

Leading on the student experience

Every programme for change and enhancement relies on leadership and in an organisation of the size of our University that leadership has to take place at many different levels. One of the initiatives emerging from the projects has been the concept of the PSS Student Experience Leads.

Originating as a response to, on the one hand, Schools feeling bombarded by requests for information and participation in projects and working groups and, on the other hand, a lack of clarity about who to contact in any single School or central PSS Unit, PSS Student Experience Leads can now be found in every School, at Faculty level and in each Central PSS Directorate, plus the University Library.

Their initial remit was concerned with opening channels for dialogue and dissemination of information, and was then elaborated on at the inaugural Student Experience Leads Conference on Bonfire Night 2012 (fireworks were strictly decorative). Participants found the Conference itself to be a valuable source of good practice and networking, and planning for a second Conference is now underway, with the theme 'Delivering a Student-Centred University'. The PSS Student Experience Leads will take an increasingly prominent role in promoting the importance of the student experience in their areas, supported by the Directorate for the Student Experience.

Jenny Wragge (February 2013)