



Regents University London Student Experience Strategy (2017-2021)

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Our Mission Statement

Developing tomorrow's global leaders

Our Vision

By 2020, Regent's University London (Regent's) will be widely regarded internationally and within the United Kingdom as a leading private international university, with a network of quality partners that are highly respected in their own countries. We will be an institution with 4,000 FTE students in higher education. More than 80% of our students will be nationals from outside the United Kingdom.

Our students, staff and alumni will have a strong sense of belonging. The University will be respected and have a reputation throughout higher education for its student-centred approach, and for the quality of its student experience and of its education. Regent's is teaching focussed but research-informed and engaged. We will offer an academic portfolio that is wide and diverse and delivered through an innovative approach to teaching, learning and assessment. Our students and alumni will be known for their entrepreneurship and will value their life-long networks built while at Regent's.

We are a self-sufficient institution and will be financially robust. As a charity, our annual surpluses are reinvested in improving the education and experience of our students and the wider community.

Our home campus where our central team are based and where most students will study for the majority of their degrees will remain on the Inner Circle in Regent's Park and within the Marylebone Village. This campus is an iconic part of the University's identity and culture. The quality of the campus environment will continue to develop in the next ten years with further facilities for students and staff.

Definition and scope

For Regent's University London the student experience is nothing less than the student's entire engagement with the university from initial contact, advice on visa applications, through recruitment, arrival, learning and university experience, graduation, employment, and their experiences as alumni. In addition, it includes their living arrangements, accommodation, safety and security, work, and social inclusion. Whilst Regent's are not directly responsible for all these matters, we are generally engaged in most of them and view them as an integral part of the students university experience.

Students who choose to study here can be sure that they will receive an education that develops them as individuals. Regent's alumni are confident, cosmopolitan and connected. They are independent thinkers, prepared to make their mark in a globalised world. The University is a hive for innovative thinkers – students who want to learn in a

supportive, personal environment and who will enter the world of work as leaders and entrepreneurs who think and operate internationally.

As a student-centred institution, we are proud of the quality of our teaching and we will maintain the high standards that we have set ourselves and that our students rightly expect. In order to maintain these standards, the scholarship of learning and teaching will be an important priority, guided by our new Learning and Teaching Strategic Plan 2016-21

We will promote educationally purposeful student engagement through collaboration between students, Faculty and Professional staff. A key characteristic of our provision will be flexibility; in terms of the nature of our students, their modes of study, and the pedagogies we use and the range of our curriculum. This flexibility will allow us to respond effectively to the increasing volatility in the HE landscape.

We will build on our well-developed curriculum strengths in employability, allied to co-curricular activities such as volunteering, and our emphasis on internationalisation, which enable students to make meaningful contributions to society whilst simultaneously developing themselves. Our graduating students will possess the following attributes;

- **Independent:** able to think critically and work autonomously
- **Innovative:** creative and entrepreneurial, engaged in creating new knowledge and expanding practice
- **Informed:** guided by evidence, able to find, analyse and evaluate resources and information
- **Collaborative:** engaging with others, exploring and problem-solving as effective and persuasive team players and leaders
- **Connected:** skilled communicators and digitally literate, part of a community of scholars and practitioners, and networked for success in their fields
- **International:** interculturally aware, multilingual, global citizens
- **Ethical:** respectful, honest and socially aware in professional and social transactions
- **Reflective:** self-aware and curious about people and the world, and committed to continuous professional and self-development
- **Ambitious:** confident, resilient and enthusiastic, and well-prepared for career and life plans

Student support

At Regent's we understand that University study can be highly rewarding, but it can be challenging. The Student Support Office at Regent's coordinates access to a range of resources including health, mental health, welfare, disability and dyslexia, equality and diversity, and wellbeing support to help you stay happy, healthy and get the most of your time at Regents.

Student life

Regent's University London continues to drive forward and develop a strong student life portfolio throughout the student lifecycle and across all University sites. In collaboration with the Student Union we endeavour to ensure consistency, to improve democracy, representation and campaigning work through developing a comprehensive training and skills plan. Student feedback, through the Student Union Council and initiatives; such as the Student Hub and Personal Tutors, demonstrate our desire to continually improve the student experience across all study sites.

The University and Students Union strive to provide high quality and accessible sports and fitness developments alongside expanding the provision of extra-curricular activities. In addition, a highly motivated and professional team manage the welfare, pastoral, and discipline (Residence Life) areas for students living in university owned, managed or nominated residences, to ensure students enjoy the best possible service during their time at Regents University.

Regents University London's focus is on formative education: the development of the whole person through transformative learning. Our students are members, alongside our staff, of a diverse and inclusive learning community in which we respect individuals and promote their growth into valuable members of society, able to make a positive contribution wherever they find themselves. We strongly encourage the full participation of our students in our community; working in partnership with academics and professional staff in a spirit of mutual trust and respect.

Strategy

The strategy outlines a programme of initiatives aimed at bringing about a significant and measurable enhancement in the experience of our students at Regent's University London. In particular, we as an institution, will collectively pursue with carefully selected, high quality, strategic partners the enhancement of our portfolio to enable us to fulfil our strategic vision of 2016-21 to provide successful access to higher education to learners from a variety of backgrounds and with diverse aspirations. The strategy will be reviewed on an annual basis by the Senate Student Experience Committee (SSEC), with future iterations influenced by factors such as the outcomes of the National Student Survey.

The student experience strategy provides the framework under which a number of operational plans will sit. The strategy which interlinks with the Learning Teaching and Assessment Strategy consists of four key themes:

i. To facilitate and support student learning and achievement

- Foster a culture of independent learning, critical thinking and enterprise, in which students are supported to become active and autonomous learners, who take responsibility for their own learning.

- Encourage the retention and development of students as members of the University community .
- Facilitate student learning and development through effective and consistent academic and personal support from dedicated staff and a personal tutor for taught students, together with clear signposting to relevant professional services.
- Provide specific assistance in subject areas that students find difficult eg Quantative Methods and English Lanuage for students where English is not their native language.
- Facilitate undergraduate and postgraduate research student learning, achievement and timely completion through effective support and feedback from the programme team.
- Develop our assessment and feedback frameworks and practice to ensure that; the assessment mechanisms used allow students to demonstrate the skills and knowledge they have acquired, and these mechanisms are applied rigorously, fairly and consistently.
- Encourage students to develop their digital literacy, to take advantage of opportunities for technology-enhanced learning and to make effective use of digital technologies, in order to support learning, achievement and employability
- Provide clear information that enables students to make well-informed decisions about their learning, and to have a clear understanding of what they need to do in order to succeed.
- Link Regent’s student related data to a cloud based database, which in turn will include tools to enable the University to explore the potential of data analytics and its usefulness for improving student success.

ii. Understand our student population and tailor the portfolio appropriately to target their needs.

- Further expand the opportunities for students, through Regent’s University London Students’ Union and in other ways, to contribute proactively to the enhancement of their experience within our learning community.
- Maintain an attractive and engaging range of undergraduate courses, taking strategic opportunities to increase recruitment of well-qualified students.
- Revitalise our taught post-graduate portfolio focusing on a number of vocational sustainable courses.
- Prudently develop initiatives with international partners including the possible validation of overseas programmes and articulation agreements leading to more international students studying at Regent’s University London.

iii. Student Employability

- To develop Regent’s students as global citizens, equipped with the essential skills and experience for an exciting, rewarding career in their chosen field.

- Focus on high-quality, personalised teaching to support Regent's students in becoming internationally aware, innovative and employable.
- Emphasise the practical application of academic learning, offering diverse opportunities for students to develop their skills, both inside and outside the classroom.
- Working closely with international businesses and organisations, innovators and startups to ensure that our programmes reflect the latest global developments in industry, the Arts, International Affairs and the Voluntary sector.
- Encourage all students to undertake internships and work experience. Our careers advisers will give advice and support, to all students, to secure their career goals.
- Support our graduates to go on to build successful international careers in a range of industries as well as becoming entrepreneurs, starting their own companies, or returning to ensure the continuing success of family businesses.
- Support the growth of a Regent's University London alumni and friends global network. To include regular reunions and networking events in the UK and overseas (Regent Clubs), e-communications, a dedicated alumni magazine called Inner Circle and more.

iv. Improving Student Satisfaction

- Set clear student expectations that we consistently meet.
- Develop and implement an Admissions, Retention and Success Strategy to enable more students to fulfil their potential.
- In order to continue to enhance the quality of teaching provided to our students, we will ensure that all our academic staff engage in appropriate CPD and address the UK Professional Standards Framework for Teaching and Supporting Learning.
- Academic staff will continue, where appropriate, to pursue joint professional and academic recognition with the target of 100% of academic student facing staff holding either the Fellowship of the Higher Education Academy or a Higher Education teaching qualification.
- Articulate the Regent's student profile(s) in order to tailor our programmes appropriately.

Key strategic priorities by 2021

Key Strategic Priorities	Target
To return all subjects in the National Student Survey	Top quartile in the NSS
Improve progression and retention rates	Greater than 90%
Improve rates of attainment, employment and student progression on to professional level work and / or further study	Above the published national average (currently 77%) from the DLHE.
Develop a community feel with regards to our employer relations function. This means prioritising and actively pursuing home-grown opportunities, whether they be for jobs, internships, consultancy projects or mentoring, from our body of alumni around the globe.	By end of 2018, to develop a target based on this strategic aim to measure and quantify success and improvement.
Through the staff survey ensure that student experience is seen as central to the role of Regents staff	Greater than 90%
Embed the work of the Student Hub	75% of all enquiries resolved within 24 hours
Engage with the Jisc / Tribal Data analytics project	Stage 1 completed by end of 2017
Continue the roll out of Personal tutors (PTs)	Allocation of PTs to 100% Undergraduate and Postgraduate students (where appropriate) by the academic year 2017/18
Raise the profile and engagement of the Students Union (SU), and the new Sabbatical structures	Above the published national average (currently 67%) from the NSS on SU satisfaction
Academic staff will continue, where appropriate, to pursue joint professional and academic recognition and hold either the Fellowship of the Higher Education Academy or a Higher Education teaching qualification	100% of academic student facing staff