

# Stick it on the web!

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*Head of Student Administrative Services*

# University of Hull – Services to Students

- Recently (November) - moved to newly refurbished premises.
- (Nearly) all student services together over 2 floors – admin and support.
- Now trying to get rid of the students.... But how?

# Student Admin, Finance, Accommodation



# Student Support Services – Disability, Advice, Welfare



# Careers Service



# Staff Rest Area!



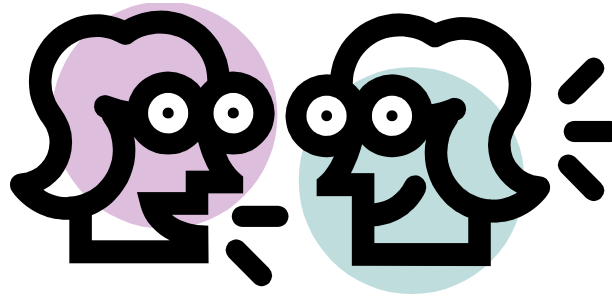
# Questions

- With the recent and forthcoming changes to student funding and fees, will student demands and expectations change?
- What is the best way to respond to that change?
- Is there a single “best” way?
- How should we be thinking of providing our services to students, and how do we do that in a time of diminishing funding and resource?

(This seminar will aim to discuss these issues and enable the sharing of ideas and experiences (good and bad).)

# Methods for Today

- Discuss
- Share
- Argue





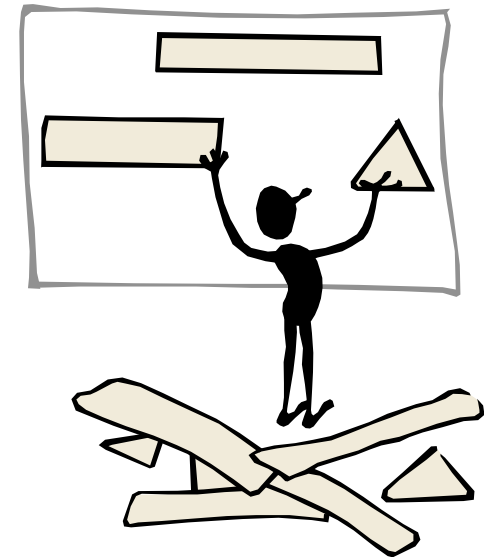
With the recent and forthcoming changes to student funding and fees, will student demands and expectations change?

What are the implications of:

- Funding decreasing.
- Students (and their parents) paying more.
- Increased competition (nationally and internationally).
- UKBA rules and limits.

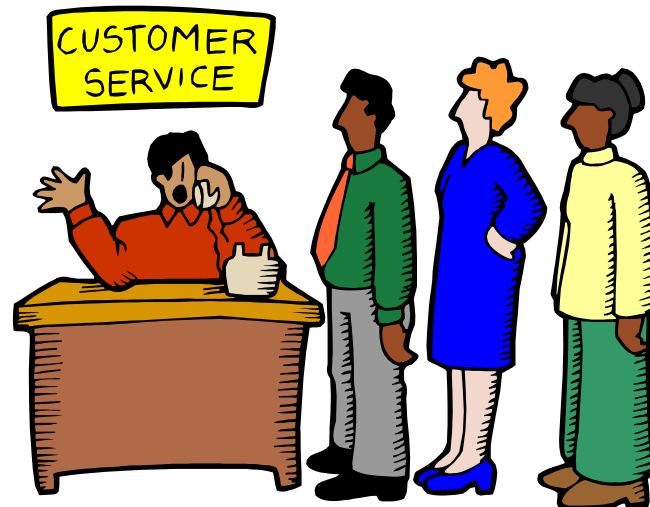
# What is the best way to respond to that change?

- Do less?
- Do more?
- Do different?
- Individualise the experience?
- “Stick it on the Web”?



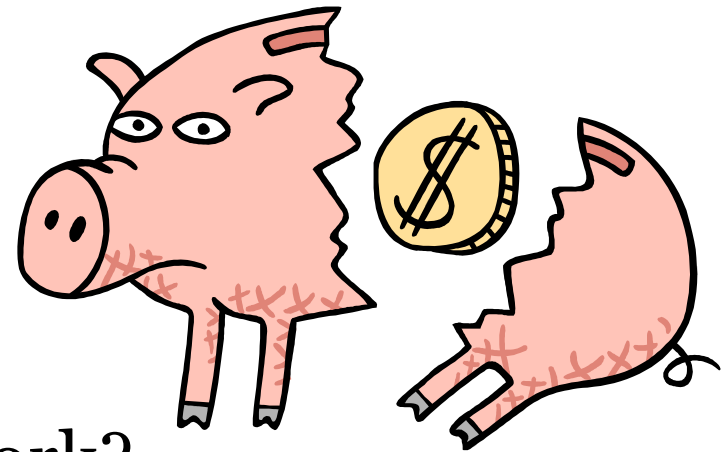
## Is there a single “best” way?

- Offer many ways to access services, or one flexible way?
- Do different “types” of student need different services?



# How should we be thinking of providing our services to students, and how do we do that in a time of diminishing funding and resource?

- Can it be done?
- Or, do we need more resource?
  - So how do we get it?
- Invest to save? Does it really work?
- Is electronic cheaper?
- Do students want to do it themselves?



# Sharing Experiences

- What are your experiences?
- Any good practice? What has worked?
- What has not worked? What have you done that you wish you hadn't?
- What are your students telling you? Do they all say the same thing?

# Contact

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