# Using Data to enhance the Quality of Student Learning Experience: Aston University's Learning Development Centre (LDC)

Chinny Nzekwe-Excel: nzekweec@aston.ac.uk; Debbie De: d.de@aston.ac.uk; Ellen Pope: e.l.pope@aston.ac.uk

## Research Context

Aston University's LDC provides multiple services to develop academic, research and mathematical skills across the student body. Monitoring and evaluating central services at Aston University and across Higher Education Institutions is critical given the significance of student retention, student satisfaction and student success across the sector.

## Aston University's LDC conducted a Survey to:

**Identify Student Needs**

Evaluate the Student Experience

**Evaluate the Impact of LDC services and practices**

What works?
What doesn't work?

## Aston Student Survey Respondents said …

- "Amazing service ….but… not recommended amongst all academic staff…more emphasis on unity amongst staff and students…"
- "…help me…answer certain questions thus improving my grades…"
- "It is a very good service… BUT set appointments for the maths tutor!! PLEASE! It's not to have a drop-in service"
- "…I don't think that …some members of academic staff appreciate the standards set by the LDC"
- "...the LDC should be promoted throughout the academic year"

## Aston University's LDC responded by:

- Developing the LDC liaison strategy with schools of study.
- Increasing LDC involvement at programme and institutional level committee meetings to raise staff awareness of the LDC.
- Providing a mixed model of maths support: targeted and open support.
- Monitoring and evaluating processes to facilitate and support quality assurance and enhancement.

## Further Changes to LDC Practices and Operations

- Collaborating with students to co-create study resources.
- Improving the LDC's relationship with schools of study which has enhanced LDC understanding and ability to modify service provision in response to curricular demands.
- Increasing LDC partnerships with academics and other central services; raising the profile of the LDC across the institution.
- Standard mapping of LDC data with central university data to ensure effective planning and prioritisation.
- Increasing understanding of student study needs by targeting LDC users and non-users using the survey tool.

## Next Steps…

Review all LDC services and resources

Continue to collaborate with students to co-create study resources

Conduct focus groups and interviews with Aston staff to identify their student needs