



TRANSFORMING OUR STUDENTS: THE STUDENT EXPERIENCE STRATEGY

2016-2020

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INTRODUCTION

Our commitment to help you succeed beyond your academic experience.

This strategy has been brought together through consultation with students and staff across the university and De Montfort Students' Union (DSU), through a variety of workshops, exercises and discussions. The student experience encompasses everything about your time at DMU, ranging from sport or employability initiatives, through to disability support and advice.

The Student Experience Strategy is designed to help you excel in your future, no matter which path you choose to take after graduation. We are proud of our mission and vision, and through excellent opportunities to help you develop and grow, we believe we can share success and challenge convention together.

We are confident in our outstanding opportunities and commitment to our diverse student body. We are committed to our values and strive towards continual improvement to better the student experience at every available opportunity.

We have worked hard to champion the range of opportunities and initiatives throughout this document, and we challenge you to try something you've never done before, learn a new skill, take up a new hobby and step outside your comfort zone.

Jo Cooke

Executive Director of Student and Academic Services and
Associate Chief Operating Officer

@DMUSAASDirector





VISION

**A JOURNEY
OF DISCOVERY**

MISSION

**WE SUPPORT YOU
TO EMBRACE OPPORTUNITIES
BUILD CONFIDENCE
REALISE AMBITIONS AND
ACHIEVE YOUR POTENTIAL**

STUDENTS CO-CREATE THEIR UNIQUE EXPERIENCE

Within five years, co-creation will become 'how we do things at DMU'. Students will be active participants in their university experience working in partnership with staff.

Our flexible, responsive services will allow you to create your own challenging and rewarding experience, giving you confidence and skills for the future.

Your feedback will drive innovation and change, and responsive communications using different media will help us understand your diverse needs. Together we will challenge convention and dedicate ourselves to the continuous improvement of services and standards.

We will work with DSU to ensure the student representative system is effective and sustainable, and to gain a broader understanding of your student experience. We will support the Student Representative Co-ordinators to achieve their full potential. By working together with students on major events, projects and programmes, we will ensure student representation goes beyond traditional ways of engaging with the student voice.

Students and alumni will have more opportunities to deliver lectures and present their research, enhancing both personal and professional development.

Through #MyDMUEvents, we will encourage staff to take part in university-wide events such as graduations and open days to increase their involvement in your student experience.

Key Performance Targets

- Percentage of graduates in graduate-level destinations (including jobs, further study and business start-ups)
- Number of graduates in graduate-level work through DLHE
- Student representation on strategic projects
- Formalisation of Course Representative position; every course should have one Course Rep
- Variety of staff from across faculties and directorates who volunteer for key university wide events

Key Performance Indicators

- Every programme has at least one Course Rep
- Increase in students taking part in 'added value' opportunities
- University help to support and facilitate course rep training
- As part of their role, School Representatives help to write and plan training for the next cohort



CO-CREATE



Key strategic themes

TRANSFORM STUDENTS THROUGH AND BEYOND THE ACADEMIC EXPERIENCE, PROVIDING EXCITING OPPORTUNITIES TO GROW AND DEVELOP

You will develop academic skills and have opportunities to build your employability, contribute to the local economy and wider society, while excelling in your chosen path.

Our strong public good ethos will shine through programmes such as #DMUlocal, #DMUglobal, DSU Volunteering and the Square Mile programme. You will have the chance to develop a broader perspective, work in a variety of cultural settings, and challenge yourself in ways you never imagined.

Our links with globally renowned brands and partners opens up opportunities for work experience to help you to grow and develop alongside your degree.

Explore new things; get involved in music, theatre or our range of societies and clubs. Find out who you really are by taking part in sport recreationally or competitively.

We have already committed to investing in fantastic new facilities, such as the Queen Elizabeth II Diamond Jubilee Leisure Centre, the Watershed and pitches at Beaumont Park. We will continue to invest in sport at DMU, launching a sports scholarship scheme and rewarding top performers in sport.

The Frontrunners and DMU Graduate Champions schemes pair students and graduates with graduate-level employment opportunities, helping you prepare for future roles and raising awareness of graduate recruiters' selection techniques.

We will support your development through our Employability Mentoring programme, placements, employer networking events and competitions.

We will build on successful programmes such as Frontrunners and #DMUglobal so you are well placed to succeed in the global graduate market.

Key Performance Targets

- Number of graduates in graduate-level work through DLHE
- Percentage of DMU graduates employed in Leicester
- Percentage of graduates who stay in Leicester for further study or business start-ups
- Percentage of BME students in graduate roles or further study

Key Performance Indicators

- Feedback from students and employers undertaking placements or opportunities
- Number of students taking part in credit-bearing placements/volunteering
- Number of active MyGateway accounts
- Number of students undertaking a #DMUglobal experience
- Proportion of student time not in lectures

GROW

AN ENVIRONMENT THAT MAXIMISES WELLBEING, STRENGTHENS RESILIENCE, AND BROADENS AMBITIONS

At DMU, we recognise that students and staff may experience personal issues or challenges. We create an open environment with no stigma attached and encourage you to stand up and speak out.

We want you to be able to prioritise your own mental health and wellbeing, and we are here if you need support and guidance.

HealthyDMYou will encourage you to be proactive in your approach to wellbeing by supporting a healthy attitude and helping you develop resilience.

Co-creation through peer-to-peer mentoring, employability mentoring and the Personal Tutor scheme will support your academic and personal progress whilst promoting self-confidence.

DMU aims to be a disability-positive university, and we will continue to create an environment in which you can access appropriate support mechanisms, tailored to your needs, through our Centre for Accessibility Needs (DMU-CAN), Welfare and Disability Teams.

We are leaders in providing outstanding support. Our employability and wellbeing project, Thrive, will help to inspire students with disabilities or mental health concerns to develop employability skills, promote self-confidence and flourish at university and beyond.

We will identify key transition periods in the student journey and dedicate specific support at those times.

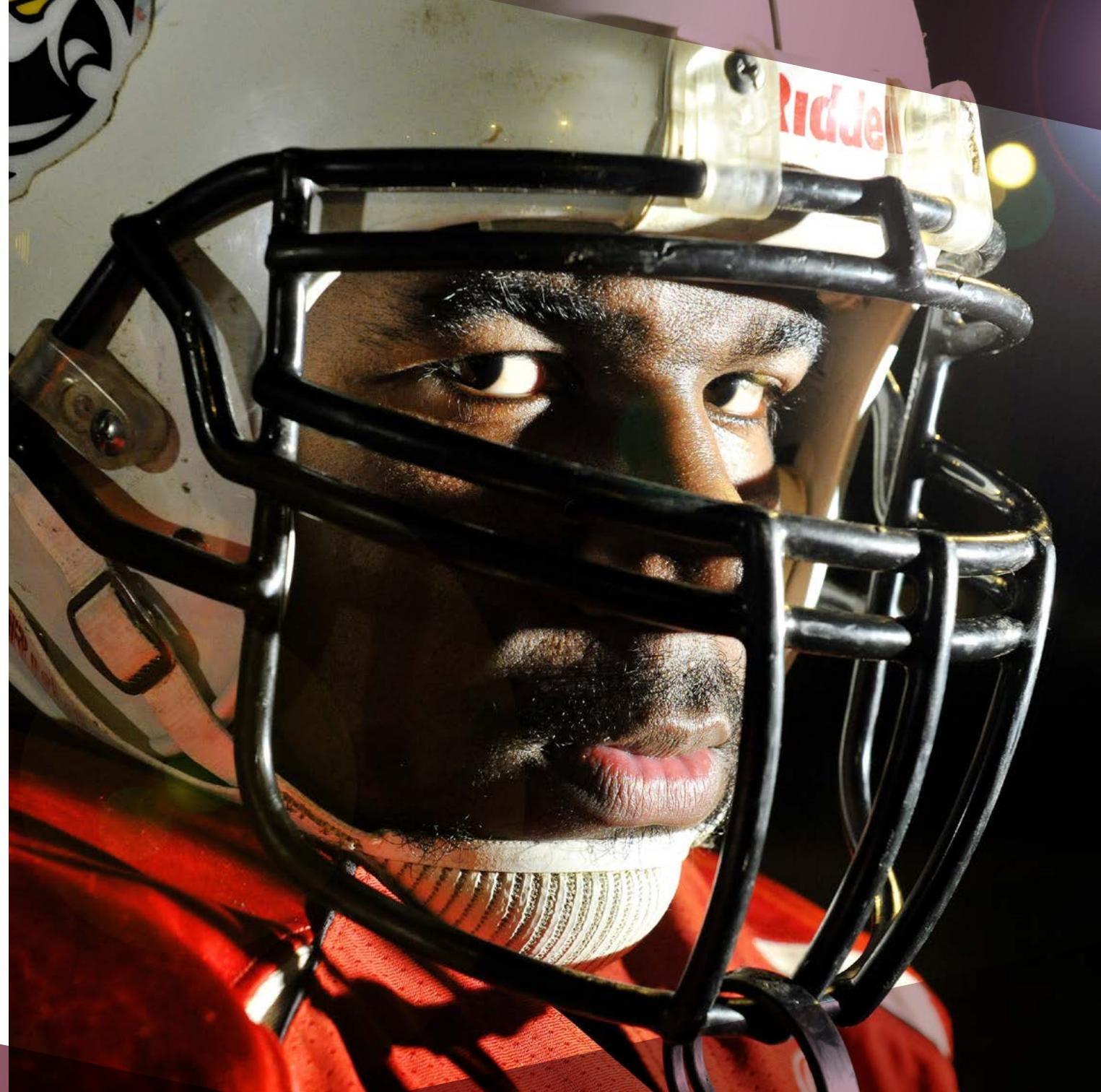
We will support and encourage staff and students to undertake training to ensure that they are able to respond to concerns and signpost appropriately. Training may include areas such as mental health, safeguarding and Equality and Diversity.

Key Performance Targets

- Percentage of students that engage with their Personal Tutor
- 100% of staff completing mandatory training
- Increased engagement with disability-friendly recruiters

Key Performance Indicators

- All students who accept a firm offer through UCAS and declare a disability will be contacted by either the Mental Health Inclusion Team (MHIT) or the Disability Advice and Support Team (DAS)
- DMU-CAN will undertake at least 400 Disabled Student Allowance (DSA) assessments per academic year
- The Counselling Service will support at least 600 students per academic year through one-to-one support or workshops





WE WILL HELP YOU BECOME WHO YOU WANT TO BE

Within five years we will be flexible and accessible to meet the diverse needs of DMU students; with co-creation built into the university's processes. Our focus on diversity will contribute to achieving the goals of DMU Freedom - our Equality and Diversity Charter.

SUPPORT TO HELP YOU SUCCEED: WHENEVER AND WHEREVER YOU LOOK FOR SUPPORT YOU WILL FIND IT

Specialist teams including the Disability Advice and Support, Transitions, Student Finance and the Mental Health Inclusion teams will facilitate user-friendly access and services for all students. Our Centre for Accessibility Needs (DMU-CAN) will undertake needs assessments for the Disabled Students' Allowances and our Counselling and Wellbeing team will help you make the most of your time at DMU.

You will have 24/7 access to online library resources and support from a dedicated subject librarian. Specialist software and appropriate study spaces will be available to meet the demands of your course and support co-creation.

You will have access to a range of learning and study support to enhance your academic and professional skills. We can help you with essay writing, presentation skills, statistics and using a wide range of library resources to enhance your degree.

WE WILL HELP YOU TO GET TO WHERE YOU WANT TO GO

We aim to make the campus a great place to study and explore. After you graduate we are still here for you and you will have continuing access to some resources and will be kept informed about DMU activities. You will have access to an online career management system offering jobs, placement opportunities, skills development assessments and appointments.

We will promote and build on employability development initiatives such as DMU Enterprise, Frontrunners and Graduate Champions to support you to leave DMU as a confident, skilled and ambitious graduate.

Through our dedicated Placement Service, we will support you to gain relevant industry experience to support your studies. We are working with more and more employers to offer excellent placements, which have led to graduate job offers before graduation.

WE WANT YOU TO MAKE THE MOST OF YOUR TIME AT DMU BY CREATING A PERSONAL PROFILE YOU ARE PROUD OF

Timetables will integrate your teaching, learning, careers and assessment activities in one place. You'll have access to a mobile student portal, where you can control all your engagements with the university, including a career management system.

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PERSONAL SUPPORT TO BUILD YOUR CONFIDENCE

Staff members, peer mentors and Personal Tutors will support you to develop your confidence and abilities both academically and more widely.

WE ARE OPEN TO YOUR CREATIVE SUGGESTIONS AND ENCOURAGE FEEDBACK

Our commitment to co-creation means that students, staff, societies and communities will contribute new ideas for a fresh perspective. There will be many opportunities to co-create, including the Equality and Diversity Charter, Student Charter and DMU Freedom. You will have the opportunity to discuss, debate, challenge and explore new ideas through our gamechanger, Parliament.

OPEN YOUR MIND

Join a society, debate, play a sport, learn a new skill and explore different cultures. We provide the opportunities and it's up to you to make the most of them.



COMMIT

University experience is more than an academic development; it is about personal development as well. I have been a School Representative Co-ordinator which has enhanced my experience, given me confidence and a very unique perspective. I've had the opportunity to have an insight and input into developments at DMU, as well as influencing changes and driving forwards exciting new initiatives for students.

Cheri-Ann Pryce
School Representative Co-Ordinator

Becoming part of a cultural exchange, meeting people from different countries and being able to share parts of your own culture with them, and learning about theirs is amazing. At the same time, you learn so much about other people, and about yourself.

Siham Dahir (BSc Hons Biomedical Science)
#DMUglobal trip to Shenyang, China

Getting involved with a society at DSU has really enhanced my experience at university. I can't rave enough about how much DSU has improved my 3 years at university. I've met amazing people who I'll call friends for years to come, gained so much experience in different fields that has really developed my CV and it's made my time in Leicester so much more than I ever expected.

Fern Beard
DSU Volunteer

#DMUglobal has provided me with the chance to really push my boundaries and challenge myself, both personally and photographically.

Jake Bonham (BA Hons Photography and Video)
#DMUglobal trip to Shanghai, China

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