Student experience strategy

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Purpose	This document provides an overview of the University's student experience strategy, and the priority areas through which we will deliver on our vision.

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
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UNIVERSITY OF ST ANDREWS
STUDENT EXPERIENCE STRATEGY

The University of St Andrews' student experience vision is delivered through four strategic priority areas: support; systems and services; community and belonging; skills, opportunities, and relationships. These priority areas are interwoven with, supportive of, and enable the five distinct themes in the overall university strategy: digital; diverse; entrepreneurial; sustainable; world-leading.

Vision

We provide a university environment in which all our students, irrespective of level or mode of study, thrive and develop, and in which our colleagues, services, and systems support them in achieving their fullest potential.

Strategic priority areas
Support

To ensure that our students feel well supported by our colleagues, our systems, and each other, we will:

- Enable our students to know how and from whom to access support in their Schools and across the University.
- Assess our systems and structures to ensure that no student is left behind.
- Work with our students proactively, responsively, and proportionately.
- Build on existing peer networks, providing the frameworks, support, and recognition so that these can be sustainable, and support the diversity of our student cohorts.

Systems and services

To ensure that our systems and services are intuitive and accessible, we will:

- Signpost services appropriately so that our students do not need to understand the structures of the university to find the information they need when they need it.
- Communicate clearly with our students at all points in their journey.
- Support our students with the aid of easy-to-use services, systems, and processes that they can trust.

Community and belonging

To ensure that our students feel safe, welcomed, included, and represented, we will:

- Welcome and include our students at all points of the student journey.
- Create inclusive and safe environments in all our spaces and places.
- Foster and celebrate a culture of belonging, equality, diversity, and inclusion.
- Enable our students to have a voice that is valued and heard.

Skills, opportunities, and relationships

To ensure that our students develop skills, access opportunities, and forge relationships that will benefit them during and beyond their studies, we will:

- Provide students with a coherent skills development framework within and beyond their curriculum.
- Promote opportunities locally, nationally, and globally that will benefit them and the world around them.
- Encourage the forging of enduring connections with each other, our staff, our alumni, and the communities around them.

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