At Cumbria we see a partnership approach to enhancing the student experience as an ethos not an activity.

“Our distributed model (we have university sites across Cumbria, in Lancaster and London) and our focus on professional education presents some challenges in the way in which we can ensure that we are responding to the needs of our students who may be studying very different programmes on different sites, often with very different needs!”

Sandra Jowett (PVC)

“When students have problems or issues it does not feel like we have to battle our way to get to the top. We feel like we have real routes for making change for our members, and Senior and University management take what we say very seriously.”

Matt Tennant (UCSU)

Benefits and Impact: Some Examples

The University has improved its assignment and essay turn-around time – students are getting feedback more quickly. Turnaround time from the faculties is now monitored and the feedback turn-around time has improved.

In previous years some of our students experienced problems around communication in receiving their placement information. UCSU worked with the University to address these issues and students now receive earlier notification of their placement information.

UCSU have been working with the University to increase the number of modules and assessments that are marked anonymously. This a great example of the University and Union working together on a project that helps work on an area identified as an area of improvement by the NUS.