Starting as we mean to go on

How can we ensure excellence from the start of the student journey?

Who are we?

Office of the Vice-Provost for Education and Student Affairs

Judith Hillmore

Head of Global Citizenship Programmes

Sally Mackenzie

Head of Student Engagement

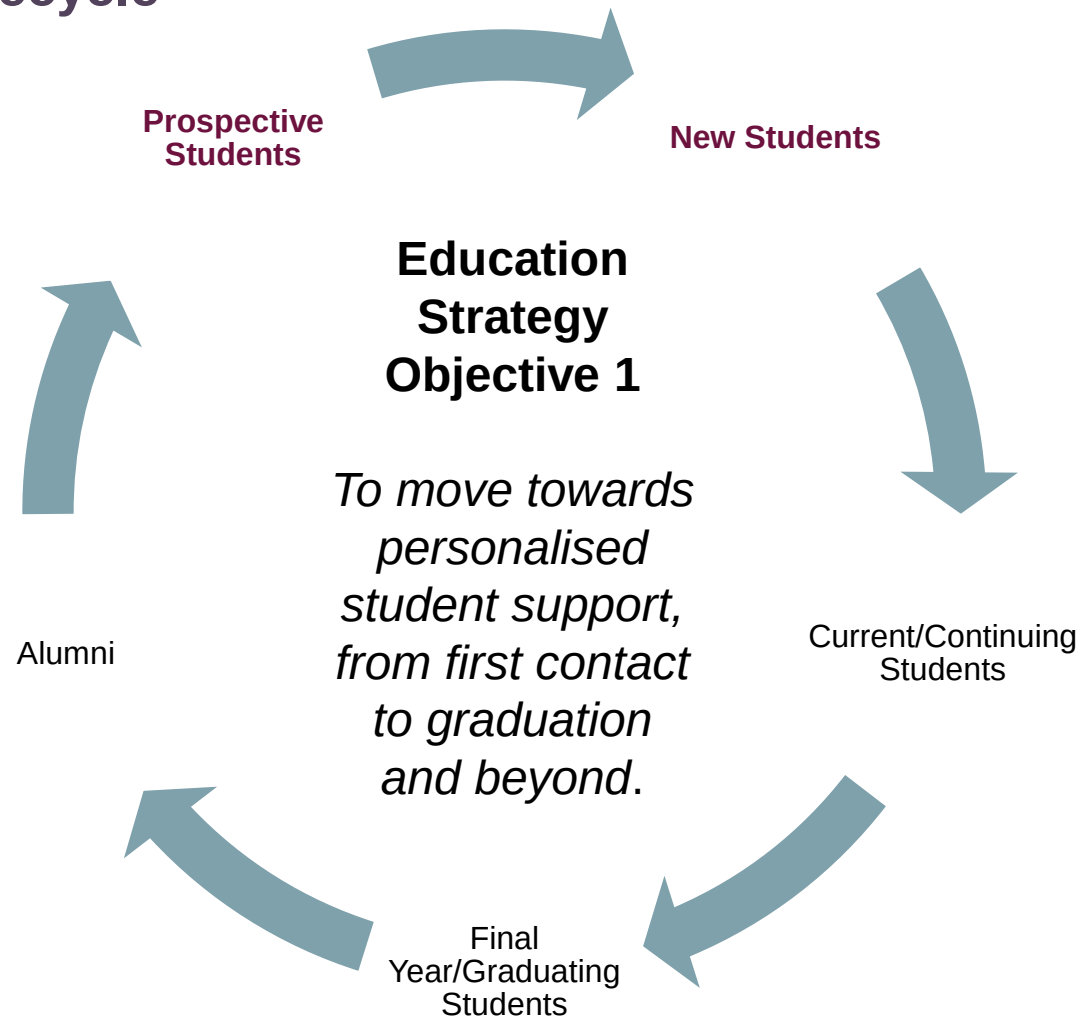
UCL 2034 Theme 2

'A global leader in the integration of research and education, underpinning an inspirational student experience'

Education Strategy 2016-2021

Understanding our students

The Student Lifecycle



Understanding our students

Sources of information

UCL Facts & Figures

38,313 students
17,846 undergraduates
20,467 postgraduates
15,500 from outside of UK

Surveys

New to UCL….4590 participants

Focus Groups

UCL Academy
Education Partnerships

Workshops and Interviews

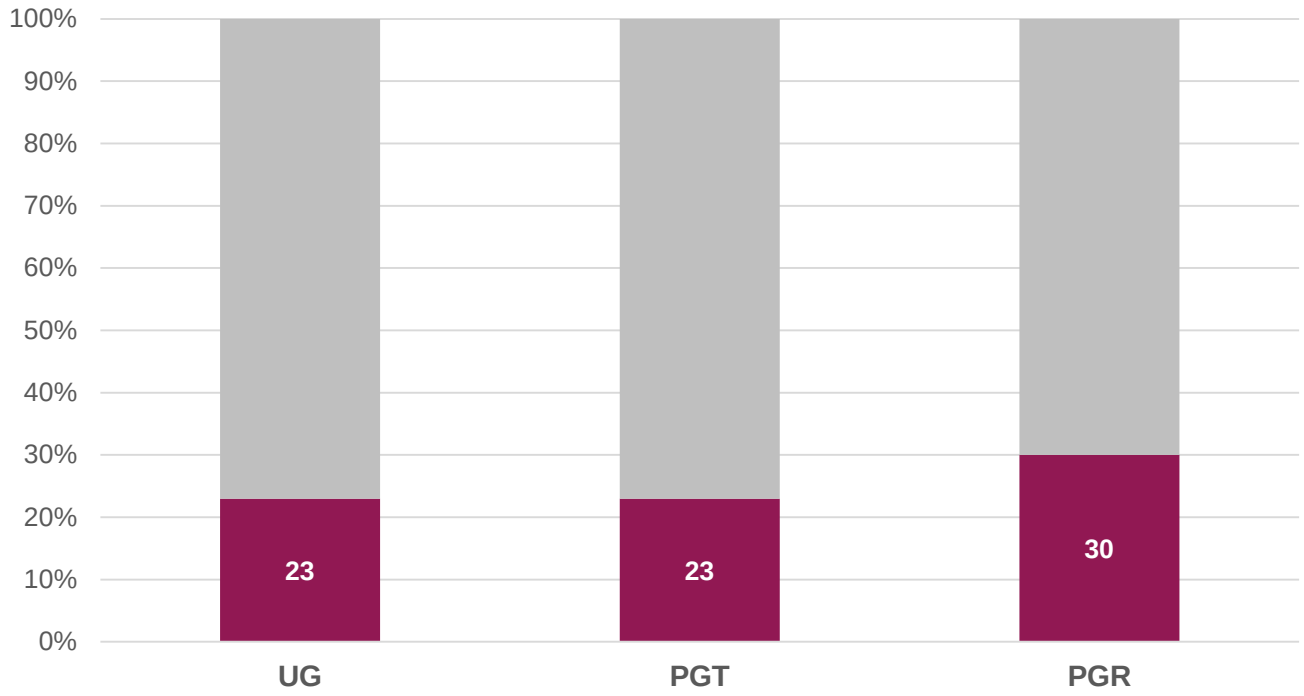
PGT Review
International Student Support
Introductory Programme

Understanding our students

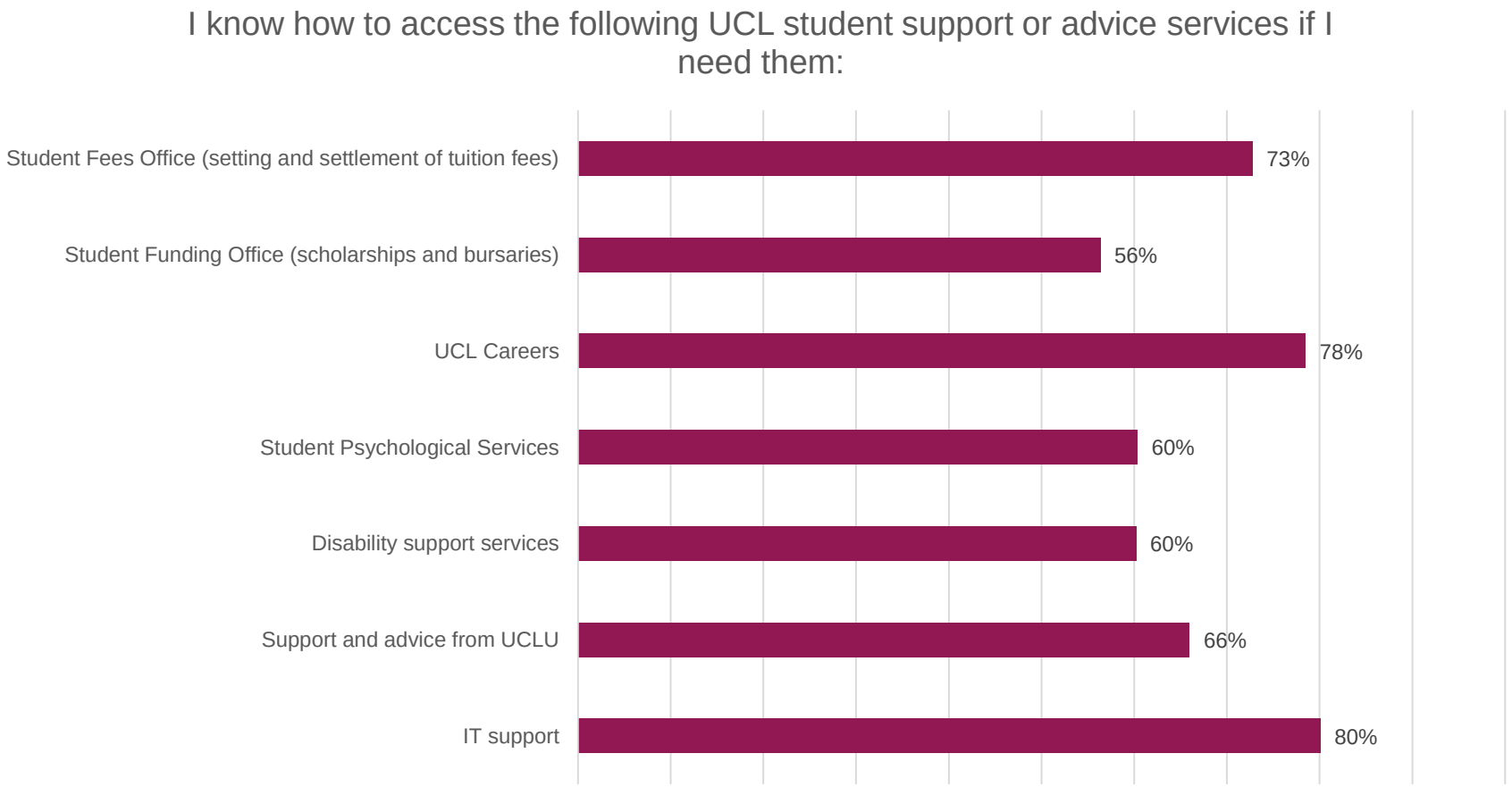
New to UCL Survey

4590 responses in four weeks (25%)

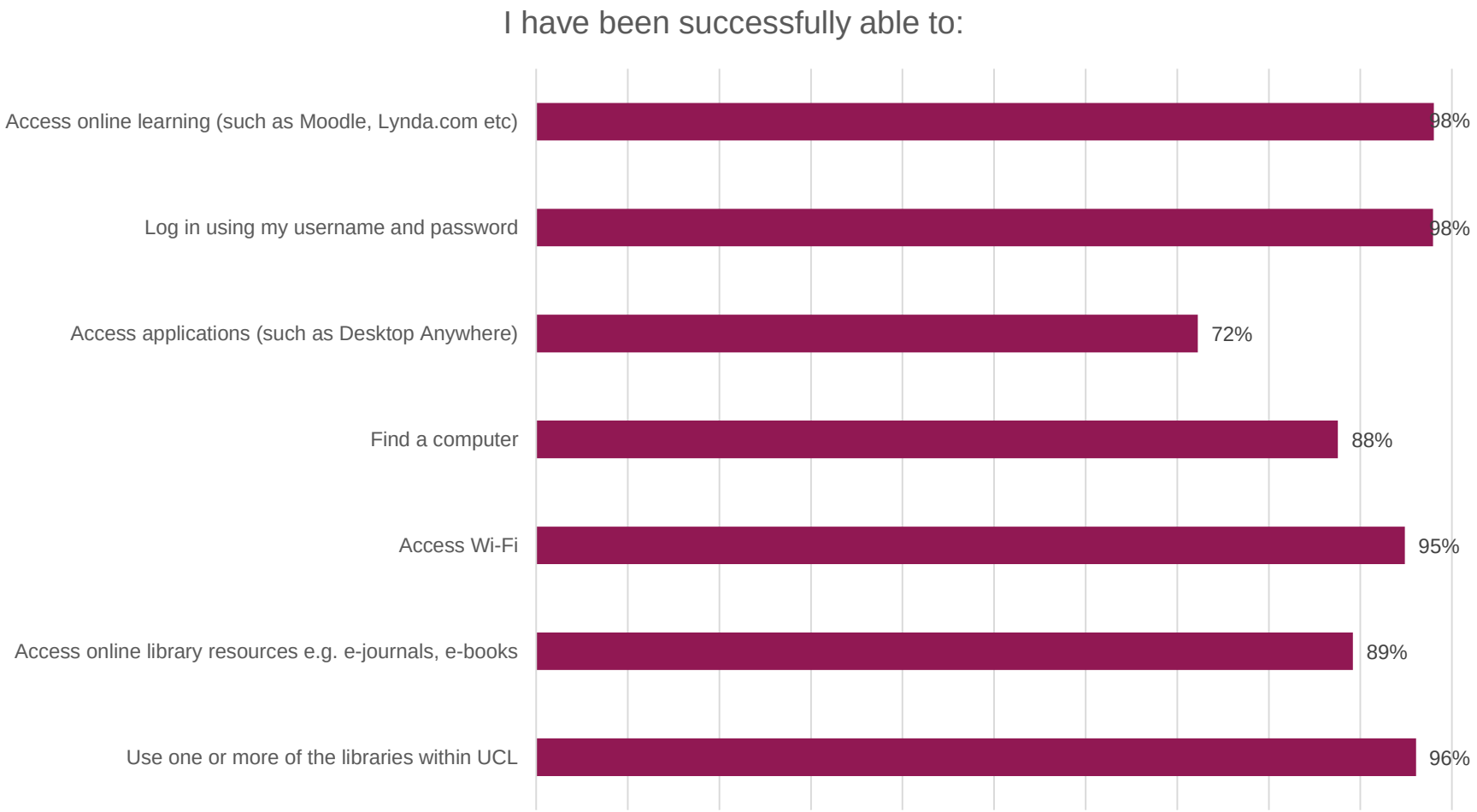
- Admissions and Decisions
- Academic Welcome
- Support Services
- Accommodation



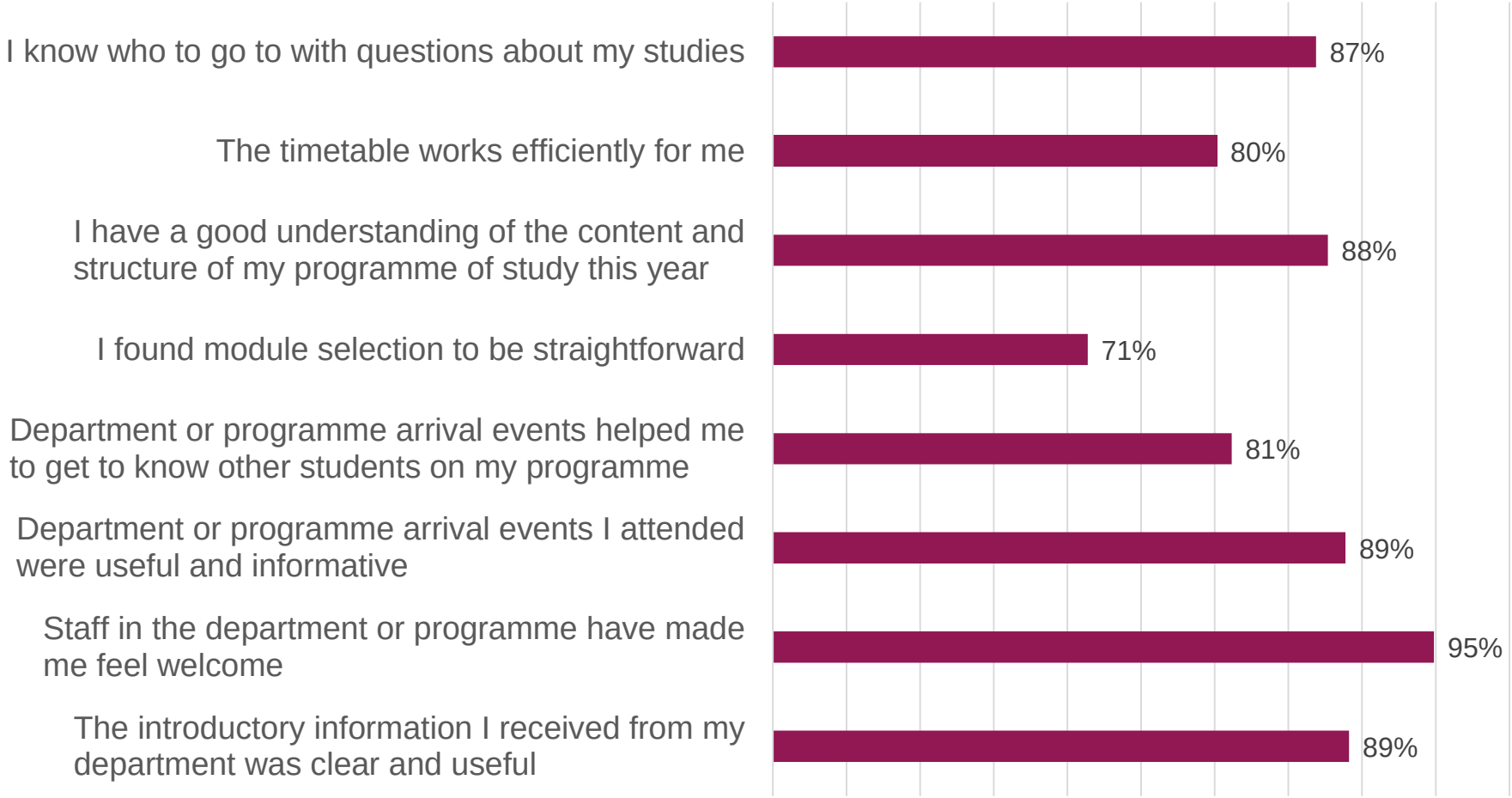
Support Services



Support Services



Academic welcome



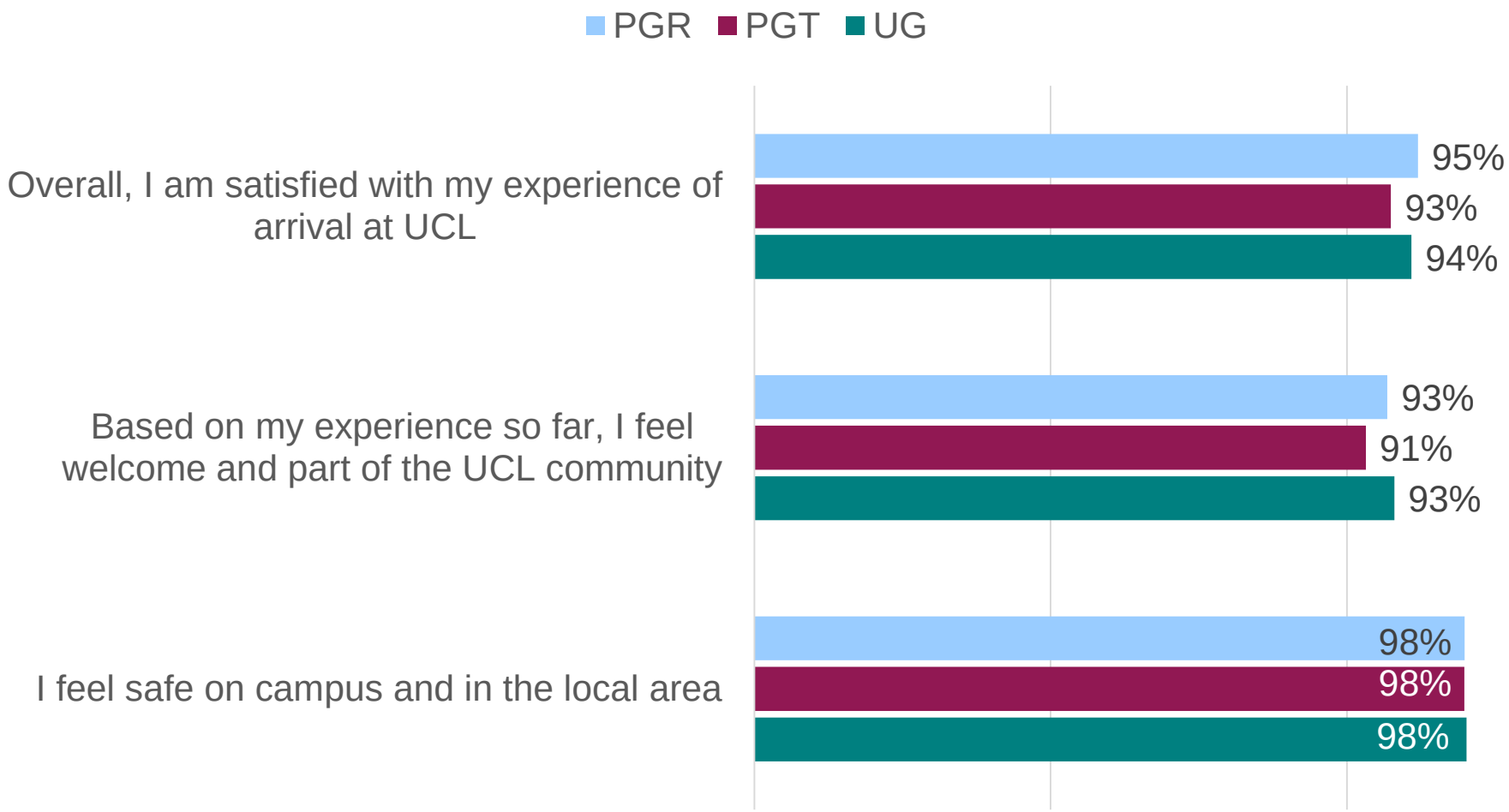
I wish someone had explained how transportation worked, about the 16-25 Railcard and how to link it to the Oystercard to get extra discounts.

I think more emphasis should be placed on meeting other graduates in the institute not only the students in our program. I have no contact with students from other programs in IoA.

UCL was fairly difficult to navigate, due to the vast number of buildings

There perhaps should be an introduction to UK grading system, as an international student it took me a while to research all the details which are not straightforward

Overall



Full reports at www.ucl.ac.uk/you-shape-ucl

Sharing Results

Results shared

- Departmental reports
- Discuss at SSCC and Departmental Teaching Committees
- Student Experience Committee
- You Shape UCL website

Developing and consulting

New Initiatives Developed

- Relevant Working Groups
- PGT review
- Revising module selection process
- Careers Registration
- Department projects - Students develop info & guides
- Development of Introductory Programme…

Case Study:
The UCL Introductory Programme

Aims and objectives

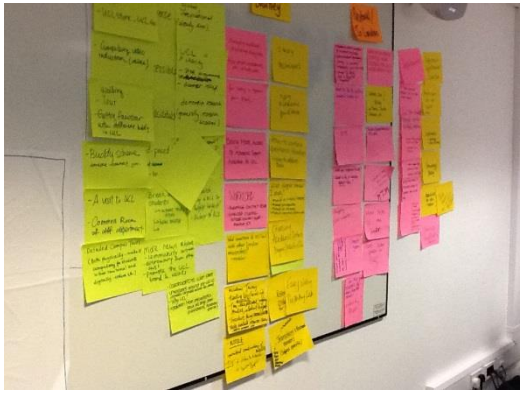
- To ease the transition between school and university

- To connect students with each other - online and face to face

- To showcase the best of UCL

The UCL Introductory Programme

Consultation



- **May 2016 - Academic workshop**
- **July 2016 – Non-academic workshop**
- **October 2016 – Student workshop**

The UCL Introductory Programme

Who is it for?

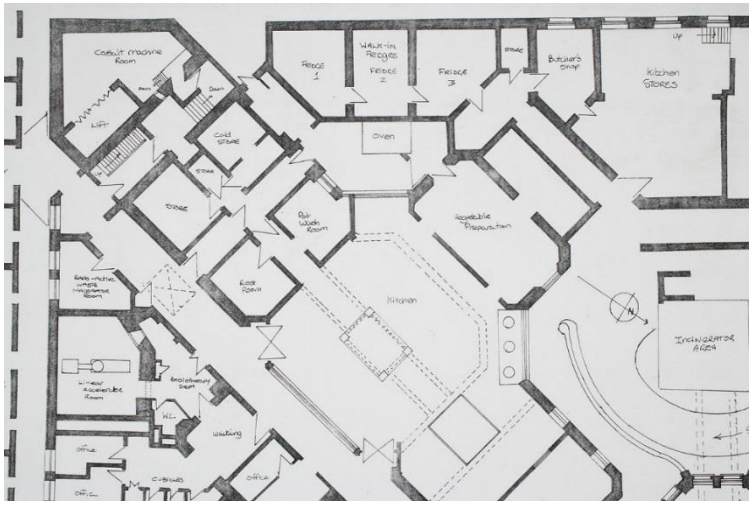
- **All undergraduates with a UCL offer**
- **Anyone interested in UCL**

The UCL Introductory Programme

What will be in it?

Academic content

- Cutting-edge research
- Nobel Prize-winners
- UCL's history
- London



The UCL Introductory Programme

What will be in it?

Practical information

- Study spaces
- Places to eat
- UCLU
- Lectures, seminars and tutorials
- Transport and maps
- Health and wellbeing

The UCL Introductory Programme

What will it look like?

- **Online**

- **Face to face**

The UCL Introductory Programme

Next steps

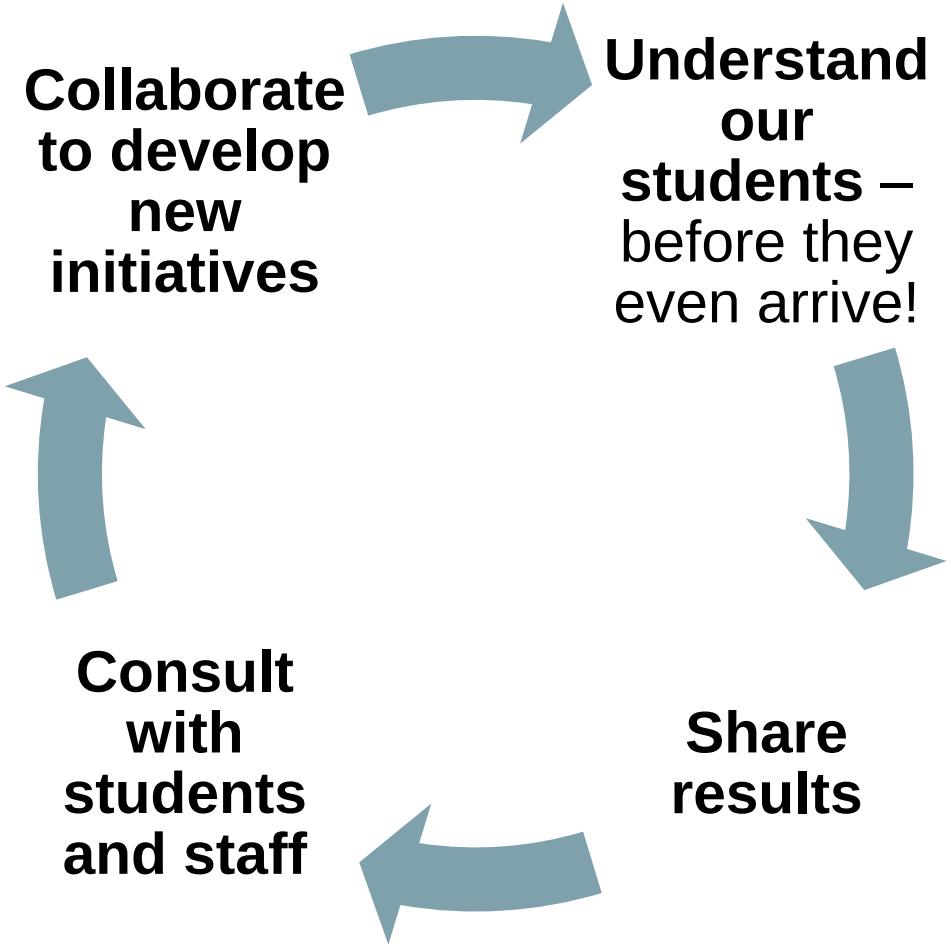
- **February to August:** Content development
- **February onwards:** Platform for delivery
- **March:** Funding bid
- **August onwards:** Further consultation
- **2017 – 18:** Design and development
- **2018 – 19:** Pilot

The UCL Introductory Programme

‘I think that what is being done is very useful especially to those who may find it difficult to navigate around UCL. Programmes like this would be very informative to new students joining the university and beginning their campus life.‘

UCL Academy student, year 13.

So, how can we ensure excellence from the start of the student journey?



Any questions?