

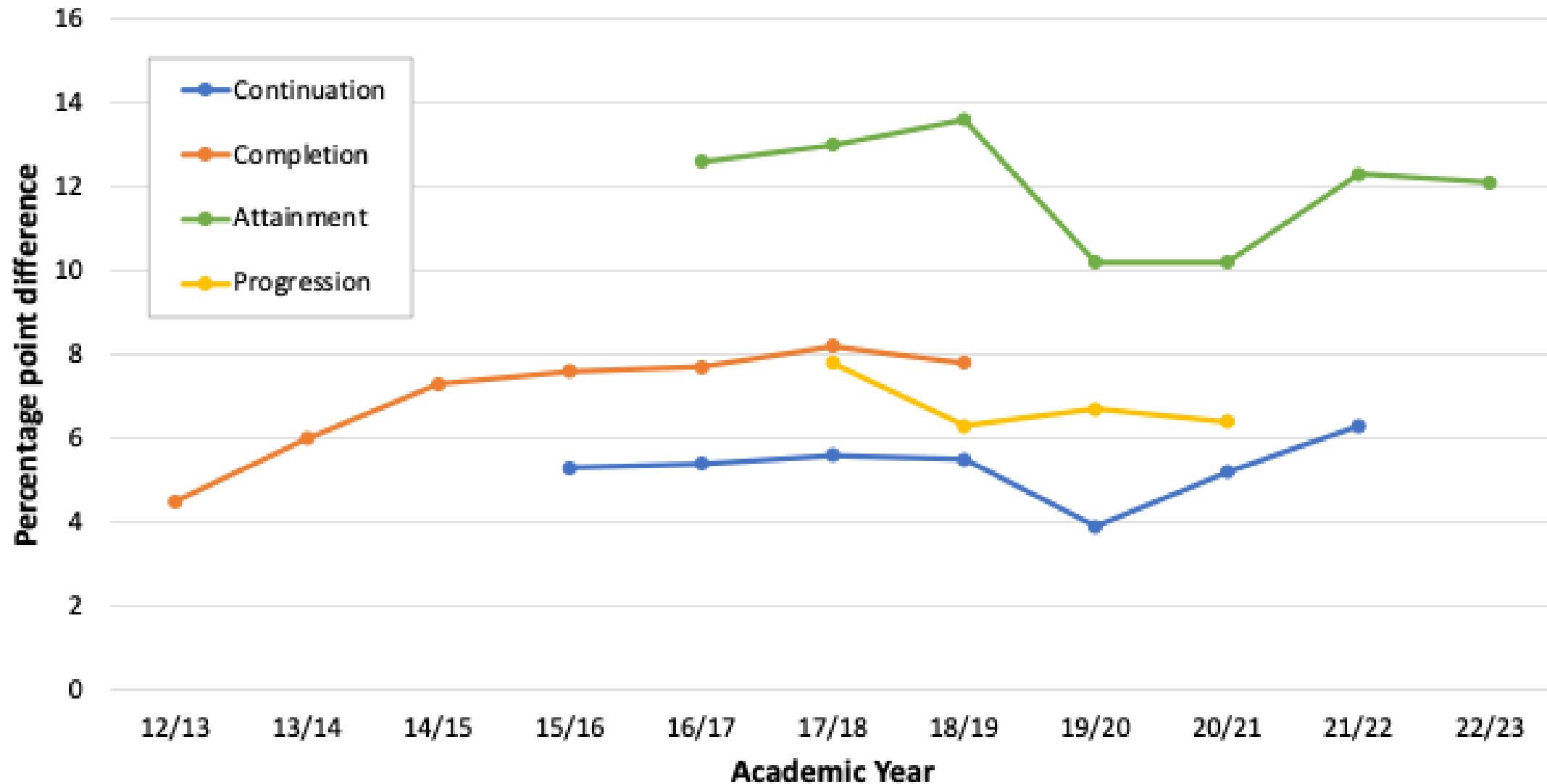
Getting to Know You

Centring students to drive whole-institution change

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Difference in outcomes between FSM-eligible and FSM-ineligible students (All full time undergraduates)



Context for LSBU

Category (%)	Sector	Russell Group	Post-92	London Moderns	LSBU
IMD 1-2	31.3	37.6	32.6	43	52.9
SEC: Higher man/Prof	30.8	27.3	37.4	36.9	17.1
Eligible FSM	18	21	17.2	35.1	38.2
BAME %	25.5	28.1	28.6	45	57.1
Students living locally	22.7	26.7	19.9	45.5	63.9
Under 21	78.1	72.5	86.7	65.2	56.7
21 - 30	14.7	18.4	10	24	26.2
31 years and over	7.1	9.1	3.2	10.9	17.1

Beyond Student Characteristics

Student Characteristics

- White
- Male
- Living locally
- IMD1
- FSM Eligible
- Under 21
- SEC: C

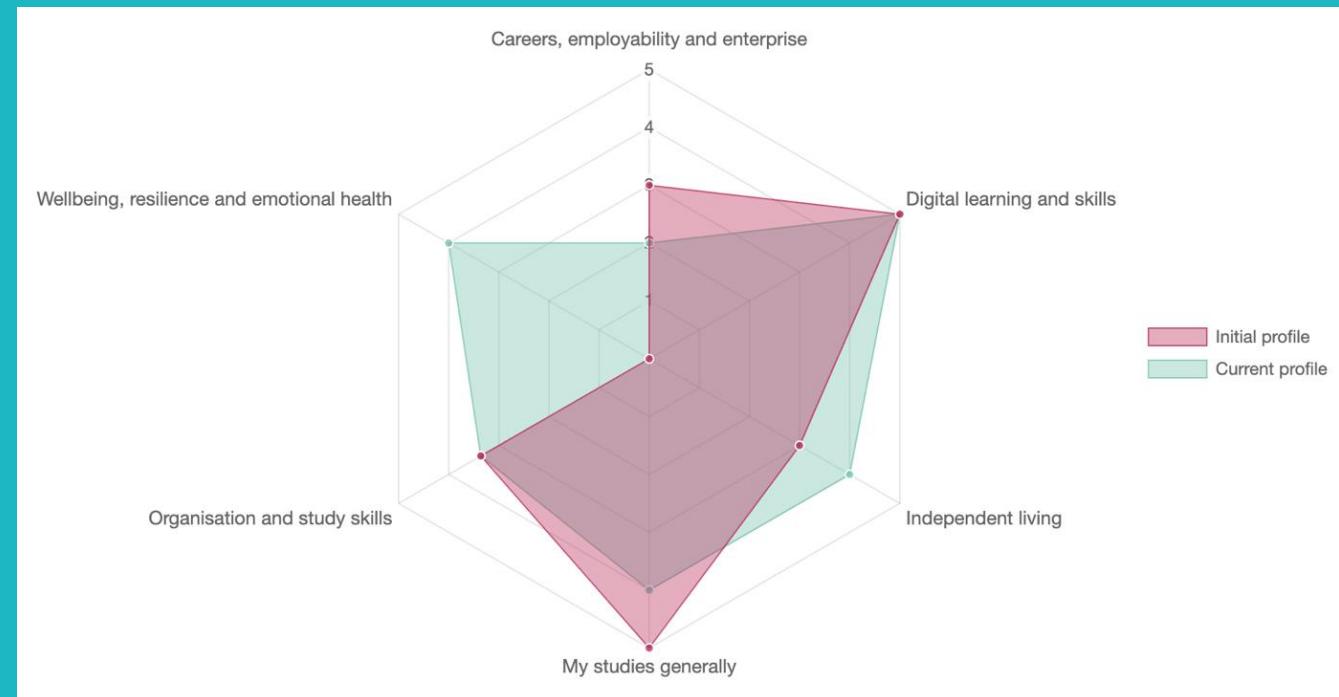


Actionable Insights

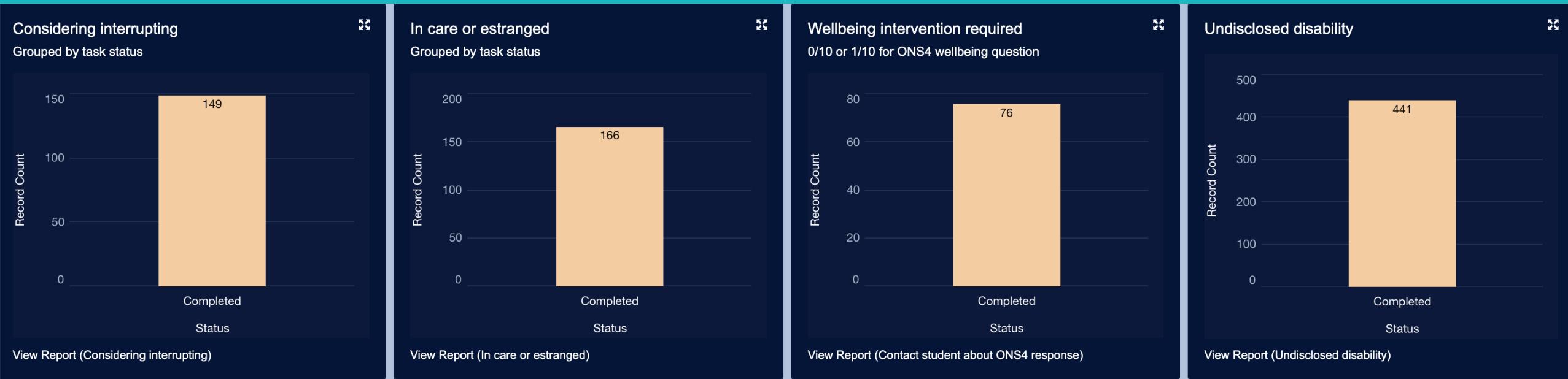
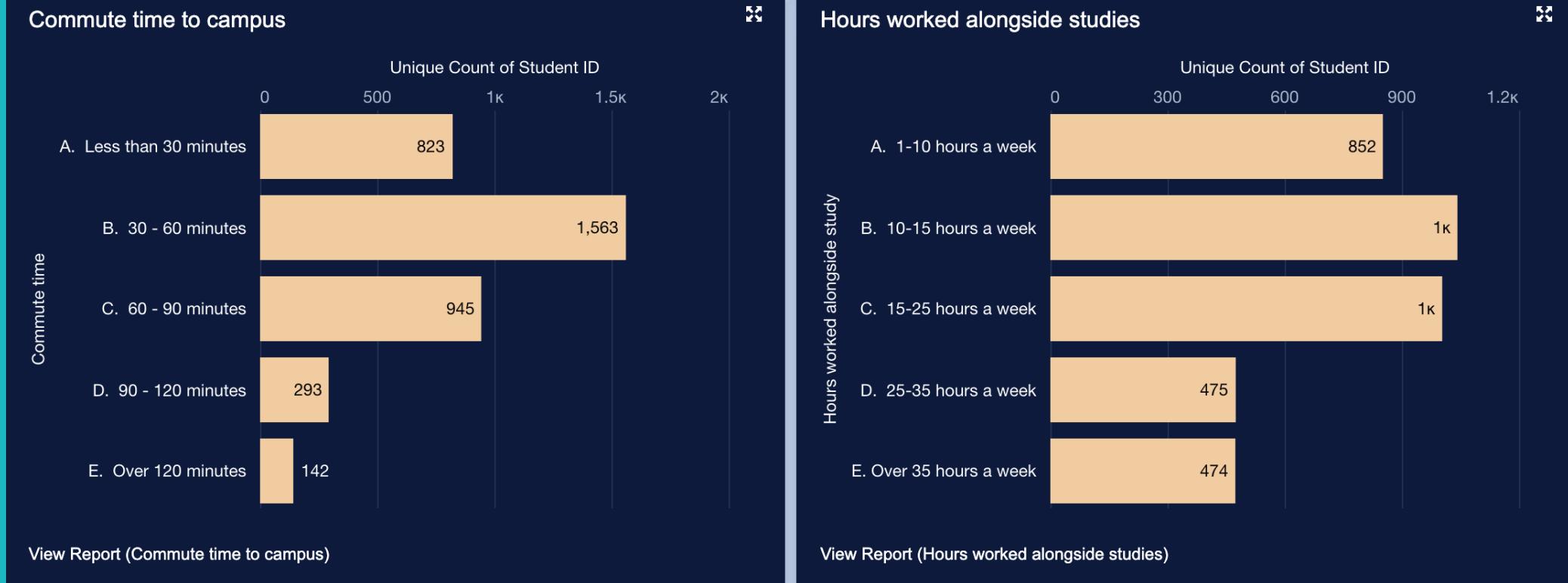
- First gen – no idea about uni life and expectations
- Not always able to find somewhere quiet to study at home
- Working 20-24hrs a week
- Not confident asking for help when struggling (with uni work or wellbeing) – which often caused anxiety
- A bit socially anxious

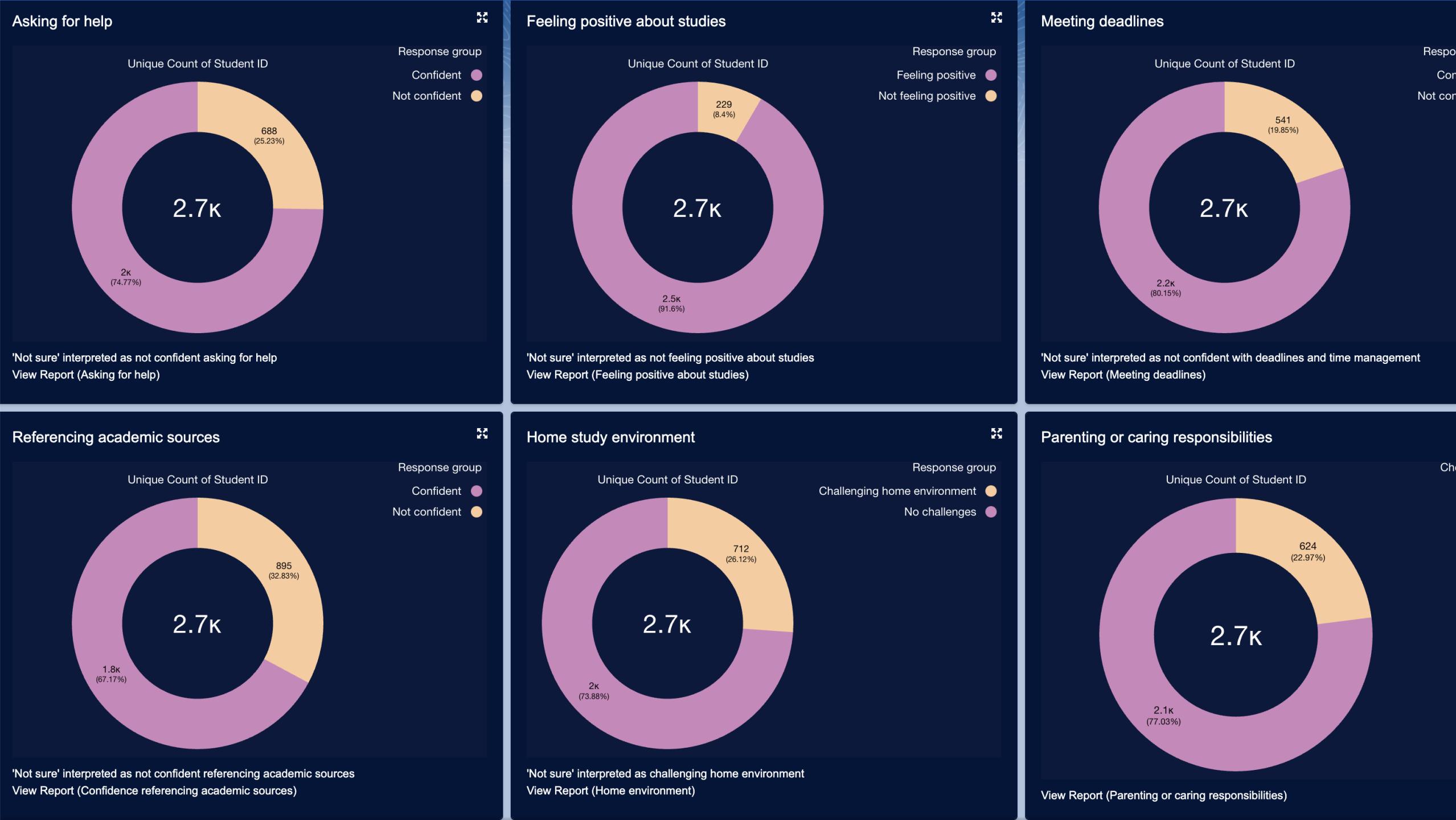
LSBU Personal Development Plan

- Personalised, Proactive and Insight Generating
- Data shared across the whole university
- Student responses are used to personalise signposting and advice



Student Insights from PDP Data for 23/24





Impacting student outcomes...



7% increase in first time pass rates



>50% decrease in resit non-submission rate



5.5% reduction in black student awarding gap



62% reduction in withdrawals



42% reduction in interruptions

...and student experience

- NSS 2024 Disabled student experience gaps:
 - Closed entirely for Teaching On My Course and Learning Opportunities
 - Student Voice gap reduced from 7.3% to 2.6%
- Many other student characteristic experience gaps closed or reducing significantly YoY

Key Principles and Lessons Learned

- Interventions happening in silos won't deliver impact
- Taking time to understand your student needs will pay dividends...
- ...but understanding those needs should be our problem, not a burden on students
- Strategies to improve student experience and outcomes have to be seen as a whole-institution responsibility – with interventions and actions reflecting this approach

Thanks for listening!

