engagement
- Academic Course Portfolio
- Academic Quality Assurance and Enhancement
- Collaborative Provision
- Students' Union
- Student Complaints and Appeals

For more information or an informal conversation on enhancing the student experience or student facing processes, feel free to get in touch: enquiries@uniac.co.uk