



inspire motivate transform

CONFERENCE GUIDE

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SOLUTIONPATH | **Kortext** 



Accredible





Introducing
our Chair for
the Forum...



Kiran Trehan
Pro Vice-Chancellor for Partnerships
and Engagement
University of York



SPEAKERS



Alison Honour
Deputy Vice-Chancellor
Canterbury Christ Church University



Graham Ingram
Chief Information Security
Officer
University of Oxford



Helen Scott
Pro Vice-Chancellor Learning,
Teaching and Student Success
Sheffield Hallam University



David Hayes
Chief Data Officer
The Open University



Timothy Nichol
Pro Vice-Chancellor
Liverpool John Moores University



David Minahan
Chief Information Officer
Goldsmiths, University of London



Matthew Andrews
Chief Operating Officer (Pro Vice-
Chancellor Student Experience)
University of Gloucestershire



Ian Johns
Chief Architect
King's College London



Sarah Clark
Pro Vice-Chancellor, Student
Experience
University for the
Creative Arts



Sara Raybould
Deputy Vice-Chancellor
(Education and Student
Experience)
University of West
London



Nav Ahmed
Principal Lecturer (Quality and
EDI)
Arden University



Michelle Howe
Assistant Deputy Vice-Chancellor
(Education)
University of the Arts
London



Daniel Mitelpunkt
Director of Digital Media Lab
Imperial College London



Alison Whaley
Director of Student Experience
Cranfield University



Begona Nunez-Herran
Director Data and Student
Analytics
The Open University



Navdeep Chouhan
Director of Online Programmes
The University of Law



Ciaragh Hubert
Director of Accessibility
The Open University



Lucill Curtis
Director of Admissions, Recruitment
and Marketing and Undergraduate
Programme Director
University of East
Anglia



Alma Shala
Associate Director Data,
Platforms and Integrations
Goldsmiths, University of London



Sarah Montano
Deputy Director of Education
(Digital)
University of
Birmingham



Lorenzo Lotti
Co-Director of Education, BSEER
University College London



Rob Howe
Head of Learning Technology
University of Northampton



Alison Purvis
Associate Dean Teaching and
Learning
Sheffield Hallam
University



Heather Spyraakis
Learning and Organisational
Development
University for the
Creative Arts

For more information please visit
www.educationstrategyforum.com
E: info@ahmediauk.com T: 01293 850300



MAIN THEMES

- **Safeguarding Excellence - A Cyber Security Initiative**
- **Navigating Data's Role in Your Student Admissions**
- **Unlocking Potential in Curriculum Management Systems**
- **The Transformative Power of Generative AI**
- **Empowering Local Talent - Bridging the Digital Skills Gap**
- **Championing Diversity and Embracing Inclusion**
- **A Shared Journey Towards Universal Accessibility**
- **Unleashing Creativity Through Digital Assessments**
- **Global Perspectives - The Rise of International Students**
- **Revolutionising Education Through IT Infrastructure Modernisation**

VENUE



DE VERE COTSWOLD WATER PARK HOTEL

Set among the honey-coloured villages and gently rolling hills of The Cotswolds, De Vere Water Park is a hotel as spectacular as its surroundings. In the heart of the 152 lakes that spread across the unique Cotswolds Water Park, this is a place where modern design effortlessly combines with its natural surroundings.



EVENING DAY ONE



17:00 - 18:00

Registration and Networking Reception

18:00 - 18:15

Drinks Reception



MEET THE SPEAKERS
A fun and interactive way to meet the speaker faculty

19:00 - 20:30

Networking Dinner



EVENT AGENDA DAY ONE

08:00 - 08:30 **Registration and Networking Reception**

08:30 - 08:40 **Chair's Opening Remarks**



Kiran Trehan
Pro Vice-
Chancellor for
Partnerships and
Engagement
University of York



UNIVERSITY
of York

08:40 - 09:00 **Advancing Student and Staff Outcomes - Leveraging AI at The Open University**



**OPENING
KEYNOTE**



David Hayes
Chief Data
Officer
The Open
University



**Begona Nunez-
Herran**
Director Data
and Student
Analytics
The Open
University

As an institution specialising in online distance learning, The Open University possesses an abundance of information about its students and their interactions through data collection.

This session will delve into the strategies and methods employed to organise and securely manage data. David and Begona will discuss how this initiative aligns with The Open University's overarching mission to remain open to people, places, methods, and ideas. They will also offer insights into the foundations that enable the application of advanced data analytics and AI techniques to address the unique challenges faced by students and staff.



09:00 - 09:20 **Building a Safer University - UCA's Approach**



Sarah Clark
**Pro Vice-
Chancellor,
Student
Experience**

University for the
Creative Arts



**Heather
Spyraakis**
**Learning and
Organisational
Development**

University for the
Creative Arts

At the University for the Creative Arts (UCA) they have developed a well-planned admissions programme that starts prior to students arriving on campus and imparts information in a carefully considered phased approach. The programme ensures that new and returning students are aware of the services available to them throughout the admissions process, how to access them and how to support and facilitate a safe and respectful community.

This session will explore how the university has collaborated with DeltaNet to produce 'Safer Universities'; concise online modules for both students and staff tailored to the sector. Sarah and Heather will cover core topics including extremism prevention, suicide prevention, consent, sexual violence, and safeguarding.



09:20 - 09:40



Michelle Howe
Assistant
Deputy Vice-
Chancellor
(Education)
University of the
Arts London

Developing Institutional Accountability for Student Experience

Having led quality enhancement and two TEF submissions at the University for the Creative Arts, with a move from TEF Silver to TEF Gold between 2017 and 2021, in 2022 Michelle was brought on board at the University of the Arts London to drive an ambitious programme of culture change within student experience, impacting across University systems, leadership and governance. Now in its second year, they have achieved demonstrable results.

This session will explore the tools and mechanisms for a culture of mutual responsibility for student experience, and the potential for meaningful impact on student and staff satisfaction and metrics.

ual university
of the arts
london

09:40 - 10:00



Ian Johns
Chief Architect
King's College
London

The Future of Admissions - From Student Numbers to Student Success

Universities capture a lot of information about a student during the Admissions process and most of it is never looked at again once an offer has been accepted. In this session Ian will explore ways in which that data might be used in the future to support better student experience and learning outcomes throughout each student's life on campus.

Highlighting cautionary tales of what can go wrong when you use technology, machine learning or AI inappropriately. With Admissions processes already transformed by the lifting of the student numbers cap nearly a decade ago Ian will ask you to imagine what the further disruption may be in store for Admissions, the front door to our institutions.



10:05 - 10:25

STREAM ONE **Building your digital services to be agile, scalable, and futureproof**



Selina Watmore
**Account
Executive**
Ellucian



Andy Garner
**Account
Executive**
Ellucian

Is your institution still building its digital services from scratch? Ever thought of your institution's digital services as building bricks that you could easily swap and change as needed? Ready for a creative and proven way of thinking about digital services to improve and enhance the student and staff experience?

Come and join our session to find out more. We promise it will be fun.



10:05 - 10:25



Robin Gibson
Director of
External Affairs
Kortext

STREAM TWO

Leveraging Cutting-Edge Technologies in Higher Education within the TEF 27 framework to Enhance Student Experience, Educational Gain and Outcomes

In the ever-evolving landscape of higher education, the primary goal remains to attract and retain students through the delivery of an exceptional student experience, leading to positive outcomes. This presentation will explore innovative strategies to achieve this, utilising the Teaching Excellence Framework (TEF) as a key mechanism for enhancing educational gain. It will uncover how digital technologies – such as generative AI and predictive learner analytics – can enrich the educational environment, facilitating a seamless and interactive student experience. Generative AI is reshaping education. By harnessing its capabilities, institutions can unlock new possibilities in curriculum design, adaptive learning, and student engagement. Predictive learner analytics empower institutions to tailor interventions to individual student needs, fostering a more supportive and personalised learning environment. By embracing digital technologies within the context of TEF, institutions can ensure that every student excels and also leaves equipped with the skills needed to thrive in the future.

SOLUTIONPATH

Kortext 

10:05 - 10:25



James Bennett
Business Development Manager
Uniwise

STREAM THREE

Academic Integrity in Exams in the Age of AI - an Elastic, Belt and Braces Approach

Modernising assessments so that they are online, asynchronous and at distance has led to a fear that cheating has been made easy, widespread and hard to detect - especially now that AI is here. We look at why it does not have to be this way.



10:30 - 11:00



Business Meetings

Please ensure you attend each scheduled meeting and sign the meeting register to ensure your stay remains complimentary at check in and after the forum. Please also have your badge scanned.

11:05 - 11:25



Timothy Nichol
Pro Vice-Chancellor
Liverpool John Moores University

Preparing Graduates for an AI-Driven World

Generative AI holds the promise of fundamentally transforming universities by influencing teaching methods, research, and administrative procedures. This potential will only be realised if we proactively embrace the opportunities it offers by changing curricula and the way graduate skills are perceived.

Timothy will explore these opportunities, prompting reflection on universities' responsibilities to equip students to play a significant role in the application of AI in society. Students should not only be granted opportunities to interact with suitable AI platforms but should also grapple with the ethical dilemmas that arise.



**LIVERPOOL
JOHN MOORES
UNIVERSITY**

11:25 - 11:45



Sarah Montano
Deputy Director
of Education
(Digital)
University of
Birmingham

Questioning the Nature of Assessment - Is Authenticity the Solution?

The higher education sector faces the dual challenge of improving the student experience and ensuring that graduates are well-prepared for the workforce. In response, Sarah has pioneered authentic digital and creative assessments that enhance the student experience and develop employability skills.

This presentation will delve into how assessments can be both authentic and enjoyable. Through the use of a variety of tools such as Minecraft, CAD and SIMS design, students are able to highly develop their skills and showcase their creativity to better understand their individuality.



UNIVERSITY OF
BIRMINGHAM

11:45 - 12:05



Rob Howe
Head of
Learning
Technology
University of
Northampton

Transforming a Learning Technology Team for a 21st Century Institution

This talk will share Northampton's Learning Technology Team journey along the road of transformation noting this is a journey and not a destination! Stories around transformation may reflect delicate changes, different flavours and various experiences. Institutions may also have a bumpy ride such as with challenges around Artificial Intelligence and protecting a quality student experience. Learning Technology transformation can also be challenging and something that some people would rather ignore. Come along to this session to hear about some of our experiences and reflect on them for your own contexts.

Uo
N **University of**
Northampton

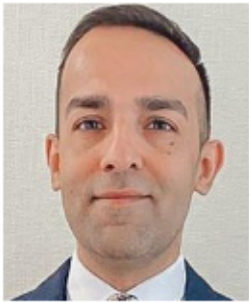
12:15 - 13:00



Group 1 - P2P Connect Speed Networking

RED LANYARDS

12:15 - 13:00



Nav Ahmed
Principal
Lecturer
(Quality and
EDI)

Arden University

Group 2 - Group Discussion How to Make Higher Education More Inclusive

BLUE LANYARDS

At Arden University, they understand that fostering EDI is a fundamental driver of educational excellence. They are committed to providing accessible, high-quality education to diverse communities, with EDI at the core of their mission.

This is an interactive session where Nav will explore how Arden University has actively fostered an inclusive learning and teaching environment.

Discussion points include:

- Inclusive Curriculum: How to reflect with a diverse perspective, ensuring all students feel represented and engaged with a sense of belonging
- Nontraditional students: Developing entry criteria that does not disadvantage nontraditional students and supports widening access
- Diversity in Staff: Recruiting and retaining a diverse workforce



13:00 - 14:00

Networking Lunch



14:00 - 14:45

Group 2 - P2P Connect Speed Networking

BLUE LANYARDS



14:00 - 14:45

Group 1 - Group Discussion

How to Make Higher Education More Inclusive

RED LANYARDS



Nav Ahmed
Principal
Lecturer
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Arden University

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- Diversity in Staff: Recruiting and retaining a diverse workforce



14:45 - 15:45



Business Meetings

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15:50 - 16:10

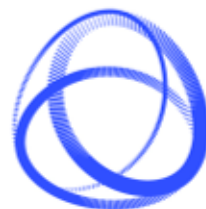


Alison Honour
**Deputy Vice-
Chancellor**
Canterbury
Christ Church
University

Innovation in Action, Managing Change

At Canterbury Christ Church University they are proactively managing change while harnessing a robust curriculum management system to maintain their commitment to educational excellence.

This session will offer a comprehensive view on the systems they are implementing, whilst highlighting the institution's commitment to enhancing educational offerings and adapting to the evolving landscape of higher education. Alison will showcase key strategies, challenges, and outcomes related to these critical aspects of academic administration.



**Canterbury
Christ Church
University**

16:10 - 16:30



Lucill Curtis
Director of
Admissions,
Recruitment and
Marketing and
Undergraduate
Programme
Director
University of East
Anglia

Digital Transformation Programme - Putting Our People at the Heart of What We Do, Stories from the Front Line



Join Lucill in a thought-provoking session to hear her views and experiences on IT infrastructure modernisation, providing valuable insights into both the evolving landscape of technology and its impacts on the wider community within higher education.

The emphasis on student experience, innovation and agility sometimes overshadows the impact and effects of continuously introducing new technologies on our people. The drive for digital transformation is powerful and it is designed to ensure institutional success now and for the future, but let's take a moment to reflect on some of the successes but also some of those projects which seem like a great idea on paper but actually do not result in any tangible advantages.

This session provides an honest reflection on digital transformation and its many successes and failures with specific examples that relate to student data/experience, digital change and cyber security and the impact and effects on the staff implementing it day to day. Many lessons can be learned if we just take a moment to reflect and listen to those at the front line of implementation.

16:35 - 16:55

STREAM ONE **Enhancing student experience with inclusive digital learning material**



Katharine Templeton
Head of UK Partnerships
Perlego



Luke Pennington
Regional Sales Lead
Perlego

A key priority for a number of institutions is delivering a high level of student experience to a diverse cohort and unifying that learning experience for all students irrespective of their location.

Standardising this student experience is a complex task because it is crucial to maintain inclusivity and effectiveness. In this session we will explore the 4 common themes we're seeing in the market, how inclusive digital learning materials have enabled our partners to enhance the student experience, and most importantly, how you can use this to address the challenges you might be facing at your university.

Perlego

16:35 - 16:55

STREAM TWO

Stop! Collaborate and Listen - Online Learning with Impact



Hannah Palin
Managing Director
Wellknown



Dr Cristina Vasilica, PhD, FHEA
Reader in Digital Health & Head of Digital Education
The University of Salford
Manchester

In today's dynamic educational landscape, co-production and co-design are indispensable strategies for crafting online learning experiences that truly resonate with students. In our presentation, we delve into the transformative power of collaboration, sharing insights from our successful partnership with a valued client. By working closely with educators, students, and subject matter experts, we've harnessed the collective wisdom to build not just what students need, but what they truly want. This approach has allowed us to design digital learning solutions that are tailored to learners' preferences, ensuring higher engagement and better outcomes. We also draw inspiration from product design techniques and ideation processes to foster innovation in our educational offerings. By adopting iterative prototyping, user testing, and constant feedback loops, we are creating cutting-edge learning experiences that meet the evolving demands of the digital age.

WELLKNOWN
DIGITAL LEARNING DESIGN



University of
Salford
MANCHESTER

16:35 - 16:55



Petia Maximova
Head of Higher Education
EMEA
Canva

STREAM THREE

Learn why the University of California (UC), the world's leading public research university system, brought the power of Canva to more than 500,000 students and faculty across the university's network

Imagine being able to provide free access to a design tool that most Fortune 500 use and list as a desired skill for employability. That's exactly what the UC System did! With Canva for Campus, once an educational institution purchases licenses for staff, they unlock free access for students too. From team management and collaboration to brainstorming and designing in our Visual Suite (opens in a new tab or window), Canva for Campus provides both students and faculty with a suite of tools designed to supercharge creativity and productivity. Colleges and universities using Canva for Campus have seen a significant improvement in team management, collaboration, and the overall creative productivity of both students and faculty members.

Come and learn how Oxford Business School, ESSEC Business School, IE University, Skema Business School, and numerous universities across the UK are changing their visual communication needs with Canva!

Canva

17:00 - 17:45



Business Meetings

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Winedown Workshop

Fizz and Bizz, join our relaxed fun end to the day.
Canapés | Cocktails | Conversations

17:50 - 18:20



Ciaragh Hubert
Director of Accessibility
The Open University

Workshop One Harnessing the Power of Accessibility

Accessibility is often mistaken for something that only benefits a specific group of people when in fact it improves everyone's experience and solves difficulties that we all face. How many of us use subtitles on Netflix, enlarge the text on our phone, or feel relief when something is written without jargon?

In this discussion Ciaragh will guide the audience through the ongoing journey of embedding accessibility into the fabric of The Open University, and ask people to share their experiences of creating and implementing inclusive and innovative strategies.

Discussion points include:

- How can we build awareness, adoption, and advocacy for accessibility?
- How can we embed accessibility by design into everything we do?
- How can we tap into the power of accessibility as a force for good and to deliver financial benefits?



17:50 - 18:20



Matthew Andrews
Chief Operating Officer (Pro Vice-Chancellor Student Experience)
University of Gloucestershire

Workshop Two **Successful Support Strategies for International Students**

In 2021/22 there were 679,970 international students in the UK, with the demand for admissions from international students increasing further since the pandemic. Many universities have therefore seen the balance of their incoming cohort tip towards international students more than ever before.

This change requires new ways of thinking to ensure that students from diverse international backgrounds are supported to complete their studies successfully. Through a collaborative process of sharing challenges and responses, this session will help participants identify the issues which need to be addressed and the solutions that are available.



17:50 - 18:20



Alison Whaley
Director
of Student
Experience
Cranfield
University

Workshop Three **Student Engagement - Institutional Level** **Initiatives**

Student engagement is an important topic within the sector, linked with belonging, success and advocacy, one in which we could learn so much from. Universities are aligned in understanding the importance of student engagement, but the approaches and initiatives taken differ greatly.

In this session, you will gain insight into Cranfield's student engagement plan, the journey taken to establish the student voice, and the external and internal drivers for this. Co-creation and partnership will be areas of particular focus, with the opportunity to hear more around Cranfield's institutional-wide project on course representation and to share your own experiences.



17:50 - 18:20



Lorenzo Lotti
Co-Director
of Education,
BSEER
University
College London

Workshop Four **Inclusive Group Work Assessments -** **Challenges and Good Practice**

Group work represents a great way to enhance the heterogeneity of our assessments however, challenges are negatively impacting students' experience. Lack of engagement within groups and other suboptimal behaviours between peer members are just some of the most frequent examples.

This workshop will highlight the importance of supporting your students, with a particular focus on those with long-term extenuating circumstances and how this can impact the shared responsibilities. Lorenzo will provide the group with the tools to make group work more inclusive, how to tackle misbehaviour and discrimination, as well as best practices in terms of students' support and communication from the wellbeing offices to the module leaders.



18:20 - 18:35

Coffee & Networking Break - Day 1 Close



20:00 - 20:30

Drinks Reception



20:30 - 22:30

Networking Dinner



EVENT AGENDA DAY TWO

08:40 - 09:10

Coffee & Networking Break



09:10 - 09:30



Sara Raybould
Deputy Vice-Chancellor
(Education and Student Experience)
University of West London

Student Recruitment and Admissions - Keeping Things Real to Support the Student Journey



OPENING KEYNOTE

The University of West London (UWL) has a student-first approach and an ethos of integrating technology with people from the first point of contact. Over the past three years, UWL has adopted a new CRM and a new student record system resulting in the recognition as one of the top five Universities for student experience.

This session will review how UWL maintained their reputation for student experience, managed unprecedented growth in international and national recruitment, and delivered both implementations at pace without any negative impact on student admissions.



09:30 - 09:50 **Build a Trifle, Not an Eton Mess**



David Minahan
Chief Information Officer
Goldsmiths,
University of
London



Alma Shala
Associate Director Data, Platforms and Integrations
Goldsmiths,
University of
London

Goldsmiths, University of London has implemented a comprehensive five-year digital transformation plan to improve six key digital objectives, including, infrastructure, data, digital skills, digital inclusion, staff and student experience.

This session will delve into the development process of this strategic initiative to shed light on the university's implementation strategy and emphasise the critical role of establishing a robust foundation. David and Alma will explore the cutting-edge technologies, skill sets, and innovative methodologies that will be harnessed through this journey.

Goldsmiths
UNIVERSITY OF LONDON

09:50 - 10:10 **Sheffield Hallam's Digital Roadmap**



Helen Scott
Pro Vice-Chancellor Learning, Teaching and Student Success
Sheffield Hallam
University



Alison Purvis
Associate Dean Teaching and Learning
Sheffield Hallam
University

Sheffield Hallam University's digital learning strategy showcases their commitment to enhance students' digital competencies, and provide a transformative vision for learning, teaching, and assessment.

This session will shed light on the complex backdrop against which this transformation took place, and their implementation of Jisc's Building Digital Capabilities Framework, to inform and guide their strategic direction. Helen and Alison will explore the disparities in staff digital capabilities and confidence, evolving physical campus infrastructure, and the challenge of aligning timetables with a wide range of student commitments.

**Sheffield
Hallam
University**

10:15 - 11:15



Business Meetings

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11:20 - 11:50



Efficiency Brunch

PLEASE CHECK YOUR PASS TO SEE IF YOU HAVE A RESERVED SEAT – IF BLANK PLEASE SIT IN ANY UNRESERVED SEAT
The efficiency brunch is an opportunity for you to discuss the key efficiency challenges you are currently facing, with peers and solution providers, whilst enjoying a light brunch.

11:55 - 12:15



Navdeep Chouhan
Director of Online Programmes

The University of Law

Creating Richer Learning Profiles

The University of Law is currently shifting from a generic student engagement approach to provide a more tailored and personalised experience through a range of analytics tools. This approach enables them to improve academic performance and support student retention, ultimately ensuring successful outcomes for all.

In this session Navdeep will outline their learning and teaching model and how to successfully incorporate learner analytics across functions of your institution, fostering continuous learning from your students.

The
University of
Law

12:15 - 12:45



**Daniel
Mitelpunkt**
**Director of
Digital Media
Lab**
Imperial
College London

XR and Beyond - Interactive and Immersive Teaching



The emergence of virtual and augmented reality has become more prevalent in recent years, with Extended Reality's (XR) potential for application in institutions proven both an opportunity and a challenge for higher education.

Sharing experience and case studies from Imperial College London, this session will offer an alternative approach to interactive and immersive learning, playing to institutional strengths and distilling pedagogical objectives. Daniel will explore the creation of realistic digital twins, motion capture techniques, and 3D data visualisation to guide decision-making and build a multi-institutional approach.

Imperial College London

12:45 - 12:55

Chair's Closing Remarks

13:00 - 14:00

Networking Lunch

