



**ABERYSTWYTH UNIVERSITY STUDENT JOURNEY**



# Student (& User)-Centred Services

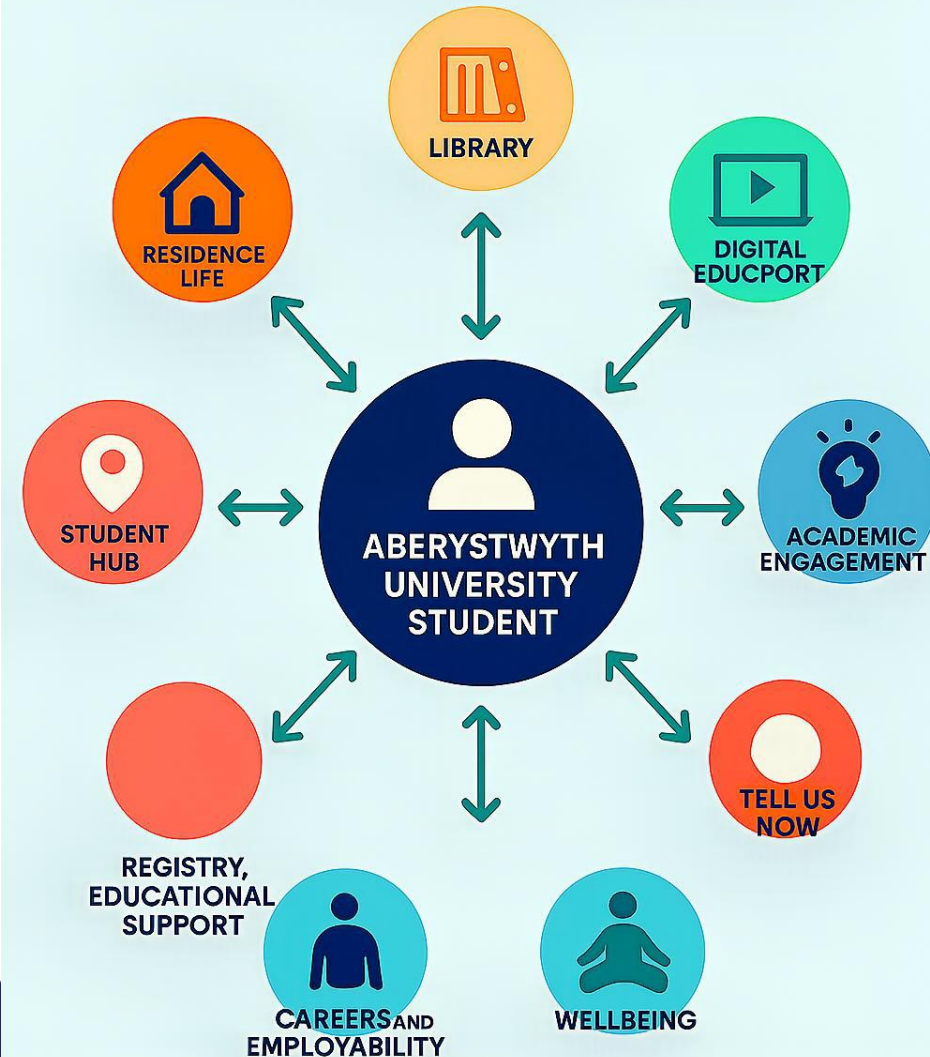
Connecting student living, Academic & Personal experiences/challenges

**Moving towards a 360 degree view of a student**

**Increasing visibility, access and connectedness for our students**

**Blurring real/imaginary lines and deconstructing silos**

## STUDENT JOURNEY







# It's Complicated...

- Design process in development (forms part of the Student Education and Experience Plan)
- Will require input from across and beyond our community (we all know our bit and see things through our own lens)
- Will consider the very, many experiences – that include but are not limited to UG, PG, Online, Welsh speaking, International, Disabled students etc
- Will result in range of resources – from detailed journey maps to student stories (with dialogue and narrative being central to our approach)
- This will shape and influence our services and approach to student engagement
- We don't yet know what this will throw up, or deliver... but together, we'll create the vision!







# **We all share this responsibility**

What role do you play in a student's journey?

Every colleague impacts student experience – directly or indirectly.

Consistency, compassion, clarity – across all our interactions.

Collaboration is key: breaking silos, sharing insights, co-creating solutions.

# **When the time comes – please do get involved...**

- Join student journey design workshops and engagement activity.
  - Reflect on your touchpoints with students, and the impact you have on their experiences
  - Share best (and all) practices.
  - Challenge the way we do it and have always done it (in a good way)
  - Champion this work in your teams.
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