



Government
Events

Enhancing the Student Experience: Enabling Student Prosperity

Tuesday 12th November 2019
Event Guide





Our Loyalty Discount

This discount entitles attendees to a 20% discount on any future conference being run by Government Events in the next 12 months. Please quote code Loyalty20 at the start of your booking.



How to Claim Your CPD Points

Regarding CPD credits, it is the individual delegate's responsibility to evaluate their learning and record it appropriately into their CPD portfolios according to your institute's requirements.

For this Conference, you are entitled to 8 CPD points.



Wi-Fi

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Welcome Letter

Dear Delegate,

Welcome to Enhancing Student Experience: Enabling Student Prosperity conference.

This event will give you an in-depth overview of the evolving policy environment, and learn from Higher Education sector leaders on how to create and implement successful student experience strategies which have a tangible effect on TE(SO)F and NSS outcomes, enabling your institution to enhance both student prosperity and funding prospects.

Today you will have the opportunity to hear presentations from key organisations from sector leaders in addition to a series of case studies examining best practice in a range of settings.

If you have any questions or queries please ask our onsite management team, who will be more than happy to help you. They are located at the registration desk.

We hope you have a rewarding and enjoyable day.

Yours Truly,

David Blake
Government Events



Our Future Events

Please look at our website, www.GovernmentEvents.co.uk,
to view our future events. These include:

[The 2nd Annual National Higher and Further Education Marketing and Communications Conference 2019](#)

Wednesday 27th November, Central London

[School Exclusions: Alternative Provisions and Moving Forward](#)

Tuesday 28th January, Central London

[The Changing Landscape of International Student Education](#)

Wednesday 29th January 2020, Central London

[Working in Partnership to Improve Security and Safeguarding in Higher Education](#)

Thursday 30th January 2020, Central London

For any enquiries, please call 0330 0584 285 or email Enquiries@governmentevents.co.uk

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Agenda AM

09:50-10:00

Chair's Welcome Address

Kirsteen Coupar, Executive Director of Student Services, London South Bank University

The Rt Hon the Baroness Garden of Frognal, Deputy Speaker of the House of Lords, co-Chair, All Party Parliamentary Group on Universities

10:00-10:20

Keynote Address: The Student Experience: Putting Students at the Heart of Regulation

Emma Maskell, Head of Student and Information, Office for Students

10:20-10:40

Enhancing Student Engagement Through Digitised Attendance Solutions

Michael Hart, Business Development Manager (UK & Ire)

Steven Gill, TDS Student Project Manager

10:40-11:00

Question and Answer Session

11:00-11:35

Refreshment and Networking Break

11:35-11:55

Case Study: What Students Want From Their University: Lessons From the Universities UK 2017 Report on Education, Consumer Rights and Maintaining Trust

Professor Alan Percy, Chair, Mental Wellbeing in Higher Education, Head of Counselling, University of Oxford

11:55-12:15

Case Study: The Golden Triangle of Retention: Student Experience, Retention and Attainment at the University of Lincoln

Professor Mary Stuart, Vice Chancellor, University of Lincoln

12:15-12:35

Case Study: Providing Over 100 Flexible and Distance Learning Programmes to Over 50,000 Students Worldwide

Professor Mary Stiasny, Pro Vice-Chancellor (International) and Chief Executive of University of London Worldwide, University of London

12:35-12:55

Question and Answer Session

12:55-13:40

Lunch and Networking

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Agenda PM

13:40-14:00

Afternoon Keynote: Navigating Uncertain Times For International Students: The Role of British Higher Education in an Increasingly Uncertain World

Steve Woodfield, Head of Whitehall and Stakeholder Engagement, The British Council

14:00-14:20

Case Study: Successful Strategies for Enhancing the Student Experience Through Teaching Provisions and Employability Outcomes

Simon Leggatt, Director of Student Experience and Employability, University of Greenwich

14:20-14:40

Keynote Presentation: Promoting Inclusion and Diversity for BAME Students and Staff

Sandra Fearon, Pathway Unit Leader Fashion Business, London College of Fashion, University of the Arts London

14:40-15:00

Question and Answer Session

15:00-15:20

Refreshment and Networking Break

15:20-15:40

Case Study: Establishing a Key Working Relationship with Student Unions to Improve Student Outcomes

Daniel Palmer, Chief Executive, Cardiff University Students' Union

15:40-16:00

Case Study: Promoting Inclusion: Enhancing the Experience of Students Living at Home

Professor Christine Jarvis, former Pro-Vice Chancellor for Teaching and Learning, University of Huddersfield

16:00-16:20

Question and Answer Session

16:20

Chair's Summary and Close

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An indigenous Irish company, we are proud to have achieved over 25 years' experience in supporting our clients across many industries and countries. We have experienced rapid growth in recent years as trends towards digitising safety and security procedures continue to spread. Having invested in research and design to develop products that offer diversity and customization for our clients, we continue to utilise the most advanced technology available, to protect the assets that are important to our clients.

Exhibitor

TEMPEST
P H O T O G R A P H Y

The UK's most popular provider of graduation photography and digital media, Tempest continues to offer a wealth of additional services to universities and colleges. As well as graduation portraiture (via the 'Classic' studio service and its high-end counterpart 'Studio b3'), Tempest offer bespoke event ticketing software, cutting edge video production and now: a Graduate Gowning service – designed for the 21st century.



Speaker Biographies

Kirsteen Coupar

Executive Director of Student Services, London South Bank University

Kirsteen Coupar is the Executive Director of the London South Bank University Group, which includes the university, a further education college, and a multi-academy trust. Kirsteen began her career in the voluntary sector, working with people with disabilities, particularly sensory loss and mental health. Her first experience working in Higher Education was in New Zealand, in the University of Waikato. She has also worked in the US and Canada, and at several universities in the UK.

Kirsteen holds an MA in Philosophy, an MBA and is a sign language user and deafblind interpreter.

Her current focus is on student experience, student voice and engagement and she is undertaking research into student beliefs and motivations and how they impact retention at university.

The Rt Hon the Baroness Garden of Frognal

Deputy Speaker of the House of Lords, co-Chair, All Party Parliamentary Group on Universities

Sue Garden was appointed a Liberal Democrat life peer in 2007. In coalition, she was a Government Whip and Minister in the Lords for departments including DCMS, DfE, BIS (HE and Skills), MOD and DEFRA.

She read French and Spanish at St Hilda's College Oxford. With her RAF husband (the late Lord Garden) she moved over 20 times, teaching in England and Germany. She worked for City & Guilds for twenty years, developing and promoting vocational qualifications.

She is a Deputy Speaker in the Lords, was Master of the Worshipful Company of World Traders in 2008-2009, is on the Council of the Air League, of the Cadet Inspection team, Vice-President of City & Guilds and the War Widows' Association, a Privy Councillor and Fellow of Birkbeck



Emma Maskell

Head of Student and Information, Office for Students

Emma Maskell is Head of Student Engagement and Information at the Office for Students. Emma is responsible for leading the OfS's work on the development and management of student engagement and student information activities which includes student information, advice and guidance and student surveys such as the NSS and the development of the OfS Student Engagement strategy.

Emma joined OfS from the sector in 2018, her background is in university administration management with previous roles in quality assurance and enhancement and student experience information.



Michael Hart

Business Development Manager (UK & Ire), TDS

Michael has been a key member of the TDS business development division for over 4 years, working with key prospective and existing University clients throughout the UK and Ireland across the TDS product suite including TDS Student.



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Steven Gill

TDS Student Project Manager, TDS

Working as part of the TDS Student team at TDS, Steven has been heavily involved in the successful implementation and execution of TDS products to UK and Irish University clients over a period of 5 years.



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Professor Alan Percy

Chair, Mental Wellbeing in Higher Education, Head of Counselling, University of Oxford

After graduating from Bristol University, Alan started his working life in youth and community work in London in the early 1980's. From that experience he became committed to developing different practical therapeutic strategies to help young people and adults suffering from psychological and emotional distress and the effects of mental illness to achieve their life goals. He has worked at a wide range of Further and Higher Education Institutions both as a counsellor and lecturer for over the last 28 years. Alan has been at the Counselling Service at the University of Oxford for the last 18 years and is currently the Head of Counselling. Alan is a qualified Psychoanalytic Psychotherapist registered with the UK Council for Psychotherapy (UKCP), an accredited clinical supervisor with UKCP, a Senior Accredited Member of the British Association of Counselling and Psychotherapy (BACP), was Chair of the Executive Committee for the Heads of University Counselling Services (HUCS) 2017-19. In 2016 he was awarded a visiting professorship in psychology at Fudan University, Shanghai. In 2018 he became Chair of Mental Wellbeing in Higher Education Expert Working Group (MWBHE).



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Professor Mary Stuart

Vice Chancellor, University of Lincoln

Professor Mary Stuart is Vice Chancellor of the University of Lincoln. She is a graduate of the University of Cape Town, SA and the Open University, UK where she obtained her Doctorate in Social Policy in 1998. Her research interests are focussed on social mobility and higher education, Life Histories and Civic Engagement and Leadership in 21st Century organisations.

Mary has a strong track record in all aspects of university leadership, having worked in senior roles in three different universities. Since joining Lincoln she has developed the University significantly, culminating, this year, in establishing a new Medical School. Mary has also successfully led the development of Science provision at Lincoln establishing several research institutes including the Lincoln Institute of Agri-Food Technology and the National Centre for Rural Health and Care, responding to several global challenges. She has grown Humanities and the Social Sciences expanding the University from 8,000 students when she joined to just over 15,000 students in 2019, enhancing research provision and driving improvements in research infrastructure and capability. She has driven local and regional engagement as a key theme to enhance the regional economy and to connect the global challenges with local need. She has recently worked with the Civic University Commission to develop national policy guidelines on Civic Universities. Mary is the founder of the 21st century Lab examining higher education's response to changing society in our time.

Passionate about the student experience, Mary seeks to continually drive change and improvements in partnership with students, alumni and the academic community promoting the traditional concept of a community of scholars. Mary was named as the Guardian's 'Most Inspiring Leader in Higher Education' at their HE awards in 2018. She was also awarded a CBE for her services to Higher Education in the same year.



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11:55-12:15



Professor Mary Stiasny

Pro Vice-Chancellor (International) and Chief Executive of University of London Worldwide, University of London

Professor Mary Stiasny is Pro Vice-Chancellor (International) and Chief Executive of the University of London Worldwide. She was previously at the Institute of Education, where she was Pro-Director of Learning, Teaching and International. She started her professional life as a secondary school teacher. She then joined Goldsmiths, University of London, where she worked in initial teacher education, becoming Director of PGCE and Deputy Head of the Department of Educational Studies. This was followed by a move to Oxford Brookes University as Deputy Head of the School of Education, then to the University of Greenwich as Head of the School of Education and Training, followed by four years at the British Council as Director of Education and Training. In her current role as Pro Vice-Chancellor, Professor Stiasny provides academic leadership for more than 50,000 students in 180 countries studying for a University of London award.



12:15-12:35

Steve Woodfield

Head of Whitehall and Stakeholder Engagement, The British Council

Steve Woodfield is Head of Whitehall and Stakeholder Engagement in the Education Policy Unit at the British Council. His role involves engaging with HMG and key education stakeholders on international education policy, including policy development work focused on the UK's International Education Strategy, transnational education, and outward mobility. Before joining the British Council, he worked for seventeen years as an academic researcher and policy consultant on with specialist expertise in international higher education, and higher education management and policy. His publications include policy research studies for the UK and overseas governments and HE policy agencies on internationalisation strategies, the wider benefits of international education, student perspectives on studying abroad, and the extent and value of transnational education. He has also co-written a report on the UK's approach to the internationalisation of HE for the European Parliament.



13:40-14:00

Simon Leggatt

Director of Student Experience and Employability, University of Greenwich

Simon has been the Director of Student Experience and Employability for the Faculty of Education and Health since August 2017.

Simon spent the first 10 years of his professional life working in the information technology industry for IBM in the UK and overseas, where he held a number of technical and quality assurance roles. Simon returned to full-time education as a mature student completing his first degree in Art History with English from Manchester Metropolitan University in 1994.

After his degree he completed a Further Education (FE) teacher training programme at the University of Greenwich and began working as an FE lecturer in 1996. In 1998 he became Head of Media and Performing Arts at Sir George Monoux sixth form college. He left to take the post of Head of Service: Quality Improvement and Staff Development at South Thames College before joining the University of Greenwich in 2007.

Simon was initially employed as Senior Lecturer on the PGCE: Diploma in Teaching in the Lifelong Learning Sector (DTLLS) programme, before becoming Head of Department in 2009 and graduated that same year with an MA Education from the University of Greenwich. Simon's teaching interests include teacher education for the Secondary and Lifelong Learning (FE) sectors, inclusivity, equality and diversity, pedagogy, technology assisted learning, and curriculum development.

Simon is a Qualified Teacher Learning and Skills (QTLS), a Fellow of the Institute for Learning and is certified in eLearning, Teaching & Training (CeLTT).



14:00-14:20



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Sandra Fearon

Pathway Unit Leader Fashion Business, London College of Fashion, University of the Arts London

Sandra Fearon has more than 20 years' experience in the Fashion, Luxury and Media industries worked for renown brands:

Fashion Styling
Elle Magazine,
MTV,
Alexander McQueen
Yves St Lauren

Fashion Recruitment Advisor
Fashion Retail Personnel

Wholesale Accounts Executive
Dolce & Gabbana,
Jimmy Choo
FitFlop

Unit Pathway Leader Fashion Business at University of the Arts London
Student Mentor (UAL)

CEO Unique Image London – Careers and Employability Consultancy
she delivers: Talks, Interview Techniques workshops and offers expert CV and portfolio advise to students major universities across the country.

She has completed a PG Cert in Art Design and Communication in Teaching

Attained professional recognition with the Higher Education Academy (FHEA) As a Fellow

She is also certified with a City & Guilds certificate in Preparing to Teach in the Life Long Sector (PTTLS).



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Daniel Palmer

Chief Executive, Cardiff University Students' Union

Daniel is the Chief Executive of Welsh Students' Union of the year, Cardiff University Students' Union. Daniel is responsible for the day-to-day running of the organisation, oversees the work of the other senior staff and works closely with the Union President and other sabbatical officers. Prior to joining Cardiff in 2013, Daniel was Chief Executive at Portsmouth Students' Union and has held various student support roles within students unions and NUS.

Cardiff University Students' Union has a vision of working with every Cardiff student to enhance their university experience. As a student-led, independent part of the university, CUSU represents students and provides a diverse and inclusive range of activities and services that enrich student life. These include advice, training, skills development, volunteering opportunities, employment and other services that promote inclusion, friendship and personal development. CUSU supports over 200 student societies, 60 sports clubs and is the recognised voice of students at Cardiff University, joining students in campaigning about the issues important to them. The Union engages with 74% (over 23,000) of students and is consistently ranked by its student members as the number 1 students' union in Wales and it the top 4 in the UK for satisfaction.



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15:20-15:40



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Professor Christine Jarvis

Former Pro-Vice Chancellor for Teaching and Learning, University of Huddersfield

Christine Jarvis is Professor of Adult Education at the University of Huddersfield, where she was Pro-Vice Chancellor for Teaching and Learning until January 2019, when she semi-retired. She has a lifelong interest in widening participation. Previous roles include Dean of Education and Professional Development at the University of Huddersfield, and Head of Education and Humanities at Sheffield Hallam University. Her teaching was recognised by the award of National Teaching Fellow Status in 2010, and as PVC she led the University of Huddersfield to become the first winner of the HEA's Global Teaching Excellence Award in 2017 and established the HEFCE/OFS funded Catalyst work of which Flying Start is a part.



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15:40-16:00



Thank you for attending our conference.

We hope you found the day interesting and insightful. Speaker presentations will be made available to download on completing the post show survey which will be emailed to you within one week after the event.

We wish you a safe journey home.

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