



SDF – sponsored by the Leadership Foundation

## SaHOOTS (Students at the Heart Of Our and Their System)

### A free consultative event at The University of Hertfordshire

*The SDF is pleased to be able to offer **free** but limited places on the following event. This is one of 3 Regional mini-conferences planned for January in the New Year around consultation and good practice exchange*

#### Introduction

The student experience has become a key priority for HE staff, and developers are increasingly being asked to provide a wide range of support to different groups. The concept of 'service ethos' in HE is moving beyond provision of 'Customer Skills' training to consideration of cultural change, structural adjustment, incentivisation and other developments to bring about systemic attitudinal and behavioural change within HEIs. Against this backdrop SDF have commissioned a sector wide project with the following aims:

- To review current good practice in staff and organisation development in HEIs aimed at supporting the student experience and compile an inventory of good practice;
- To identify any current gaps in development support in the sector and consider ways to fill these
- To gather and share examples of best practice and case study materials
- To explore ways in which Organisation Development philosophy, thinking and practice can be utilised to develop a holistic approach to enhancing the student experience
- To inform the SDF and wider HE community regarding the issues and equip the community with the relevant tools to advance the student agenda in their HEIs
- To produce a good practice resource guide for the sector on supporting the student experience through staff and organisational development approaches
- To disseminate the project findings and outcomes to our affiliates and networks

#### **SDF SaHOOTS project team and e-mail contact details** (please feel free to contact us)

The Project Team currently includes the following people:

**Matt Levi**, HE Consultant, Matt Levi Development and SaHOOTS project facilitator  
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**Meriel Box**, Head of Staff Development at Liverpool John Moores University  
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**Jill Lees**, HR Manager - Development at the University of Hertfordshire [j.e.lees@herts.ac.uk](mailto:j.e.lees@herts.ac.uk)

**Sally Wilson**, HE Consultant, Sally Wilson Associates [sally.wilson@gmx.co.uk](mailto:sally.wilson@gmx.co.uk)

**Pam Fitzsimmons**, Learning and Development Manager, University of the West of England  
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**Paul Dixon**, SDF Chair and Head of Training and Development Unit, University of Manchester  
[paul.a.dixon@manchester.ac.uk](mailto:paul.a.dixon@manchester.ac.uk)

This event is aimed at HE colleagues in OD and Staff Development roles. We would also welcome attendance from those colleagues who whilst not staff developers have a substantial student experience and student facing role within their institutions and who are interested in contributing ideas for development.

This workshop is not limited to any regional networks or organisation – the timings are intended to enable wide participation and ease of travel. Please do note that **repeat events are being run in Bristol and Manchester** so that we try and make it as easy and affordable as possible for colleagues to attend the most appropriate event.

### Venues, dates and timings

This event will take place at:

#### University of Hertfordshire on 17<sup>th</sup> January 2013

Room W040, Law Court Building  
 de Havilland Campus  
 Hatfield, Herts  
 AL10 9EU

Directions: <http://www.herts.ac.uk/about-us/where-to-find-us/de-havilland-maps-and-directions.cfm>

#### Local contact

**Jill Lees**, HR Manager - Development at the University of Hertfordshire [j.e.lees@herts.ac.uk](mailto:j.e.lees@herts.ac.uk)

Please however do feel free to contact any of the project team at any time.

**Fees** - This is a free SDF event including lunch and refreshments.

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## Programme Timings

10.30 – Arrival and networking

11.00 – Start – Welcome and introductions

11.15 – Aims and purpose (as above)

And then sessions around

- measuring student satisfaction beyond NSS using external measure (like ICS)
- understanding and analysing the student experience of the future (use of technology, student expectations, etc)
- providing a co-ordinated students experience across the university
- using development to support a service culture
- where does internal customer service fit?
- 

14.45 – Summary, conclusions and next steps

15.00 – Close

## Speakers

We are seeking to attract local involvement from students and staff.

## Additional activity

In advance of the sessions we will be working on gathering suggestions, information, tools and case study materials. Initially this will be done via the SDF JISCmail discussion list, if attendees are not currently subscribed this will be arranged. Contributions to JISCmail discussions should have 'SaHOOTS' specified in the email Subject line. Use of JISCmail will allow discussion and a free exchange of ideas/materials. Selected content from these discussions will be placed on our SaHOOTS Resources page as the material becomes available.

An example of practice can be found on the 1994 Groups innovative practice report on the Student Experience.

We will follow the workshop up with our findings and conclusions and if there is a demand for further activity in this area will seek to develop appropriate events on line or face to face.

## Booking procedures

On a first come first served basis through the SDF Administrators Wendy Mason or Louise Taylor – E mail [Wendy.Mason@sdf.ac.uk](mailto:Wendy.Mason@sdf.ac.uk)

## Your contribution as participants

We would ask that you contribute materials that you are prepared to share with workshop colleagues and others either from your own personal experience or your institution (providing

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permission is given) in advance of the event so that we can hone and tailor appropriately. Information will be provided participants at the time of booking on how to do this.

### **Acknowledgement**

This is an SDF supported event! SDF is generously sponsored by our colleagues at the Leadership Foundation for Higher Education.

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