On 31 October 2017 the Students First Transformation held a webinar with students, to ask for their views on how we can shape the student journey of the future to make sure that students studying with the OU have the best possible experience.

Students were invited to sign up through links on Facebook and Twitter.

Here’s a summary of what they said…
During the Student Journey Webinar, we asked:

- What do you (and other students or potential students) need from us?

You said:

- Consistent information that reflects module guidance
- Early sight of module information
- Ongoing personalised support
- More courses with EMAs
- Soft skills workshops
- Supportive/responsive tutors
- Clear study path when changing between course paths (mixed STEM for example) with clear sight of how long the course is
- Direct access to knowledgeable advisors (e.g. disabilities and learning difficulties)
- Information about what you could do after your degree, e.g. postgrad etc.
- The option to save TMA feedback from throughout your study
We also asked:
• What are your **expectations** from a world class university?

You said:
• Provision of great quality course materials in your choice of print or online delivery
• Personalised distance learning, particularly in the transition between modules (when you would like support with end of module plans/review/next steps)
• Course choice events with the opportunity to speak to past students and get advice around choosing the right course
• Opportunities to visit campus including subject-based open days
• Course tasters at the beginning of or prior to starting your course (perhaps like OpenLearn)
• Support from the same person throughout your studies where appropriate, or through multiple informed people where necessary
• Supportive tutors that are based within the industry they are teaching
You also told us:

- The new module website is much better and more intuitive, it ‘pops’ and module maps are great
- Lots of you are happy with what the OU offers
- Community is important and you want to feel connected – but not just through social media, face to face is important too!
- Study buddies are a great idea
- Managing change of modules could be done better
- You were pleased to be involved in the webinar and happy to help again at a later date

What Next?

We are now coming to the end of our first phase of work, which is to pull together all of the information and suggestions people have shared with us. From December we will begin the design phase, using your input (along with the feedback we have received from other students, OU staff and tutors) and considering all of the elements you believe are important to help us build the best student experience. If you would like to receive further information on this work as it progresses, please do let us know and we will make sure we include you in future updates.

Thank you for sharing your views!