University of St Andrews

Student Experience Strategy

Statement of Aim

To draw on the particularities of St Andrews to provide students with a rounded, unique and highly enjoyable educational experience, fitting them for life beyond University and providing a store of happy, lasting memories and relationships.

Although the detail of its application may differ from one Unit or School to another, the Student Experience strategy is relevant to every section of the University, and to all students, whatever their course of study and status (postgraduate, undergraduate, part-time, full-time, post-School entrant, mature student, etc). Responsibility for this strategy is shared by everyone – not only staff, but students themselves.

Priorities

1. Provide, and place emphasis on, a first-class academic education in line with the Learning and Teaching strategy of the University.
2. Engage students in academic monitoring processes where appropriate, including preparations for annual academic monitoring, internal reviews of learning and teaching and institutional review (ELIR) so that the value of student opinion in these areas is recognised and considered.
3. Support students’ changing needs, in particular in response to developments in communication methods, computer and portable technology.
4. Offer choice wherever possible, from Degree pathway and mode of study to type and cost of residence and other services.
5. Offer access to well-conceived services for academic, personal and spiritual guidance as well as support for health and well-being throughout the University community.
6. Engage the student body in University governance via the presence of their elected representatives in key University committees, and by providing information and training for those in such positions.
7. Provide other opportunities for student engagement in University business and strategic activities via internships, consultation, volunteering, performance and involvement in community projects.
8. Ensure that the support provided and the services available are highly regarded and meet the needs of all engaged with the University; that they are joined up across the Schools and Units; and that they are presented clearly and coherently in all University communications, thus ensuring that realistic expectations are raised and met.
9. Assist students to integrate themselves rapidly into the full University experience.
10. Encourage, and reward where possible, high levels of ambition, motivation, energy and success in all aspects of student activity, whether academic or extra-curricular.
11. Aid both self-reflection and awareness of others’ perspectives as a means to personal development and to the acquisition of inter-personal, employability, entrepreneurial and leadership skills.
12. Provide work experience and casual employment to as many students as possible, in good working conditions and supported by suitable training where necessary.
13. Develop other new initiatives to enhance employability (with attention to the special requirements of international students) and entrepreneurship.
14. Support intelligent use and organisation of time outside the classroom.
15. Support good use of the period between acceptance of a study place and matriculation.
16. Provide excellent facilities, a friendly, high-quality service and a welcoming, attractive environment in all University buildings and services.
17. Emphasise the University's 'internationally Scottish' culture, broadening and enriching the University and town and enhancing links to the rest of the world via study abroad and fieldwork opportunities, provision of excellent communications technology, extra-curricular travel opportunities, teacher mobility programmes, etc.
18. Maintain good relations with institutions who assist in supporting an excellent student experience: partner universities in the UK and overseas, placement companies, student loan company, banks, health centre, police, community council, etc.
19. Recognise the impact of the St. Andrews experience on students’ families at home by encouraging a healthy, broad relationship between those families and the institution’s operations, while protecting the individual student’s right to privacy and independent self-development.
20. Help students to develop their confidence through understanding and articulating the benefits of their University experience.
21. Foster values of respect, integrity, tolerance and community, expecting the highest standards of behaviour from students at all times and remembering that all staff should provide models of good conduct.
22. Prepare students for the workplace and assist in the smooth running of the University by promoting as the University norm those skills fostered by the Professional Skills Curriculum: punctuality, courtesy, clarity of communication, etc.
23. Support St Andrews student traditions in such a way as to promote the principles of this strategy.
24. Deal fairly with lapses of good conduct via clear Discipline policies.
25. Consult students as necessary in order to determine where adjustments may be necessary to support this strategy.

Professor Lorna Milne
Vice-Principal (Proctor)

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Considered by the Learning & Teaching Committee on 8 May 2013