



Case Study 5: A Space for Many Voices to be Heard

Context

Major UK University needing to attract and retain best students.

What they wanted

- Understand the factors that make a good student experience
- Get staff engaged in improving the student experience

What we agreed to do

- We worked with a steering group to define the process
- The first part of the process was an on-line survey to over four hundred students
- We produced a comprehensive report that showed headline findings and allowed the University to 'sort' the data by different criteria to make maximum use of the findings
- We facilitated an open space event where students and staff could set the agenda for the day and discuss in depth the issues around improving the student experience

Outcome

The university now has valuable information about students and can benchmark their progress on improvements. At the Open Space event University staff and students interacted to discuss the issues of real importance to them and it was so successful that it has resulted in a step change in staff / student interactions.

Head of Teaching and Learning

"The response from staff and students to the open space exercise run by Summerhouses was hugely positive; as a result we are looking at using the format for all future staff / student consultative processes. The constructive dialogue, centred around the issues generated by the group, represents a much better option than previous forums which were at best combative and at their worst....."

We respect the confidentiality of our clients. For this reason we do not identify organisations in these case studies. They are however real and illustrate the work of Summerhouses: people and development

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