UNIVERSITY OF HULL

Student Experience and Success Strategy 2022-2027

Student Experience and Success Strategy

Our vision for student experience and success

To be a university where students feel they belong, feel safe and are supported to succeed.

Our mission for student experience and success

That students feel they belong to an inclusive, empowering, progressive, and supportive community, which fosters imagination and creativity. A community where it feels safe to question, challenge, and act, making a difference and benefitting individuals and society, now and for the future.

Introduction

The university experience is unique to each student and will evolve over time. As our community works together, we will strengthen developing confidence, support students to embrace opportunities and challenges, and enable them to take ownership of their lifelong personal journey. Students will define their own success, be supported to realise their aspirations, and thrive at university and beyond.

We all have a responsibility, individually and collectively, for student experience and success - to achieve this, we will co-ordinate our planning, activities, systems and processes across the whole University journey. A journey beginning at first contact, through to graduation and beyond.
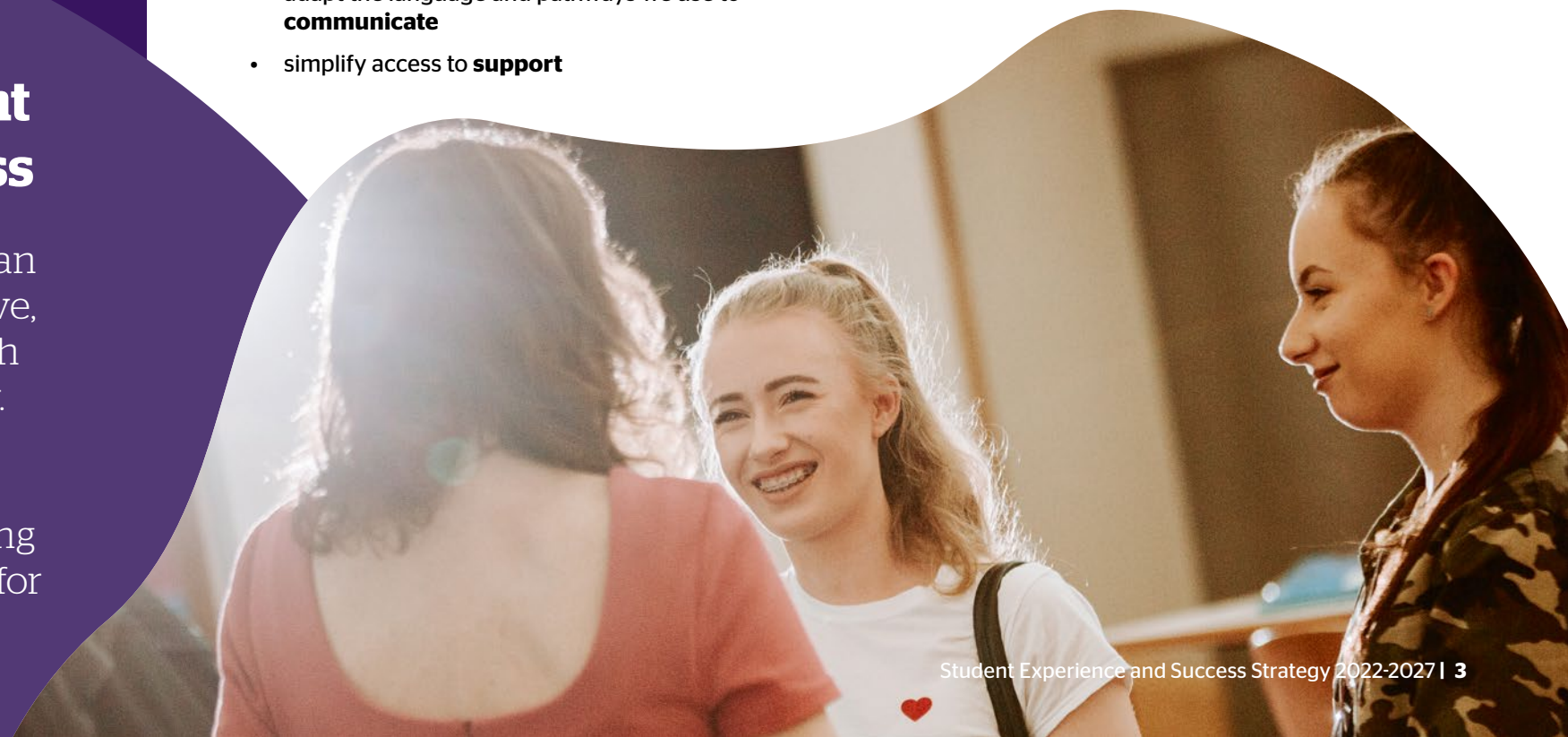
Our Student Experience and Success Strategy sets out the University's interconnected priorities, objectives and metrics for achieving 'success' and maximising the student experience; creating a joint focus across academic and professional service areas. With this in mind, this strategy is closely aligned with the University's Education and Graduate Employability and Progression strategies.

Our vision for student experience and success has four aims:

- provide **opportunities** to thrive
- work in **partnership**
- adapt the language and pathways we use to **communicate**
- simplify access to **support**

Our vision for student experience and success will be enabled by:

- a **culture** in which we celebrate success
- efficient and effective **systems and processes**

We will provide **opportunities** with peers, staff, potential employers, partners and stakeholders, alumni and the wider community, to enable everyone to thrive by

- Designing our courses and programmes to be inclusive using the University **Inclusive Education Framework**.

- Continually reviewing our competency-based courses and programmes to enhance self-awareness, confidence and creativity.

- Advancing our personal supervision system, focusing on working together to identify and achieve individual goals and potential.

- Expanding peer learning and mentoring through collaborative working and our **Peer-Assisted Student Success (PASS)** programme across the institution.

- Working with HUSU to support extra-curricular clubs and societies.

- Developing an equitable and supported volunteering framework to complement existing internship and experiential learning offers, to enable the development of essential life skills.

- Equipping graduates with the skills and experiences to follow the future that they want.

- Working to make our formal and informal learning and social spaces accessible and welcoming.

- Working to make our campus look and feel more international, involving the whole community in activity that celebrates and reflects our diverse population.

- Increasing students' global mindsets and transferable skills in readiness for careers in an international context by developing a range of Global Hull programmes so all students can discover a world of international opportunities.

- Enabling students to have genuine impact on the human and environmental capital of the region and globally.

We will work in **partnership** to question, co-create, evaluate, and continually improve our activities, systems and processes by

- Continuing to move beyond simply responding to the student voice and feedback to authentic co-creation.

- Working with HUSU to ensure that student representation is effective and sustainable.

- Ensuring our approach to partnership working is informed by our **Student Partnership Agreement**.

- Continuing to develop accessible initiatives such as the Student/Staff Partnership Scheme.

- Continuing to build meaningful collaborations with the local community, employers and other regional and global partners for mutual benefit.

- React to government and local policy to reimagine and maximise how we work with schools and colleges to improve access, transition and success at university.

- Strengthening the relationship with our Alumni to enable lifelong connections to benefit current, past and future students.

We will adapt the language and pathways we use to **communicate** to maintain a strong community by

- Coordinating our communications across the whole University journey. A journey beginning at first contact, through to graduation and beyond.

- Communicating with purpose across relevant and appropriate channels.

- Ensuring the experience of accessing information, advice, and guidance responds to everyone's needs.

- Continuing to foster open dialogue across our community.

- Clearly articulating and managing expectations of all our community.

We will simplify access to effective, efficient, and excellent academic and non-academic **support** by

- Establishing a coordinated approach to academic and non-academic support.

- Ensuring a personalised, holistic approach to support for the individual.

- Embedding a whole institutional approach to mental health and well-being using the **Mental Health Charter Framework**.

- Ensuring clear signposting to self-help resources and specialist support.

- Integrating our library's **Knowledge Management Framework** into our programmes to support study success.

We will create a **culture** in which we celebrate our success, value our differences, and respect each other by

- Embedding social justice and inclusivity into all aspects of the student experience.

- Working collectively to become more culturally aware and relevant in our interactions.

- Living up to our words; being responsible, ethical citizens.

- Supporting diverse networks to build social capital.

- Creating a safe space for shared narratives, fostering positive impact on each other.

- Providing staff training to support the implementation of inclusive policies and practices.

- Recognising and rewarding staff and students who have a positive impact on the student experience.

- Celebrating and sharing the successes of our community.

We will continue to innovate our **systems and processes** by

- Ensuring our processes clearly define roles, responsibilities and appropriate escalation routes.

- Ensuring support for all students is relevant, accessible, timely and comprehensive.

- Maturing our personalised analytic data to support student success.

- Valuing the lived experience as well as analytic data to remove barriers for student success.

Monitoring and Evaluation

We acknowledge student experience and success is unique to the individual. We have institutional metrics and key performance indicators (KPIs) which are used to assess our overall performance, against our expectations. But within that, **the individual will not be lost**. We will co-develop a framework to consistently evaluate initiatives impacting on student experience and success.

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