

UCLU Education Conference

Adding the Personal Touch to the Student Experience – the role of Professional Services Staff

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UCL is Transforming its Professional Services

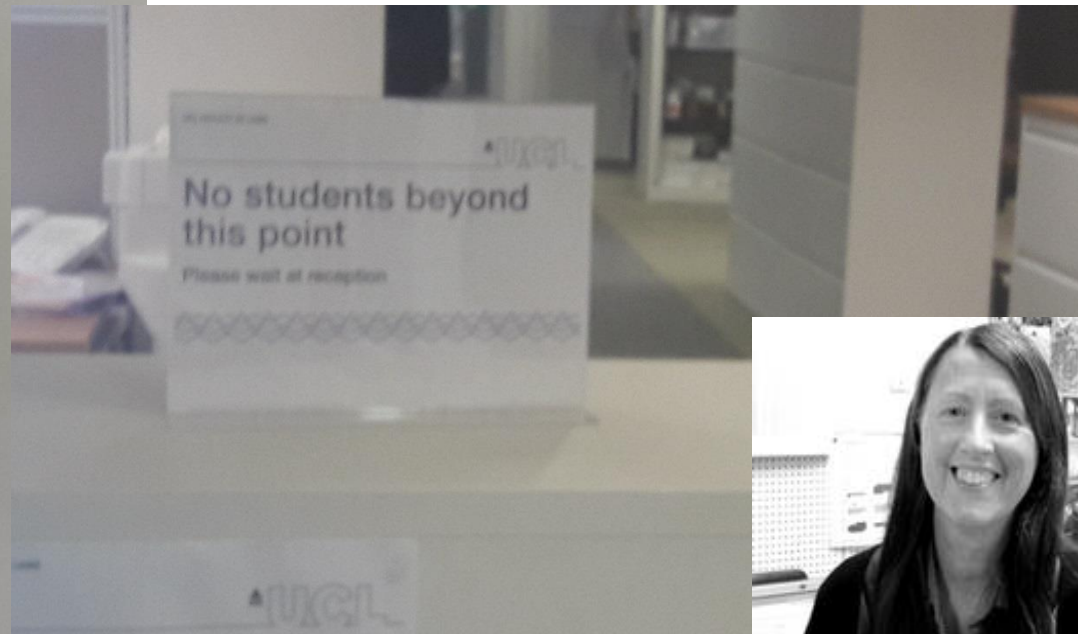
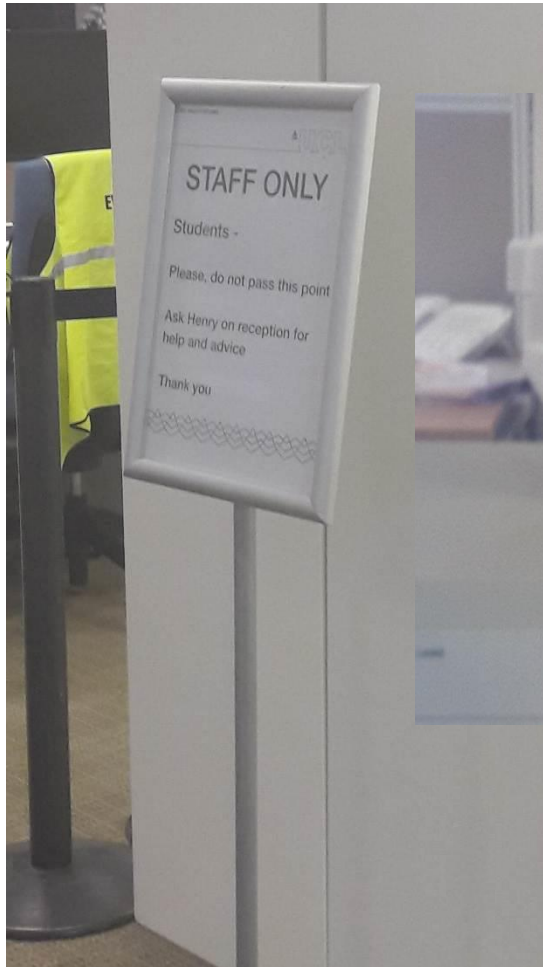
- A lot of us are focussed on the student experience – we need your ideas to help us shape what we do in the future

A large, light blue speech bubble with a dark blue outline, containing text about student preferences.

*Students tell us they would like:
An individualised relationship with
UCL*

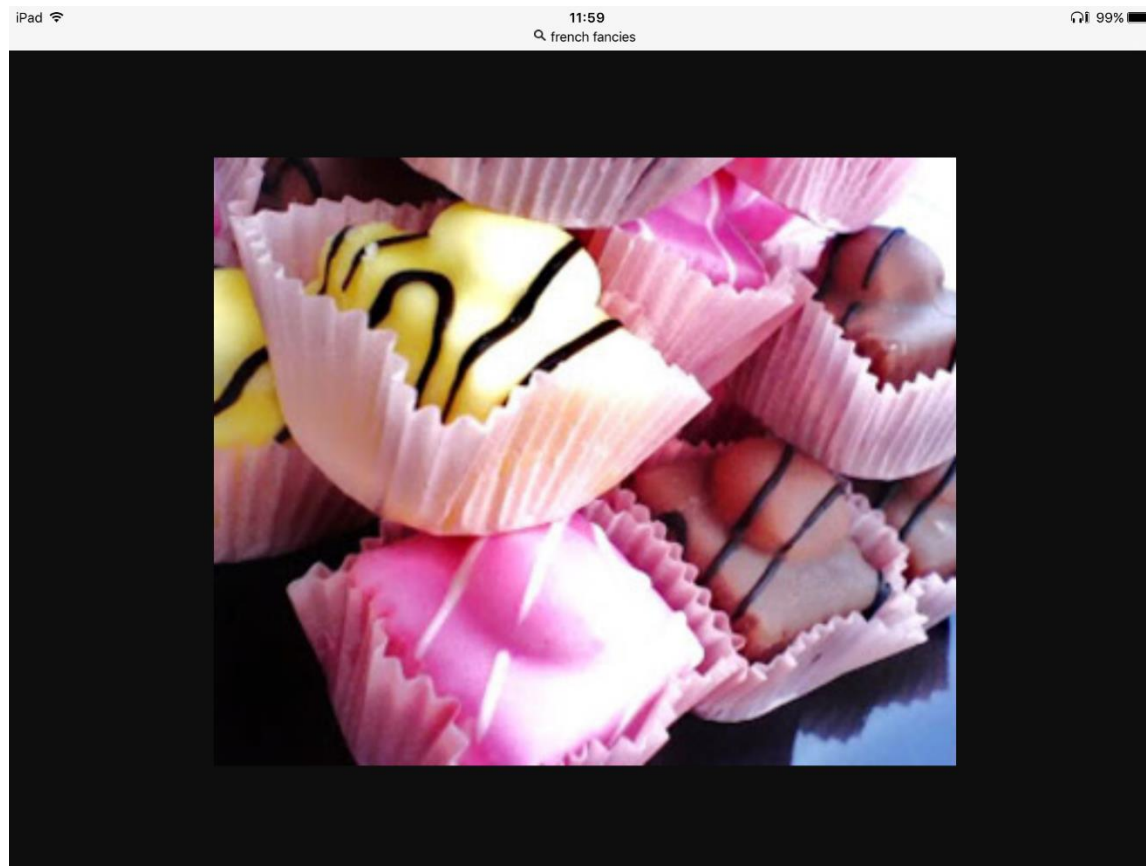
*To feel very much part of UCL life
A named person to go to for queries
and support
And more...*

At present it's a mixed picture



Please tell us about

- Things that work well
- Things that don't work well and how we can change them
- What we can do to support your development
- How we can ensure we know you as an individual
- And anything else that you might like to comment upon such as key processes (enrolment, module selection, receiving your results etc)
- Experiences you have had at other universities that UCL might learn from



**Please visit our stall to give us your ideas
and enjoy a delicious retro-cake!**