

Note on Student Experience for the SRSG Imperial College Union

Access to a world-class student experience, of which academic experience is a part, is crucial to ensuring that students are satisfied with their time at Imperial – be it an on-campus experience or not. The responsibility of delivering the student experience falls both to the College and the Union. This document outlines the key aspects of the student experience and areas that need consideration to be online-ready.

What makes a world-class student experience:

1. Wellbeing support – students are supported to have good mental and physical wellbeing, and help is available when it's needed
2. Academic experience – students have access to excellent teaching and research opportunities
3. Student community – students have a supportive community that develops and challenges them
4. Co-curricular life – students have access to opportunities that develop them and enhance their educational experience
5. Extra-curricular activity – students can participate in activities outside of their education to gain skills and build community
6. Amenities and infrastructure – students work in a campus that has high quality facilities and services

Students should be facilitated and empowered to shape all of the above – **meaningful representation and student voice is embedded intrinsically in a world-class student experience.**

College areas of focus:

The following are where we think College should be focusing on being prepared to deliver student experience, for which **involving student representatives in decision making is crucial:**

- Student support services: making sure that students can still access support when they need it
- Halls of residence: setting these up to be welcoming and friendly environments, and ensuring they provide the same level of pastoral service as they do now
- Campus services: for any kind of on-site activity, working out what is possible and appropriate for services and facilities on campus
- Teaching and learning: creating well designed online courses as well as adapting any on-site teaching such that it retains its value. Also, working to ensure progress continues in the areas of assessment and feedback
- PGR supervision and working conditions: creating frameworks such that these are paid more attention to now, as pre-existing issues here are likely to be exacerbated
- Academic services: establishing what access to library space and resources will be available, along with co-curricular services such as careers
- Financial support: working out what financial support for students is suitable in any kind of mixed-mode delivery
- Student spaces: making sure that this valuable part of the experience isn't lost

Specific areas of collaboration:

The following areas of adapting the student experience will specifically benefit from shared delivery between the College and Union:

- Delivery of Welcome 2020
- Facilitating student community building
- Provision of sport
- Accessibility, diversity and inclusion

Union areas of focus:

The following are focuses for the Union on how to prepare to continue to deliver student experience in the next academic year:

- Empowering our reps at all levels to be successful and representing and supporting their peers in the new year
- Creating a framework to support CSPs to be online-ready
- Making sure we can provide a quality remote advice service
- Developing our Mums and Dads scheme to be a relevant peer-support scheme in a remote/blended delivery format
- Ensure we are ready to launch our social enterprises (bars, social spaces) to meet various potential social-distancing scenarios
- Create a purpose-built Welcome Week 2020 programme
- Through our departmental societies, facilitate the creation of academic communities

In achieving some of this, we may require support from the College in terms of expertise, staff and resource. We will elucidate on this 'ask' once we have a clearer idea of what's needed.