

Regent College London

Student Experience Plan 2023-2025

A. Introduction

Regent College London (RCL) is committed to providing a student experience which fosters academic success and personal development. We aim to increase student satisfaction as measured by the National Student Survey and anticipate that further improvements in student satisfaction will benefit their academic performance.

B. Priorities

- 1. Provide an excellent student experience using student feedback and data to build on previous NSS and internal student satisfaction metrics.**
 - a. Identify trends at school and cohort level that can be addressed to enhance student experience and implement appropriate action.
 - b. Develop a wide range of support for students to enable them to fully engage with their studies to achieve academic success.
 - c. Embed Thinking into Character (TiC) into academic programmes and other student engagement activities to develop a holistic approach to personal growth.

- 2. Work collaboratively across schools and professional services to ensure a joined up and consistent approach to student experience.**
 - a. Continue and improve the cross functional and collaborative working relationships between schools and professional services through representation and effective communication.
 - b. Create a Student Experience Group representing key stakeholders to the student experience to create and track actions from student feedback to improve the student experience via a Student Experience Action Plan.
 - c. Work in partnership with students to ensure student representation as full members of our College committee structures.
 - d. Enhance physical facilities and digital resources to be student centred and led by feedback.

- 3. Foster a culture of continuous improvement to all aspects of the student experience.**
 - a. Lead reviews of key student activity to assess how improvements to processes and procedures can be made for future events.
 - b. Engage with students and partners to ensure the student voice is both represented and acted upon by the College, reasonably and appropriately.

- 4. Deliver a wide range of academic and student support that improves the student experience and enables students to have a successful academic journey.**
 - a. Ensure all student support is personalised and improves students' ability to progress and achieve.
 - b. Provide a wide range of academic and wellbeing related workshops led by students' needs.
 - c. Ensure the provision of a diversified student support service with appropriately qualified staff to respond to the needs of all students.