

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

Tuesday 12th April, UKSG

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@Dr_Sarah_P



Student engagement is a slippery phrase

Marjorie L Wilson @DrMarjWilson · 37m

Student engagement - poorly theorised potentially - all things to all people and unclear @TeessideFoL #TUFoL16



There is no such thing as an

Engaged

student





D2前端技术论坛 2008.4.26/27

发送你想说的送到
1066931841050



134XXXX3887 : I do think everytime I use YUI, it is very annoying I write like this: var D = YAHOO.util.dom or C...

158XXXX53102 : 请问一下yslow对网站性能的量化标准是什么?比如多少个请求会得40分,多少个请求会得80分?这个标准是什么?哪里有详细资料,谢谢!

exterry2 : Most of our guys think YUI is ya... exclusive. How could you persuade other... implement with YUI particularly if...

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...





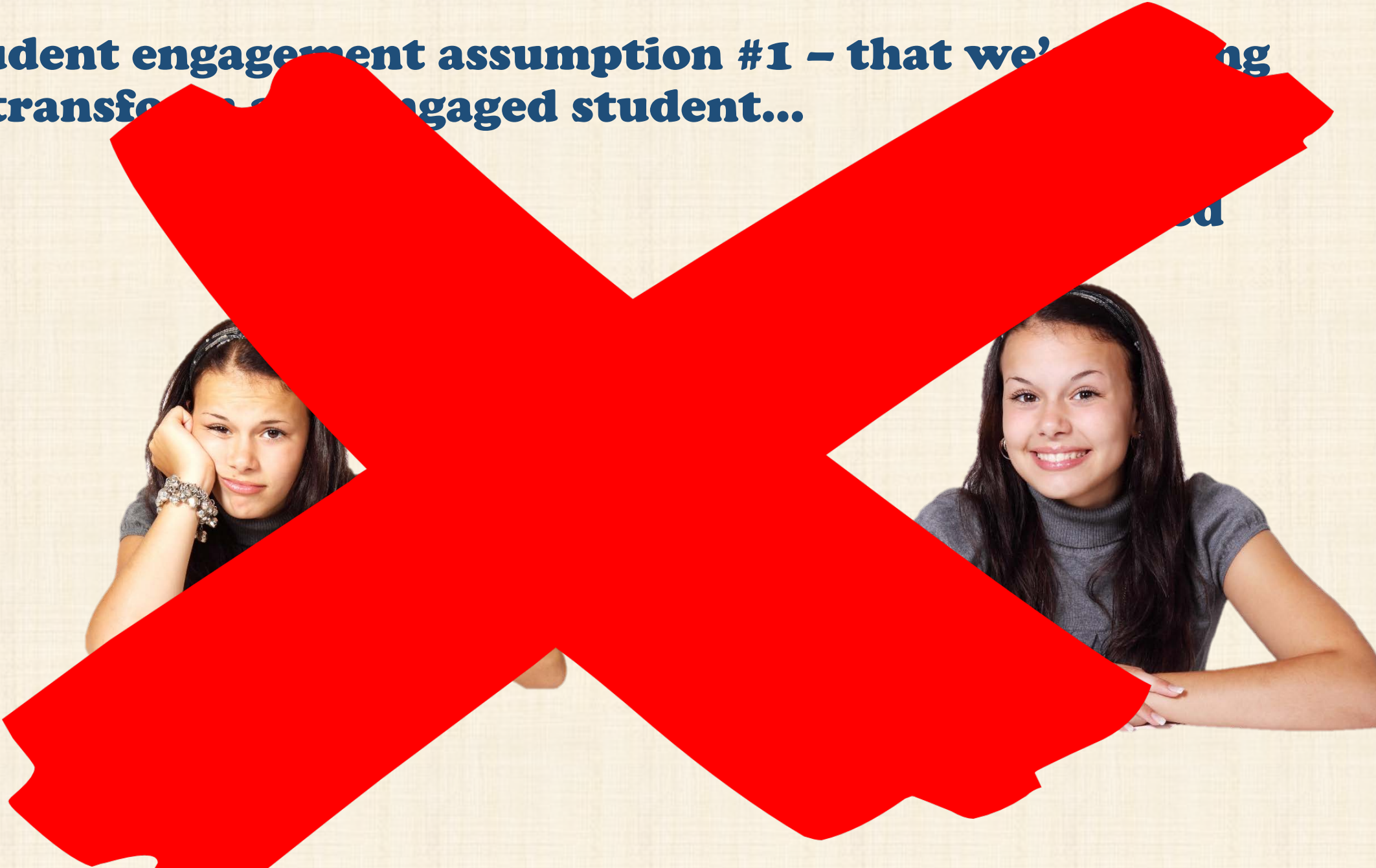
Student engagement assumption #1 – that we’re trying to transform a disengaged student...

...into an engaged student





Student engagement assumption #1 – that we’re going to transform a disengaged student...





Assumption # 2 – student engagement is about bums on seats





Assumption **Storage** **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



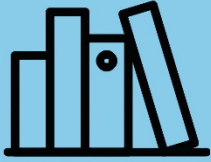
**Surveys &
questionnaires**



We've started with some quick wins

Student #uwtoptips

@uwlibservices
libguides.worc.ac.uk



Library Search

powered by: Summon



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



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/ilr

Visit a university library closer to home

Ask about the SCONUL scheme

Students wrote their own 'top tips'



Login to a Hive PC

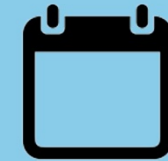
Enter UN\ before your username

WiFi

Use Eduroam

Silent study in the Hive

Level 4 - take the righthand lift



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

Librarian #uwtoptips

@uwlibservices
libguides.worc.ac.uk

The Hive

Student Self-Guided Tour

Open every day 8.30am - 10pm



Find your space!

5 levels with over 250 PCs and Wi-Fi throughout.



Level 0

Shared Study - The lower ground floor is a social space for group work.



Level 1

Main entrance - where you can return books, collect reservations and visit the café.



askalibrarian

Your Academic Liaison Librarians sit here and can help you find resources and get referencing help.



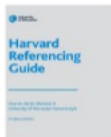
Level 3

Main Library - integrated public and University library where you will find books for your course.



Level 2

Here you'll find the Archive and Archaeology service, Business Centre and additional study spaces.



Referencing Guide

Use your referencing guide to complete your assignments. Pick yours up from the askalibrarian desk. These are only FREE until the 13th November 2015!

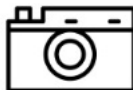


My Shelf:



Know Your Shelf

Find out where the core books are for your course and record it above - ask a member of staff if you're not sure.



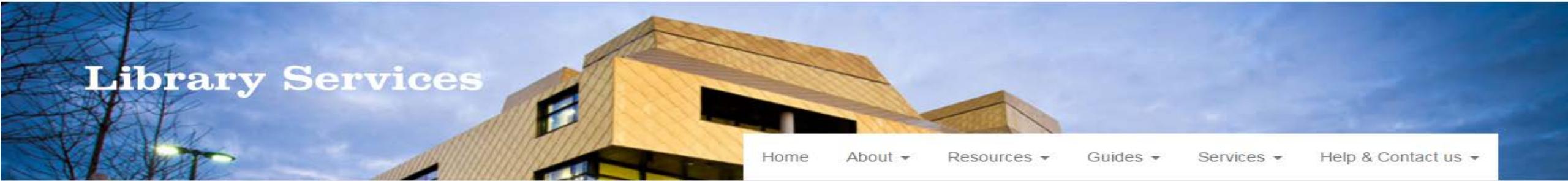
Shelfie TIME!

Take a selfie at your shelfie with 'Reffie the Raptor' and post it on our FACEBOOK or TWITTER to WIN a prize!

Level 4

Silent Study

Students helped us design and improve a self-guided tour for induction

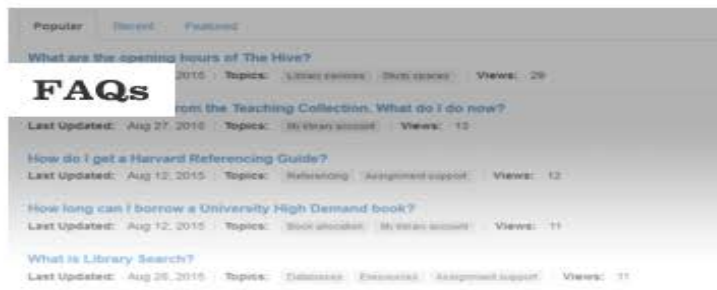


- General
- Articles
- Books and other media
- Ebooks
- Journals
- Databases
- Resource lists
- Website

Search articles, books, eBooks and other Library items

[More search options](#)

Students helped us shape our new webpages



Want to know about open access? Have a look at our frequently asked questions.



Organised by Institute, our Academic Liaison Librarians have put together lists of helpful databases and journals from our collections and also free online resources.



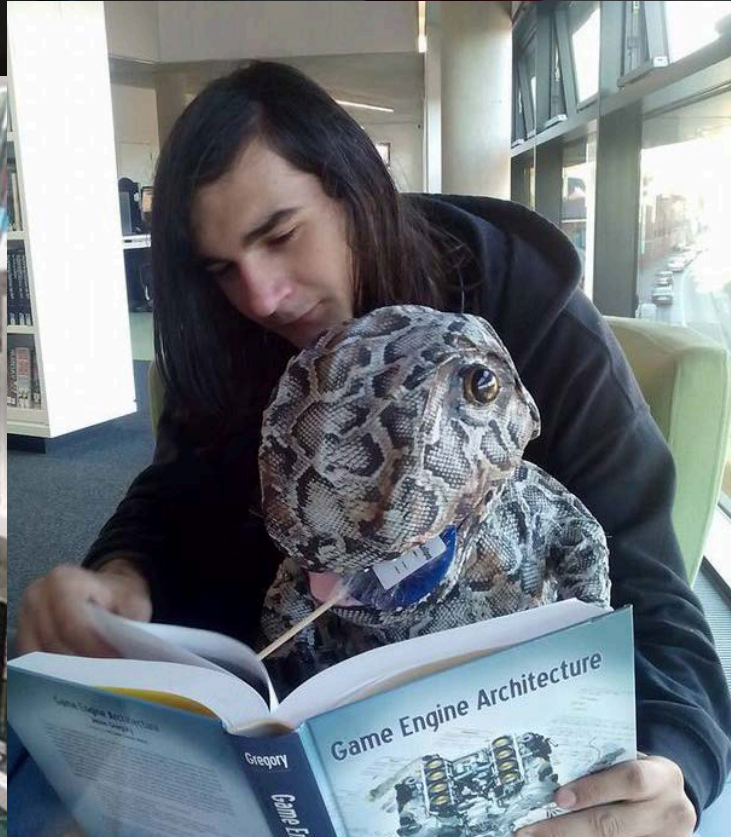
University of Worcester's referencing guide, including how to reference tweets, videos, maps and much more...

Students designed
and created our
mascot & star of
social media, Reffie
the Raptor



@reffieraptor

Students (and staff) took #shelfies with #Reffie



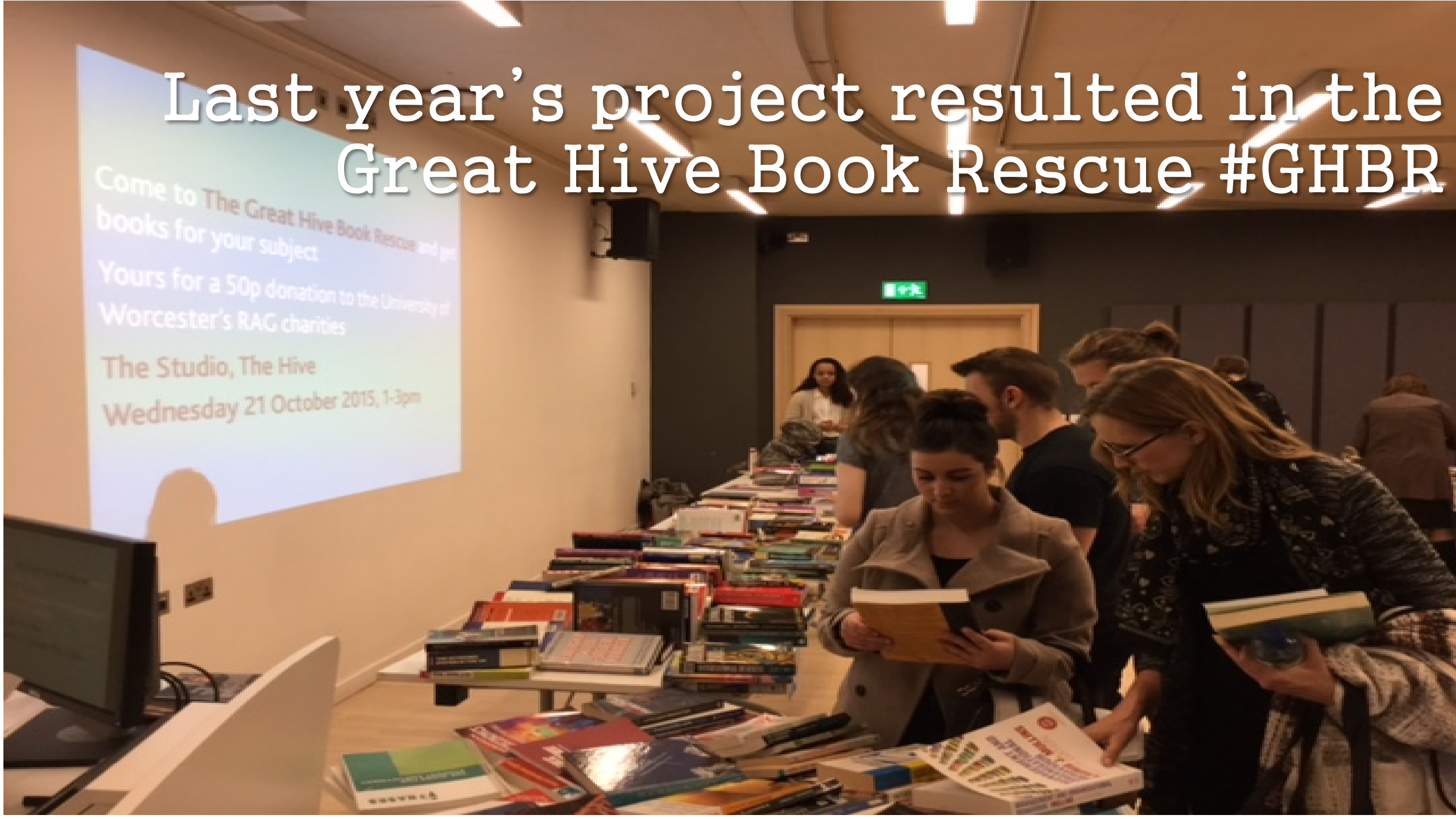
**Longer term projects
are just starting**

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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