

Session: Case study: student experience in the UK

Aim of session: To get inspired and get new ideas from a credible and well-known external source, about international student experiences, to be used later in a webinar discussion.

Material needed: None; this is an online session. The UK publication *Supporting and Enhancing the Experience of International Students in the UK* (The Quality Assurance Agency for Higher Education 2015) is used in the session. It can be found at https://www.qaa.ac.uk/docs/qaa/international/international-students-guide-15.pdf?sfvrsn=7375f781_4. Do not forget to cite the source properly whenever you communicate about this publication!

Time of session: Around two hours, but highly dependent on how much the participant decides to engage in the topic.

Description of session: As the title indicates, this session is about a case study, which can spark discussions on the broader topic, and hopefully make the participants interested in discussing how this relates to their own day-to-day work.

The point of departure is the UK publication *Supporting and Enhancing the Experience of International Students in the UK* (The Quality Assurance Agency for Higher Education 2015), which outlines various ways aspects of student experience.

This is an assignment for the participants, who are asked to go through the publication as a way of preparing for a webinar. Based on the experience from our training in Lodz, we suggest having around ½ A4 page for the participants' answers; this is enough space to write something interesting, but short enough to keep it concise and realistic for the trainer. Remember that if there is a big group, the trainer will have to spend quite a lot of time on going through the answers. But, of course, if you want to have longer and more elaborated answers that is absolutely possible as well.

The UK report can be uploaded on the online platform and the course description can read something like this:

“The UK publication *Supporting and Enhancing the Experience of International Students in the UK* (The Quality Assurance Agency for Higher Education 2015, attached below) outlines three main aspects of international student experience:

- Marketing, recruitment and admission;
- Arrival, orientation and induction;
- Learning, teaching, and enabling student development and achievement.

Now, do you agree with the suggestions in the document? Have they missed something? If you would write the same report, what would you change?

Please write your answer in a Word document and upload it. Please keep your answers to maximum 1/2 A4 page.”



We suggest a deadline of around two weeks, after which the trainer goes through the answers and summarizes them. This is needed in order to steer the discussions which will arise at the following webinar.

Other notes: This assignment is to be further discussed in the “BEST+ Webinar - international student experience”.