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AGENDA: Enhancing the Student Experience

WEDNESDAY 23 AND THURS 24 JUNE 2021

#UUKSE21

Live session agenda
WEDNESDAY 23 JUNE 2021

09:30	**EXPLORE THE CONFERENCE PLATFORM AND VISIT THE VIRTUAL HUB**
10:00-12:30	**OPENING PLENARIES**
10:00	**Opening remarks** Professor Katie Normington, Vice-Chancellor, **De Montfort University**
10:10	**From selling, to maintaining, to enhancing the student experience** Professor Craig Mahoney, Principal and Vice-Chancellor, **University of the West of Scotland** Chris Millward, Director for Fair Access and Participation, **Office for Students** Rufeida Alhatimy, Current MA Contemporary Literature, Culture and Theory student, **King's College London** and Founder, **Social Knowbility** Kirsty Chan, Current MA Social Anthropology student, **University of Sussex** and Outreach lead, **Social Knowability** *What is the student experience? This session will take a step back to discuss what is the student experience for and what it is all about. Delving into aspects such as understanding what is important to current and perspective students; making decisions on what to change and managing expectations, the panel will consider the whole student lifecycle journey.*
10:45	**Supporting Ethnic Minority students with mental health and wellbeing** Mary Ojo, Student Engagement Coordinator (Research & Democracy), **Middlesex University Students' Union** Dr Cassie Wilson, Vice-President (Student Experience), **University of Bath** Aisha Janki Akinola, Vice President Welfare, **Edinburgh University Students' Association**

	Vinnosh Kumar, Vice-President (Welfare), **University of Essex Students' Union** *Recent world events have had great impact on those from Black, Asian and Ethnic Minority backgrounds. From disproportionate effects of Covid-19 to Black Lives Matter and the rise in Asian-focused hate crime, how can universities do more to support these students with their mental health and wellbeing?*
11:20	**Short break**
11:35	**Addressing value and perceptions** Paul Humphreys, Founder & CEO, **StudentCrowd** Michael Thompson, Deputy Director of Communications & External Relations, **Universities UK** *The value of a university degree is under great scrutiny, this session will share student views and reviews about what is important to them as well as how to talk about value, manage perceptions and discuss what factors impact student views the most. With a traditional student experience disrupted due to the pandemic, have student expectations changed and can value for money still be achieved?*
12:05	**High impact climate solutions: We can do it!** Professor Petra Molthan-Hill, Professor of Sustainable Management and Education for Sustainable Development, Nottingham Business School, **Nottingham Trent University** and Co-Chair, **United Nations Principles for Responsible Management Education (PRME) working group on climate change and environment** *This session will explore how universities can engage all staff and students to contribute to high impact climate solutions whether they work in operations, are academics, study or engage with the university in any other way.*
12:25	**Closing remarks** Professor Katie Normington, Vice-Chancellor, **De Montfort University**
12:30-13:00	**BREAK FROM SESSIONS**
13:00-14:00	**Virtual conference café – Harrassment** Fiona Waye, Policy Manager and Sarah Bevan, Policy Researcher, **Universities UK** *This networking session is an opportunity to network with colleagues across the sector, in small groups, to share best practice, discuss highlights and challenges with the work that has been happening at different institutions. The*

	topic for this session is tackling harassment in all forms, focusing on both sexual and racial harassment.
14:00-14:30	**BREAK FROM SESSIONS**
14:30-16:00	**BREAKOUT SESSIONS - Choose one to attend**
	Women on campus Mia Nembhard, President, University of Leicester Students' Union and Women member of the Liberation Campaign Committee, **NUS** Dr Carrie Myers, Senior Lecturer in Criminology and Sociology, **City University of London** Speaker to be announced, **Beat Eating Disorders** Chair: Amy Dicks, Policy Researcher, **Universities UK** *Women are increasingly facing issues around anxiety, eating disorders and self-harm, as well as recent data revealing that four-fifths of women in the UK have been subjected to sexual harassment. This session will discuss safeguarding and protecting women on university campus' and ensuring effective support is in place for their mental health and wellbeing.*
	Providing an excellent hybrid student induction Melissa Scallan, Author of **Starting University: What to Expect, How to Prepare, Go and Enjoy.** Writer, speaker, adviser to **UCAS** Kieron Broadhead, Executive Director of Student Experience, **University of Southampton** Lauren Edwards, President, **Marjon Universities** Chair: Ravinder Panesar, Student Induction Officer, **The University of Edinburgh** *Providing a first-rate welcome will foster a positive relationship between students and the university from the very start. What does student induction look like in a post-pandemic world? Even if the UK is restriction free, are hybrid experiences here to stay?*
	Creating a more authentic online assessment process for students Ishan Kolhatkar, General Manager, **Inspera UK** Harvey Tayman, Key Account Manager, **Inspera UK** John Byrne, Community Manager, **Inspera** *Throughout Scandinavia, there is a strong embrace of digital technology to elevate the student experience. By 2017, 75% of Norwegian students had completed at least one exam digitally. Today, 85% of Norwegian students*

	report they are satisfied with digital exams. In the UK, eAssessment is a growing trend. Join our UK team to explore more authentic assessment for students. We'll dive into key topics, have discussions, experience a digital exam as a student and see an example from an institution.
THURSDAY 24 JUNE 2021	
9:30	**EXPLORE THE CONFERENCE PLATFORM AND VISIT THE VIRTUAL HUB**
10:00-11:30	**BREAKOUT SESSIONS - Choose one to attend**
	How universities can deliver a digital textbook infrastructure that supports student engagement Catherine Stephen, Associate Director (Education and Research), **University of Surrey** Alan Brine, Deputy Director Library and Learning Services, **De Montfort University** Chair: Sam Holding, Enterprise Sales Representative, **Bibliu** *Last year higher education institutions were blindsided by the global pandemic. With little notice, universities and academic libraries across the United Kingdom had to close their doors and limit their services to online. Yet, in the middle of great difficulty lies opportunity. Challenged to meet the needs of students, academic leaders, faculty, and librarians innovated their approach to enabling learning, adopting new practices, processes, and technologies to enable student engagement and success. For many this included innovating in their use of digital content.*
	Two-way conversations with students Lewis McKinnon, Head of Partner Development, UK and Europe, **Studiosity** Theresa Ogbekhiulu, Education Officer, **Swansea University Students' Union** and Student Strategic Advisory Committee member, **QAA** Dr Emma Heron, Head of Teaching & Learning Enhancement, **Sheffield Hallam University** Helen Parkin, Senior Lecturer in Research Evaluation and Student Engagement, **Sheffield Hallam University** Chair: Harvey Atkinson, Senior Internal Communications Manager, **University of Sussex** *This session will explore ways in which institutions keep in contact with students, and how to close the feedback loop. When developing and enhancing the student experience, it is vital to understand what is important to students,*

	particularly in the fast-changing times in which we now operate. This session will explore best practice from the sector about how to undertake meaningful two-way conversations with students. It will look at how to receive feedback from students without inducing 'survey fatigue'.
	The international student experience in a Covid world Doug Little, Senior Project Manager - International Student Mental Health, **University of Nottingham** Parvathy Ramesh, **University of Manchester (PhD)**, India and International Student Ambassador, **UKCISA** Anna Tiffany So, **University of Dundee (UG),** Hong Kong SAR, China and International Student Ambassador, **UKCISA** Siqi Jia, **University of Glasgow (UG),** China and International Student Ambassador, **UKCISA** Sarah Cooper, Careers Consultant, **University of Bristol**, Representative, Internationalisation Task Force, **AGCAS** and Representative, International Student Employability Group, **UKCISA** Chair: Yinbo Yu, Strategic Partnership Lead, **UKCISA** *Delivering a high-quality student experience for international students is key for ensuring that UK higher education is seen as a valuable, long-term investment. This session will explore good practice in enhancing the international student experience, from graduate outcomes to mental health. What challenges have international students faced during the pandemic and what can we learn as a sector moving forward?*
11:30-12:00	**BREAK FROM SESSIONS**
12:00-13:00	**Virtual conference café – welcome week and induction** Host to be announced *This networking session is an opportunity to network with colleagues across the sector in small groups, to share best practice, discuss highlights and challenges with the work that has been happening at different institutions, focusing on welcome week and induction.*
13:00-14:00	**BREAK FROM SESSIONS**
14:00-16:30	**CLOSING PLENARIES**
14:00	**Opening remarks** Professor Paul Layzell, Royal Holloway, **University of London**

14:05	**Lifelong learning** The Rt Hon Chris Skidmore MP, **Former UK Minister for Universities, Science, Research and Innovation** *This address will focus on the new Lifelong Education Commission and its role in providing more choice for students throughout their lives as well as reflections on how universities and students have adapted during the pandemic.*
14:25	**Covid safe behaviours - returning to campus** Professor G J Melendez-Torres, Professor of Clinical and Social Epidemiology, Associate Dean for Global, **University of Exeter** Tom Wright, Director of Digital Student Life, **University of Lincoln** Karthik Kumar Bonkur, President, **Hertfordshire Students' Union** Dani Bradford, Research Coordinator, **Hertfordshire Students' Union** *As the UK hopes to return to a degree of normality after the pandemic, the sector needs to start preparing for what that looks like. This session will explore likely student behaviour when returning to university, developing interventions and managing situations as they may evolve, as well as working in partnership with local communities to foster positive relationships.*
15:15	**Short break**
15:30	**Digital teaching and learning** Dr Peter Bonfield, Vice-Chancellor, University of Westminster Professor Osama Khan, Pro-Vice-Chancellor, Education, University of Surrey *In 2020 universities across the UK swiftly moved their teaching online. Over the next academic year online teaching and learning developed to offer a high-quality experience. With the prospect of a more normal 21-22 academic year, what lessons have we learnt from this move to online teaching? What are the benefits of digital learning, and what should we retain as we move toward a hybrid and campus-based learning experience? How can institutions take a creative approach to online teaching, and transform the digital experience?*
16:05	**Student Academic Experience Survey 2021 – the results** Rachel Hewitt, Director of Policy and Advocacy, **Higher Education Policy Institute** *This session will present the 2021 results and findings from the annual Advance HE-HEPI Student Academic Experience Survey.*
16:25	**Closing remarks** Professor Paul Layzell, Royal Holloway, University of London