



Managing expectations of prospective students: Student phrased FAQs

The questions below mirror those in the resources for providers but represent students' understandings of the things they want to know.

Learning Experience

- What will my learning experience look like?
- How much of my study time is flexible for me to organise?
- Can I talk to tutors and other students in real time?
- Will there be opportunities to speak to others/ask questions informally?
- I am worried about feeling isolated from other students. What resources are available to stay in contact with other students online?

Programme Structure

- How long is each module?
- How many modules are required during the course?
- Do I study more than one module at a time? If so, how many?
- Is there a gap between ending one module and starting the next?
- Are there any vacation periods, e.g. over Christmas?

Timetables

- How many hours will I need to study per week?
- Will I have the opportunity to attend live sessions at specific times or places?
- Will I receive a timetable?

Teaching Materials (for online programmes)

- Are the lectures 'live' or pre-recorded, slides with voice over, or a tutor presenting slides?
- What types of teaching is provided e.g., for each topic are there both a more formal lecture and a more interactive seminar?
- Can I ask questions about the learning materials as I am watching them or afterwards?
- Are there any interactive learning materials?

Assessments

- How will I be assessed on the course?
- How many assessments am I expected to undertake per module?
- How are assessments scheduled during a typical module?
- How is feedback from assessments received?
- Can I discuss my assessment feedback or ask questions about it?

Personal Tutors

- Will I have a personal tutor?
- What is the personal tutor for?
- How do I ask questions about the course, such as about the content or assessments?
- Is it up to me to contact my personal tutor?

Student Feedback and Representation

- Is there a student rep for my programme?
- How do I give feedback about issues with my programme?
- How will I find out about whether issues I raise have been addressed and how?

Additional Support

- Are there any skills that are assumed to be in place when I start the course?
- Is there anything I can do/should do to prepare for studying?
- I have a disability. Who should I talk to if I need help and support with my studies?
- I would like to develop my academic skills. How do I get help with this?
- What happens if I need to take a break from studying for personal reasons?

Student generated resources

Our student co-producers have developed a set of resources they would have found helpful for understanding of what to expect from their programmes of study. Providers may consider drawing on these in addition to the programme specific resources suggested in the provider resource list. We encourage providers to work with their own students and alumni to produce programme-specific resources such as:

- Student study experience blogs, vlogs or infographics
- FAQs with programme specific student-generated answers

see Student Experience Toolkit