



TRANSFORMING OUR STUDENTS: THE STUDENT EXPERIENCE STRATEGY

2018-2023

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INTRODUCTION

A message from the Executive Director of Student and Academic Services and Associate Chief Operating Officer, Jo Cooke

The Student Experience Strategy - our commitment to help you succeed beyond the academic experience.

This strategy has been brought together through varied consultation with staff and students across the university and De Montfort University Student's Union (DSU). The student experience encompasses everything during your time at DMU, including employability initiatives, disability support, advice and much more.

The Student Experience Strategy is designed to help you complete your studies to the best of your ability and excel in your future. Through excellent opportunities to help you develop and grow, we believe we can share success. We are truly proud to be more. It doesn't matter what your goals are, projects like our #DMUworks Mentoring For All and Universal Design for Learning (UDL) programmes can help you onto your own personal pathway.

We are confident in our commitments to our diverse student body and proud of our values. We strive towards continual improvement to improve the student experience at every available opportunity. Through co-creation we want to work as closely as we can with students to help you get the most of your time here.

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, enhance your employability and step outside your comfort zone.

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

@DMUSAASDirector



A JOURNEY OF DISCOVERY

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VISION

The image features three athletes standing against a dark, textured background. On the left is a male footballer in a red and black kit, holding a silver football. In the center is a female table tennis player in a red and black kit, holding a red paddle. On the right is a female volleyball player in a red and black kit, holding a yellow and blue volleyball. The text 'MISSION' is written in large white letters at the bottom left.

MISSION

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

STUDENTS CO-CREATE THEIR UNIQUE EXPERIENCE

Co-Creation at DMU is about collaboration and partnership. It moves beyond consultation into co-designing elements of the student experience. You will have the opportunity to be active participants in your university experience working with a range of partners including other students, staff, alumni and externals.

Our flexible services will allow you to create your own challenging and rewarding opportunities, providing you with an integrated student experience. We aim to support you in developing confidence and skills for the future.

Engagement and dialogue are at the heart of co-creation at DMU. 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 Representatives 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.

We will support you from acceptance through to graduations and beyond. Our induction process will help you settle in to your course and student life more easily, meaning you can focus on your studies when you start your course. Our personal tutoring system can help support a smooth transition to university life and support your academic studies. Even when you leave DMU, you can stay in touch with us and benefit from relevant services through #DMUforlife.

KEY PERFORMANCE TARGETS

- At least 80% of students responding positively to the student voice questions in the national student survey

KEY PERFORMANCE INDICATORS

- Year on year review of progress towards KPT



CO-CREATE

TRANSFORM

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.

Hands-on experience is the key to finding out what you enjoy and discovering your strengths. At DMU we offer our students hundreds of exciting opportunities to experience different industries and gain professional skills. You can take part in business insights, placements and professional training with businesses across Leicestershire, the UK and the world.

You might want to seek an opportunity with a global organisation or gain first-hand experience with a successful brand based in Leicester. You may want to develop an entrepreneurial idea, supported by our Innovation Centre. You have chosen to study in a diverse and thriving city with all kinds of opportunities right on your doorstep.

The future world of work is already bringing dramatic changes in the skills needed for individuals and organisations to excel. Our new #DMUworks programme will help you become future-ready by building your key skills including adaptability, creativity and leadership. Whatever stage you are at on your career journey, and whatever you want to do, the team is here to help.

Our strong public good ethos shines through in programmes such as #DMUlocal, #DMUglobal and DSU Volunteering. 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.

Here on campus our Mentoring For All scheme supports all students, whatever their needs, and can help you tackle personal challenges and grow. We strongly encourage you to explore things you haven't tried before or would like to do more of: music, theatre and our range of societies and clubs. You can take part in sport recreationally or competitively – everyone is welcome.

We will build on successful programmes such as #DMUworks so you are well placed to succeed in a competitive world, the global graduate market and make choices about the future you want.

Our priority is to help you discover and build the future you want.

KEY PERFORMANCE TARGETS

- 84% of students in highly skilled work or further study after graduation

KEY PERFORMANCE INDICATORS

- Year on year review of progress towards KPT

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

At DMU, we recognise that health and wellbeing is relevant to all, which is why we've developed the university wide #HealthyDMU programme, which is in line with Universities UK Step Change guidance. We want you to be able to prioritise your own mental health and wellbeing, and we are here if you need support and guidance. We aim to create an open environment with no stigma attached and encourage the disclosure of disabilities.

We are proud of our track record as a university of inclusivity and in 2018 we were named as the 'Sunday Times University of the Year for Social Inclusion'. We will continue to create an environment in which you can access appropriate support mechanisms, tailored to your needs, through our Disability and Mental Health Teams.

#HealthyDMU will encourage you to be proactive in your approach to wellbeing by supporting a healthy attitude and helping you develop resilience. Through our #HealthyDMU masterclasses we will assist students to develop skills which aid developing independence and resilience.

UDL aims to provide an equal learning experience for every DMU student; it supports our commitment to supporting students' different learning needs , for example through DMU Replay, which gives all students anytime-access to recorded audiovisual content. At the heart of the UDL approach is the idea of embedding inclusivity and choice for both students and staff.

We are proud of our sector-leading Mandala Project and maintain a zero tolerance approach to unacceptable, threatening or violent behaviour at DMU. Don't be a bystander and sign up for our peer-led #DMUisitok? workshops run by students, for students. Our Single Point of Access (SPA) is the route in which all options available to you are explore in terms of mental health and disability.



Our employability and wellbeing project, Thrive, will help disabled students to develop employability skills and self-confidence and to flourish at university and beyond.

Our newly established Breathing Space will support and embrace approaches to faith which build community cohesion across students of all faiths and none.

Why not take part in a sport? We have committed to investing in facilities such as the Queen Elizabeth II Jubilee Leisure Centre and the Watershed. Explore new opportunities; get involved in music, theatre or our range of societies and clubs. There's something for everyone.

KEY PERFORMANCE TARGETS

- At least 80% of students responding positively to 'I feel part of a community of staff and students' in the national student

KEY PERFORMANCE INDICATORS

- Year on year review of progress towards KPT



MAXIMISE



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COMMIT

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

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 studies.

WE'LL HELP YOU TO GET TO WHERE YOU WANT TO GO

After graduation and through #DMUforlife, we are still here for you. You will have relevant access to some of our resources and will be kept informed about DMU activities. You will have access to an online career management system offering jobs, skills development assessments and appointments. You will have more opportunities to stay in touch and continue to enhance your professional development while enriching the experiences of our current students.

We will promote and build on employability development initiatives such as #DMUworks, Mentoring For All and Thrive to support you to leave DMU as a confident, skilled and ambitious graduate.

SENSE OF BELONGING

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

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STUDENT VOICES



MICHEAL EDACHE
Business Economics and International Relations

Meeting professionals and networking has been great. My understanding of key aspects of the application process, such as how they sift through the applications and how to get a foot in the door has been enhanced from this experience. I had the opportunity to speak to professionals who have given me insight into new, interesting areas that I'm now looking to explore.



STEPHEN FADDES
Graphic Design

I tend to drop in to the social club and Neurodivergent Society when I can, as well as keeping in touch with friends I made at New to DMU. The support provided has been extremely beneficial to my studies and social wellbeing. DMU offered support before my diagnosis and are continuing this while my DSA application is being processed.



LYDIA GRIFFITH-JONES
Media and Communications and Placement Year Press Officer

I attended the careers fair and gained knowledge and an insight into life after placement in terms of graduate opportunities within the media industry.



HERBIE JOHNSON
Media and Communications

The fair allows students to get key insight from the professionals in the industry. It allows students to have conversations with exhibitors, to not just seek jobs now but to find out how to look for jobs in the future.



SUSAN LITCHFIELD
Health and Wellbeing in Society

I find both of my mentors help me in different ways. Rosie is my personal mentor and she helps me emotionally. Malcolm is my study skills mentor and he helps me to structure and plan my time and work. I couldn't do this without them.



KEY CONTACTS

CAREERS

<http://www.dmu.ac.uk/DMU-students/Careers-and-employability/Careers-and-employability.aspx>

DISABILITY TEAM

<http://www.dmu.ac.uk/current-students/student-support/wellbeing-disability/disability-advice-support/index.aspx>

DMU-CAN

<https://www.dmu.ac.uk/current-students/student-support/wellbeing-disability/disability-advice-support/centre-for-accessibility-needs-webform.aspx>

#DMUforlife

<http://www.dmu.ac.uk/Alumni/>

#DMUglobal

<https://www.dmuglobal.com/>

#DMUlocal

<http://www.dmu.ac.uk/community/public-engagement/index.aspx>

DMU SPORT

<http://www.dmu.ac.uk/dmu-students/dmu-sport/dmu-sport.aspx>

#DMUworks

<https://www.dmu.ac.uk/DMU-students/Careers-and-employability/Careers-and-employability.aspx>

DSU

<https://www.demontfortsu.com/>

FAITH

<http://www.dmu.ac.uk/dmu-students/the-student-gateway/chaplaincy-and-spiritual-support/chaplaincy-and-spiritual-support.aspx>

THE MANDALA PROJECT

www.dmu.ac.uk/themandalaproject

MENTAL HEALTH INCLUSION TEAM

<http://www.dmu.ac.uk/current-students/student-support/wellbeing-disability/mental-health-support/index.aspx>

MENTORING FOR ALL

<http://www.dmu.ac.uk/dmu-students/your-dmu-experience/mentoring-for-all/how-to-take-part.aspx>

LIBRARY

<http://www.library.dmu.ac.uk/>

ITMS

<http://www.dmu.ac.uk/about-dmu/professional-services/information-technology-and-media-services/service-desk.aspx>

SPA

www.myGateway.dmu.ac.uk

STUDENT GATEWAY

<http://www.dmu.ac.uk/current-students/student-support/index.aspx>

UDL

<https://www.dmu.ac.uk/current-students/student-experience/udl.aspx>





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