

## Enhancing the Global Student Experience

**Tuesday 24th April**  
**The Prince Hotel, Kuala Lumpur, Malaysia**

This one day conference presents an opportunity to explore and evaluate the unique factors that come together to create a rich student experience. It is particularly important for today's students who are globally mobile and looking at international and transnational qualifications as their route to success. Student experience will provide the focal point for both institutions and government in attracting the best and the brightest.

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### **Audience**

This conference is designed for all practitioners in Higher Education who are concerned with policies and practice in the global student experience. This includes:

- Vice-Chancellors
- Deputy Pro -Vice chancellors
- Heads of International Offices
- Directors of Student Experience
- Managers of Student Support Systems
- Researchers
- Policy Makers
- Quality Assurance Managers
- Teachers
- Lecturers
- Anyone concerned with Student Experience in the HE sector

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### **Invited speakers**

We aim to attract the key figures who have grappled with this key issue in international education, including speakers from:

- University of London
- University of Queensland
- University of Sydney
- Sophia University
- University of Newcastle
- University of Nottingham
- Monash University

- Swinburne University
- Taylors University
- University of Malaya

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## Main Topics and Workshop themes

### 1. Best Practice in managing the student experience

- ▶ How do you manage student support both for domestic and international students?
- ▶ How do you ensure appropriate and effective student cultural exchange?
- ▶ How do you ensure integration both within the institution and wider community?
- ▶ How do you balance integration with celebrating cultural identity and diversity?
- ▶ Where are the best examples of best practice in enhancing the student experience?
- ▶ How can we ensure sharing of best practice in such a competitive environment?
- ▶ Which are the key areas that require attention?

### 2. Issues of teaching and learning

- ▶ How do you balance independent vs dependent learning styles?
- ▶ Should the language of delivery be English in an international institution?
- ▶ How can you cater for different learning styles?
- ▶ How can you create effective support systems for English language?
- ▶ How can you encourage student autonomy?

### 3. Rating and Ranking - do students really care?

- ▶ Do ranking and ratings have any influence on student decision-making in terms of institution or country of study?
- ▶ Should students be guided by ratings/ranking in their choices?
- ▶ How can we assist students and what criteria should we apply?

### 4. Is branding of your institution internationally the key factor of success?

- ▶ Does a strong brand enhance or divert from a high quality education experience?
- ▶ How important is brand for student choice?

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## Working Agenda (subject to change)

08:30	Delegate registration, refreshments and networking
09:15	Plenary Session One: Managing the Student Experience
10:15	Refreshments and networking

10:45	Workshops One and Two - Best Practices in enhancing the student experience The impact of the curriculum on student experience
12:15	Presentation of workshop findings
13:00	Buffet lunch, refreshments and networking
14:00	Plenary Session 2: Rating and Ranking - do students really care?
14.45	Workshops Three and Four - Rating and Ranking and impact on employability Is branding a key factor for the success of your institution?
15:45	Summary findings and conclusions
16:15	Refreshments and networking
16:30	Close of conference

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### **Further information**

For any further information on the Enhancing the Global Student Experience conference, please email [rachel.worley@i-graduate.org](mailto:rachel.worley@i-graduate.org)

Or if you wish to register please visit our registration page:  
<http://www.tcp-events.co.uk/obhe2012/>

We hope you can join us in Kuala Lumpur!