Engaging students, shaping services: the changing face of student engagement at The Hive

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Student engagement is a slippery phrase
Student engagement - poorly theorised potentially - all things to all people and unclear @TeessideFoL #TUFoL16
There is no such thing as an Engaged student
If there’s no such thing as an engaged student, what is meant by student engagement?
Student engagement assumption #1 – that we’re trying to transform a disengaged student...
Student engagement assumption #1 – that we’re trying to transform a disengaged student...

...into an engaged student
Student engagement assumption #1 – that we’re trying to transform a disengaged student...
Assumption # 2 – student engagement is about bums on seats
Assumption # 2 – student engagement is about bums on seats
Student engagement definition # 1 – “Improving the motivation of students to engage in learning and to learn independently” (QAA Quality Code, Chapter B5)
Student engagement definition # 2

“The participation of students in quality enhancement and quality assurance processes, resulting in the improvement of their education experience ”

(QAA Quality Code, Chapter B5)
Putting student engagement in Worcester in context...

The Hive – it’s not just a library
What we’re aiming to do with student engagement is:
1. In partnership with students, make more of the ‘value added’ opportunities
2. Talk and listen to students & provide more opportunities to help us shape and improve services
What are we actually doing?

We have 2 Student Engagement Co-ordinators
There are 3 strands of activity to our student engagement role:

- **Projects**
- **Focus groups**
- **Surveys & questionnaires**
Some quick wins

We’ve started with some quick wins
Students wrote their own ‘top tips’

Students wrote their own ‘top tips’

Login to a Hive PC
Enter UNI\ before your username

WiFi
Use Eduroam

Silent study in the Hive
Level 4 - take the righthand lift

Know your shelf
Find out where the core books for your course are kept

Take a screenshot of the books you’re looking for on Library Search before visiting the Hive

Return short loans in a rush to the Peirson Study Centre - but not high demand items

Book a Hive PC in advance
The quietest computer area is behind the lifts on Level 3

Hive meeting rooms are booked just for students during assessment periods

Borrow books
12 three-week loans
12 high-demand loans
3 short loans
Reserve books for free

Struggling with referencing?
Askalibrarian on Level 3 or email askalibrarian@worc.ac.uk

Request from other libraries if we don’t have the item you’re looking for
libguides.worc.ac.uk/lir

Visit a university library closer to home
Ask about the SCONUL scheme
Students helped us design and improve a self-guided tour for induction
Students helped us shape our new webpages
Students designed and created our mascot & star of social media, Reffie the Raptor
Students (and staff) took #shelfies with #Reffie
Longer term projects are just starting
E.g. developing our offer for work placement project modules
Last year’s project resulted in the Great Hive Book Rescue #GHBR

Come to The Great Hive Book Rescue and get books for your subject
Yours for a 50p donation to the University of Worcester’s RAG charities
The Studio, The Hive
Wednesday 21 October 2015, 1-3pm
Students want to develop Library / Hive Student Reps ("the Bees")
But it's not all fun and games!

We do have some challenges
(Student) EXPECTATIONS vs. REALITY
The complexity of our service model can also be a challenge.
There are some added benefits including changing staff culture.
It’s raised our profile and puts us at the centre of uni discourse about student engagement.
The end of my talk, but the start of Worcester’s journey
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