

# Westminster Education Forum Keynote Seminar: The student as a consumer? The next steps for student experience and quality assurance in universities

Timing: Morning, Thursday, 13<sup>th</sup> October 2011

Venue: Hall of India and Pakistan, Royal Over-Seas League, Over-Seas House, Park Place, St James's Street, London SW1A 1LR



WESTMINSTER  
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Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chairman's opening remarks**  
**Lord Boswell of Aynho**, Member, All-Party Parliamentary Group for Education and Independent Governor, University of Wales Institute, Cardiff (UWIC)
- 9.05 - 9.15 **The state of student satisfaction**  
**Sami Benyahia**, Research Director, Higher Education Research, Ipsos MORI
- 9.15 - 10.05 **Developing the learning experience: meeting the demands of students as consumers**  
*How can institutions use National Student Survey data to consistently improve student experience? Is there correlation between levels of contact hours and student satisfaction? Could a more nationally standardised approach to the role of Course Reps improve academics' responsiveness to student concerns? How can student complaints procedures best balance the need for a simplified and supportive system for complainants with the need to protect university standards and academic judgment? Is the introduction of compulsory Student Charters a step in the right direction, and if so, what commitments should charters cover and should these be legally binding obligations? To what extent should universities prioritise investment in equipment and learning facilities to keep pace with latest developments in industry? Should more courses include work placements, as a requirement or option, to improve the practical experience and employability of students?*  
**Professor Nick Foskett**, Vice-Chancellor, Keele University  
**Siân Jones-Davies**, Associate, Eversheds  
**Rebecca Bridger**, President, Loughborough Students' Union  
**Terry Hoad**, President, University and College Union  
Questions and comments from the floor with **Sami Benyahia**, Research Director, Higher Education Research, Ipsos MORI
- 10.05 - 10.35 **Informing student choice and ensuring quality for learners**  
**Anthony McClaran**, Chief Executive, Quality Assurance Agency (QAA)  
Questions and comments from the floor
- 10.35 - 10.55 **The Key Information Set - informing student choice**  
**Professor Janet Beer**, Vice-Chancellor, Oxford Brookes University and Chair, Higher Education Public Information Steering Group  
Questions and comments from the floor
- 10.55 - 11.25 **Student satisfaction - the next steps for policy**  
**Bev Thomas**, Deputy Director, HE Access and Quality, Department for Business, Innovation and Skills  
Questions and comments from the floor
- 11.25 - 11.30 **Chairman's closing remarks**  
**Lord Boswell of Aynho**, Member, All-Party Parliamentary Group for Education and Independent Governor, University of Wales Institute, Cardiff (UWIC)
- 11.30 - 11.55 Coffee
- 11.55 - 12.00 **Chairman's opening remarks**  
**Lord Boswell of Aynho**, Member, All-Party Parliamentary Group for Education and Independent Governor, University of Wales Institute, Cardiff (UWIC)
- 12.00 - 12.10 **Student expectations following the rise in tuition fees**  
**Graeme Wise**, Assistant Director (Policy), National Union of Students
- 12.10 - 12.55 **Student experience beyond the classroom - finance, accommodation, welfare and 'student-friendly' communities**  
*Does living away from home significantly enhance students' university experience, and if so, how can this continue to be encouraged? How can local councils help integrate students in the community and make their area more 'student friendly'? Should students get more support in finding quality private accommodation and resolving disputes with landlords? Do student maintenance loans provide suitable levels of support and what more can be done to reduce the cost of student living? What advice and guidance should students receive regarding financial planning and who is best placed to provide this? How can Students' Unions demonstrate that their activities and services add to student experience and employability to ensure sustained levels of funding from universities, and what alternative sources of revenue could be explored? How can universities better signpost support services, for example financial advice, study support, peer support, health care and counselling services?*  
**Beverley Craig**, Off-Campus Student Affairs Manager, University of Manchester and Manchester Metropolitan University  
**Andrew Cleaves**, Managing Director of UK Coach, National Express  
**John Blanshard**, Operations Director, London, UNITE Group  
**Ruth Gunstone**, Director of Student Experience, Bucks New University  
Questions and comments from the floor with **Graeme Wise**, Assistant Director, Policy, National Union of Students
- 12.55 - 13.00 **Chairman's and Westminster Education Forum thanks and closing remarks**  
**Lord Boswell of Aynho**, Member, All-Party Parliamentary Group for Education and Independent Governor, University of Wales Institute, Cardiff (UWIC)  
**Sean Cudmore**, Senior Producer, Westminster Education Forum