

Shaping my future

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buzz

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Vice-Chancellor's View

Birmingham: Seizing opportunities

Few people outside universities really understand them. Some still think we're ivory towers, some that we are overblown schools, and some that we are places that only teach.

Never is this clearer than during the summer, when well-meaning people ask me whether or not I am enjoying my holiday. They assume that universities are closed for long periods, with nothing happening except, perhaps, a bit of repainting in a faded corner of the campus.

If I am feeling defensive, I explain that I will take some leave during the summer, but otherwise I am still hard at it.

If I am feeling energetic, I explain that much happens over the summer. Research students are as busy as ever, as are their supervisors. Academics are researching, in their labs, in the field, and in libraries; papers and books are being written; and research is continuing that will shape and reshape our futures. Meanwhile the campus is alive with summer schools, conferences, visitors, and the routine business of keeping the University going.

Maintenance and contractors have a time when they can work without some of the constraints of term time, grounds maintenance staff continue to ensure our beautiful campus remains at its best, and thousands are at work each day. As I write this in late August, I look out on a Chancellor's Court full of cars and visitors, alive not just with University members but with visitors and visibly-excited young people.

Yes the pace may ease a bit over the summer but, we remain a year-round organisation.

So if you've been bemused from time-to-time over the summer by people asking what you and the University are doing, you have my thanks for doing what you have been doing, keeping the University running, gathering in an unprecedentedly large and well-qualified field of students through the admissions process, and ensuring that the University can continue to improve its research performance.

When you read this, term will be starting, students will have returned, and the Class of 2011 will have arrived. The rhythm of the University will be changing. Students will reap the benefits of much that's happened over the summer, from work on the campus, though lectures and teaching programmes being reworked and revised, to a completely rethought programme for Welcome Week. There should be excitement across the campus.

Much will be the same: committed and inspiring teaching, a new team of Guild Officers, and a warm welcome from professional staff who strive to offer best-in-class student services.

Some things will be changing. We slipped in the National Student Survey. We shouldn't have done. Some Schools will already have taken actions to address this, and there will be university-wide initiatives to respond to areas where we have not performed as well as we should.

REF preparation will be well under way, aimed at ensuring that we improve both our performance in the REF and our grant capture in the interim. Never has competition between universities been more fierce, never have the stakes been as high, and never has it been more important that we sustain what we do so well and attend to what we do less well.

That work done over the summer, when people were so surprised we were so hard at it, will pay off. And then there will be more still to do. The future, and our own success, is in our own hands. But more than that, we have a responsibility to our students to provide the very best; a responsibility to our society to undertake research of the highest quality; and a responsibility to those who have built and sustained this university to secure our place amongst the world's top universities.

These are challenges that should not daunt us, and opportunities we must seize.

*Vice-Chancellor,
Professor David Eastwood*

YOUR BUZZ

Edited by Kate Pritchard

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Birmingham:

Shaping their future

Kate Pritchard introduces a special 'student experience' issue of Buzz

Over the past year reductions in funding, increased tuition fees and the largest student demonstration in generations has seen the public spotlight fall firmly on higher education. It is likely that, in time, we will look back to this point and see that for some institutions the landscape changed forever.

As the dust settles prospective students and their families have been counting the cost, and value, of a university education. Many institutions have sought to articulate and demonstrate their value but, in what some see as a crowded market, it can be challenging to stand out.

Birmingham is different. It places 'a distinctive, high quality experience' at the heart of its strategic ambition. One of the five strategic goals in Shaping Our Future: Birmingham 2015 this 'experience' is recognised as individual and co-created between the University, the student, the community and beyond.

As a scholar the student will be part of an academic community that encourages independent enquiry and thought. As a future graduate they can access excellent careers and employability services that will equip and prepare them for a global employment market. Being part of the Birmingham community they have the opportunity to participate in a wealth of sporting, cultural, social and community activities at the University, in the local area and the city. They are represented by the Guild of Students who are committed to widening and improving their opportunities and encourage participation through volunteering, outreach and social activities. Throughout their time at Birmingham the

University provides quality services such as student administration, accommodation, welfare and advice. On graduation, as alumni, they remain an integral part of the Birmingham community and can play an active role in helping current students realise their ambition.

During their journey at Birmingham students are supported and encouraged by staff across the University. Academic staff impart knowledge, guide and inspire independent study. Professional staff enable a smooth journey by providing efficient services, enabling access and offering advice. No aspect of the student journey could be delivered without collaboration between staff in academic Colleges and central administrative services.

There are so many aspects to the individual 'student experience' that it is impossible to describe them all here. This special edition introduces key aspects across four themes; employability, study support, wellbeing and community. Each theme will include links to further information and key contacts, enabling you to share this with students who wish to access the services.

The 'Birmingham experience' will encourage and equip our students for the possibilities of life as a graduate and a citizen and it is an experience in which we all play a part. In this issue, recent graduate, former Guild VP, current staff member and local Councillor, Brigid Jones describes her 'Birmingham experience'. If you're not sure how this 'Birmingham experience' helps our students it's worth a read. Per Arda Ad Alta 'through efforts to high things'.

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Front cover image: Brigid Jones, College of Engineering and Physical Sciences, Birmingham alumna, former Guild of Students Vice President (Education and Access)

Birmingham: Making news

BUAFTAs 2012 Student Experience award

In this challenging time for higher education, the University is proud to be making significant new investments to enhance the student experience. These include the estate, employability services and learning facilities to ensure our students receive an inspirational experience during their time with us. This would not be possible without the outstanding achievements of our administrative, technical and support staff who strive to create a distinctive, high quality student experience at Birmingham. Now in their fifth year, the Birmingham University Awards For Tremendous Achievement (BUAFTAs) include a dedicated Student Experience Award

to celebrate those individuals or teams who leave alumni with a lasting impression of Birmingham for years to come. All staff and students are eligible to nominate for this and the other BUAF TA awards. Nominations are open between 3 and 31 October and everyone who nominates will be entered into a prize-draw to win an iPad. Shortlisted candidates will be invited to the BUAF TA gala dinner on Friday 3 February 2012 where the winners will be announced. If you think someone has done a great job let them know! Learn more www.intranet.bham.ac.uk/buaf ta and nominate online or with a nomination form from your line manager or Aston Webb reception.



Students lead *Small Acts of Kindness*

Did you spot the bright pink hoodies around campus during Welcome 2011? These Student Ambassadors, nicknamed 'the pink team', took part in the student-led project, *Small Acts of Kindness*. They have been hard at work locating new students who have contacted us via Twitter or Facebook, to reward them with Amazon vouchers or University branded hoodies.

The pink team scoured the campus and filmed their mission as they surprised students at fairs, accommodation and during lectures. The videos have created a buzz on social media and across campus as students found that 'good things come to those who tweet'.

Watch them online
www.youtube.com/unibirmingham

UoB students mobile app

The University launched its first mobile application for current students during Welcome 2011. The app gives them free mobile access to important tools and information, enabling them to contact others, check for library books, find available PCs across campus and more. The app works on iPhones, Android and iPads with plans to launch on Blackberry within the next few months.

UoB Student has a variety of features to help students both on and off campus, including a friend finder, campus map and a pocket guide providing useful information about campus facilities, student services and contacts. Students can choose to receive tailored news and events streams to ensure they receive information that is relevant to them. For the first time, the directory search is also available for all to use as well as access to library accounts to further develop library resources.

Users, both students and staff, can access the app by downloading from the iTunes or Android store. You must set up a username and password on first use to access the directory and other features, and this can be your University username and password.

Learn more
www.bham.ac.uk/mobile-app



SCAN ME

Birmingham:

Welcoming the 2011 intake

Claire Hawkins sums up what has been an incredibly warm welcome for the 2011 intake.

The first week at university is undeniably one of the most exciting, and nerve-wracking, times in a student's life. They are about to embark on their university career, often away from the support of family and school friends, or even in another country. Part of our role at Birmingham is to provide new experiences to help them make friends, find interests and opportunities and most importantly, settle into life to enable them to pursue their academic career.

With increasing emphasis upon the student experience and delivering the best across the whole student lifecycle, teams across the University have created a schedule of events, communications and competitions to ease them into student life. Welcome 2011 has increased in scope to help UK, EU and International students settle at Birmingham and find out all that is on offer, whether in accommodation, living at home or studying internationally.

Colleagues across the University have developed fresh ideas about how to engage with, and involve as many, new students as possible. From improving channels of communication to aid the induction process to brainstorming new activity to elevate Birmingham above its competitors, we have ensured this was the best Welcome yet. The Welcome team within Academic Services delivered an excellent Welcome 2011 website, with information, timetables and advice for students; from registration to what events were on throughout the week.

This year we launched the Great Read at Birmingham (GRAB), whereby all new undergraduates receive *The Rough Guide to Evolution* in their welcome packs. Written by one of our academics, Professor Mark Pallen, the book considers the impact of evolutionary thinking on modern times; from politics and linguistics to TV shows and music. The book provides a common theme for all undergraduates, allowing students from different locations, backgrounds and perspectives to share this experience and debate and challenge the book's themes.

Crucial to improving the student experience is the feedback we receive, much of which is informally submitted. This year the 'First Impressions' competition gave new students the chance to engage with us prior to coming to Birmingham in the form of a diary of their experiences.

The best 15 entries were selected to work with us throughout the academic year, with students submitting regular diary entries about student life and their development from day one.

From preparation for Welcome Week and moving into accommodation to the first few weeks immersed in university life and study, we asked for our students' feelings and experiences throughout the journey. Alongside this, a simple blog has been created to allow students and their families to feedback on their experience to further improve our support.

Another new addition to the Welcome 2011 calendar is the formal welcome from the Vice-Chancellor. Students have been formally welcomed in the Great Hall by the Vice-Chancellor and the Head of each College, a memorable beginning to their University career, which will hopefully end in graduation within the same Great Hall.

Some of the most prominent but unsung heroes of Welcome Week are our Student Ambassadors, who work on campus and within accommodation to help settle students into their new lives. Their own experience of student life and enthusiasm for the University helps to alleviate some of the anxiety of new students and help them embrace the variety of events and activities available to them.

Across campus, our current students welcome the new into societies, groups and sports clubs. Their knowledge and understanding has been put to good use in the form of a welcome video. Students impart their experience on the next generation, with advice on university life and how to make the most of it. 'Passing the baton' to the new cohort, the students remember their fondest moments whilst highlighting the great opportunities available at Birmingham. Beginning a tradition of handing over, our new students are encouraged to explore and challenge themselves personally and academically to create the best memories of their university life.

Our Welcome 2011 has been a huge collaborative effort with much behind the scenes work ensuring each student's induction into Birmingham life is as smooth and enjoyable as possible. Already, plans are in place to improve Welcome 2012 and deliver an outstanding student experience from the moment they have earned their place at Birmingham.



Birmingham: Investing in their future

Carla Amos describes how students can prepare for their career at the start of their student journey

The Careers and Employability Centre has been providing advice, support and guidance for students for the last 100 years, seeing thousands of students through its doors each year. With the introduction of a tailored College-based service, a first for any UK university, even more students will have access to specialist, professional guidance in the pursuit of their chosen career.

The College teams comprise careers advisers, job application support staff, internship officers, and information assistants who offer specialist support within each College. Located across campus, they provide an easily accessible service for students and offer a range of services which include:

- Careers consultancy and careers guidance tailored to specific academic subject areas
- Assistance with finding internship opportunities and work experience
- Individual advice about applications and CVs
- Strong links to professional bodies
- College specific, tailored events that involve subject related employers and alumni in conjunction with organisations such as Deloitte, the NHS, KPMG, Ernst & Young and many more.

Feedback from current students indicates that many lack confidence in interview and writing applications for jobs. College Careers teams provide dedicated help in practice interviews, CV clinics and preparation support to ensure that students are able to confidently present themselves and their achievements in every situation.

The College teams will also be supported by a new International Students' Careers Adviser who will be developing and delivering specialist resources and support for our international student community.

Maintaining the core service

In addition to dedicated College teams, the central Careers and Employability Centre (based in University Centre) offers a range of cross-university general careers support.

The Employer Relations team works with the world's top graduate recruiters to support students and graduates with their career choice and that all-important selection process. In partnership with employer and alumni partners they host well over 200 major events each year. They include:

- Graduate recruitment and industry specific careers fairs throughout the year that attract around 60 employers to each event

- Presentations from individual employers
- A skills series programme that runs twice a year, giving students the opportunity to enhance their employability skills through workshops and business games with key employers
- Help and support in practice interviews, CV clinics and preparation support (in addition to the services available in Colleges).

The team work across a range of networks to ensure that professional and skilled roles are advertised to our students and graduates. Regionally, they maintain and enhance several partnerships and currently promote over 3,500 vacancies a year to our students through a vacancy service.

For international students, the Careers team works closely with a number of networks to customise their job searches to their home countries. They keep up to date with a range of international resources, and provide access to virtual recruitment fairs to ensure that students are able to access suitable job roles in their home country.

In addition to our work with major companies, the team also works closely with the public sector, charities and not for profit agencies as well as having very close ties with the region and its rich community of smaller employers.

Did you know...?

The Careers and Employability Centre provide a number of specialist services, including:

- A CV advice service run by members of a unique Student Paraprofessional Team
- Careers workshops and events for International students
- A 'Careers in Business' team providing specialist support for our postgraduate Business School students

'We are continually enhancing our range and quality of employability provision in order to help our students identify and achieve their individual career aspirations, source great work experience and jobs, enhance their skills and take an enterprising approach to developing their careers.'

Eluned Jones, Director of the Careers and Employability Centre

Students and staff in partnership

The Careers and Employability Centre also provides opportunities for students to work within their Student Employability Team (SET). Students can gain valuable experience through paid work, as a member of a Media and Communications team and a College Marketing team, to name but two.

Meet the team

College of Arts and Law

Meet the team

Careers Consultant: **Chris Packham**
Careers Adviser: **Clare Dawson**
Applications Support Adviser: **Joanne Rouse**
College Internship Officer: **Andy Newnham** and **Claire O'Neill**

Find out more

www.as.bham.ac.uk/careers/cal

College of Life and Environmental Sciences

Meet the team

Careers Consultant: **Julie Wainwright** and **Sarah Robinson**
Careers Adviser: **Lindsay Southall** and **Amy Horne**
Applications Support Adviser: **Carl Jukes**
College Internship Officer: **Jim Reali** and **Claire O'Neill**
Information Assistant: **Steph Thorpe**

Find out more

www.as.bham.ac.uk/careers/les

College of College of Social Sciences

Meet the team

Careers Consultant: **Margaret Flynn**
Careers Adviser: **Paul Charman**
Applications Support Adviser: **Yasmin Ansari**
College Internship Officer: **Matt Edwards** and **Claire O'Neill**

Find out more

www.as.bham.ac.uk/careers/coss

College of Engineering and Physical Sciences

Meet the team

Careers Consultant:
Sophie Miller and **Richard Newman**
Careers Adviser: **Caroline Egan**
Applications Support Adviser: **Carl Jukes**
College Internship Officer: **Brendan Bacon**
Senior Information Assistant: **Amy Swanson**

Find out more

www.as.bham.ac.uk/careers/eps

College of Medical and Dental Sciences

Meet the team

Careers Consultant: **Jenny Mullins-White**
Careers Adviser: **Sarah Warburton**
Applications Support Adviser: **Yasmin Ansari**
College Internship Officer: **Claire O'Neill**
Information Assistants: **Seb Fox** and **Kay Bevan**

Find out more

www.as.bham.ac.uk/careers/mds

Learn more

Email: careers-centre@bham.ac.uk
Visit: www.as.bham.ac.uk/careers



Birmingham:

Standing out from the crowd

Carla Amos learns how our students can do just that.



Developing Personal Skills

We encourage students to learn and develop their skills far beyond their academic studies. The **Personal Skills Award** recognises extra-curricular activities and provides well prepared evidence of their achievements to future employers.

The graduate jobs market is an increasingly competitive area; almost 300,000 students graduate every year. As a result, employers are looking for students who graduate with more than just a degree; they want to see explicit evidence that they have made the most of their time at University, and taken the time to develop the skills that they are looking for. Endorsed and supported by employers, the award-winning Personal Skills Award (PSA) enables our students to develop those much sought-after skills.

With several hundred places available for high performing students each year, individuals can complete the PSA by following one of two pathways:

- **The Activity Pathway** recognises students who are involved in activities on and off campus, from membership of a society, being part of a sports team, acting as a student representative or undertaking work experience.
- **The Modular Pathway** offers a range of modules that have been created for students to develop new skills and enhance their employability whilst supporting their career ambitions. These modules will appear on the student's official academic transcript.
- In addition, students that demonstrate a significant commitment to developing their employability have

the opportunity to apply for the **PSA (Advanced)**, and undergo an employer-led panel interview. The PSA is sponsored by a range of private and public sector organisations, giving students access to network with key graduate recruiters. No matter which pathway a student embarks upon the PSA helps them to stand out in a crowded market place, demonstrating their hard work and commitment, teaching them to articulate the skills they have gained and preparing them for a successful future.

Learn more
www.as.bham.ac.uk/psa

Nurturing our original thinkers

Birmingham is a university of original thinkers; nurturing and stimulating inquisitive minds to produce graduates with innovative ideas, perspectives and approaches.

All students have access to the Enterprise and Innovation (EI) team who encourage and promote enterprise, innovation and entrepreneurship, offering a range of programmes and services designed to support them in their entrepreneurial ambitions. The EI team provides specialist advice, support and guidance to give students the confidence to develop their own ideas and set up their own successful business or social enterprise.

Students can access dedicated training, mentoring and start-up grants to help them shape their plans, with dedicated schemes to support them from idea to launch.

'As a leading employer of graduates, we are interested in talented students applying to us with strong academic and employability skills – including impact, drive, flexibility, curiosity, integrity and commercial awareness. The Personal Skills Award [produces] high-calibre, motivated individuals who are ready to enter the world of professional services.'

PriceWaterhouseCoopers

Did you know...?

Our Personal Skills Award recently won the Association of Graduate Recruiter's (AGR) award for Best Graduate Development Preparation in Higher Education in 2010.



Case study

Daniel, BSc Business Management with Communications graduate and winner of the 2010 UK Global Student Entrepreneur of the Year

'I wanted a university experience which would offer me more than just a top-class education; I wanted to be challenged with opportunities that would set me up for the rest of my life. While at University I wrote for the newspaper, presented a radio show and opened my own business. The University gave me more than just a degree; it gave me the skills to be an all-round successful entrepreneur.'

The nature of funding for entrepreneurial projects is notoriously uncertain, and programmes on offer are likely to change on a regular basis. However, outlined below are a flavour of the support schemes that our current students have been able to access:

- **SPEED WM Programme**
A nine-month placement for budding entrepreneurs, SPEED is designed to help students with a sound business idea take the first steps towards running a real business. They will have access to professional networks, mentoring and coaching, access to meeting and office space, a financial package to help kick-start their business, as well as continuing expert support.
- **Plan B Competition**
Plan B aims to uncover the best talent, the best ideas and a new generation of entrepreneurs. Students' ideas will address one of the University's key research themes: saving lives, influencing society and creating sustainability. Shortlisted candidates pitch their ideas to a panel of business experts with the chance to win financial support and one-to-one coaching sessions.
- **Enterprise Skills Series**
A series of eight seminars provides an overview of what a student needs to know to start their own business. Topics range from the attitudes and essential qualities of an entrepreneur, to the specifics that will ensure they stay ahead of the game.

Learn more
www.as.bham.ac.uk/ei

ei | entrepreneurship
and innovation



Birmingham:

Building a competitive advantage

Carla Amos learns how careers at Birmingham is anything but traditional.

The traditional view of a University Careers service is likely to be of a place where students go as they come towards the end of their studies, with the idea of lining up interviews for graduate jobs. Our Careers Service goes far beyond the traditional expectations, equipping those students with skills for life from their first year, not least through our extensive programme of internships and funded work experience placements that provide them with practical real-world skills and experiences.

This investment in funded work experience placements will see more of our talented students being able to experience commercial environments, develop professional and transferable work skills as well as building a competitive advantage in their graduate job search and career planning.

Building on our success

At Birmingham we have been running a funded work experience scheme for undergraduate students for the past six years. Students who have access to a suitable placement but need financial assistance to support these activities have been able to apply for up to £800 from the University (generously funded by alumni), and so far 200 students have benefited. To date the scheme (previously known as Honey Pot) has supported student activities on every continent barring Antarctica!

In recognition of the success of this scheme, it is being extended with 188 places available in summer 2012. By 2016, over 300 students, every year, will be able to apply for financial support for summer placements. Students can apply for funding through one of four schemes:

- **International work experience** – support for undergraduate students looking to undertake work experience overseas in the summer vacation of their first or second year of undergraduate study. Previous recipients have worked in conservation in Kenya and South Africa, at a Panda Breeding Centre in China, and taken part in a dinosaur dig in the US, to name only a few.
- **Birmingham Gateway** – a new strand of activity for summer 2012, this scheme provides bursaries for widening participation students to undertake a variety of work experience with major companies, SMEs, public sector or not for profit organisations.
- **UK Professional** – for those students who have secured a placement at a business in the UK. Previous recipients of this award have undertaken a mini-pupilage in Law chambers and worked as a press intern at Liberty in London.
- **Undergraduate Research Experience** – targeted at those looking to undertake research experience, with a view to progressing to research study beyond graduation.

Whilst financial support is available, students need to take responsibility for finding their own placements and will need to demonstrate how it will support their future development.



Alumni Leadership mentors

'My internship will set me apart when applying for work or graduate positions as I have gained hands-on practical experience with exotic animals for a very prestigious organisation that has already been successful towards attaining its goal of reproducing panda cubs. My experience in such a diverse country with different cultural values will benefit me when applying for work as it shows that I can adapt to various situations and be flexible in multicultural environments'

*Bryany Whitten, 2nd year BSc Biological Sciences (Zoology)
Assistant at the Panda Breeding Research Centre in Sichuan, China*

Alumni Leadership Mentoring Programme

Our Alumni Leadership Mentoring Programme will see a number of high profile Birmingham alumni providing one-to-one mentoring to selected students throughout their final year.

Aimed at students in their final year of study, it really is a once in a lifetime opportunity to gain first hand career insight and guidance from some of the University's most successful and high profile alumni.

Alumni Leadership mentors will offer practical advice on a range of areas including career paths, making an impact in applications and interviews and support as students prepare to enter the workplace. Top leadership mentors signed up so far include **Sir Liam Donaldson** (former Chief Medical Officer), **Tamsin Greig** (Green Wing and Black Books actress), **Mike Coupe** (Group Commercial Director of J Sainsbury's), **Baroness Patience Wheatcroft** (former Editor of the Wall Street Journal Europe) and **Phyllida Lloyd CBE** (Director of *Mamma Mia!*).

All mentors are offering their time for free to provide the students with invaluable advice and support.

Global Challenge Internships

With ten places available to students in summer 2012, the Global Challenge Internships programme will provide student placements with major graduate recruiters worldwide.

Bursaries of up to £9,000 are available to students

to cover the cost of flights, accommodation and living costs for a six to eight week placement during the summer vacation. Negotiations are underway with major global recruiters worldwide, with SThree (a recruitment company based in 14 countries), the Murugappa Group (one of India's leading conglomerates) and museums and art galleries in Chicago and New South Wales.

Externships

Externships provide an opportunity for students to receive advice and support from alumni and employers on their career choice, making applications and their future development plans. Our Careers team will match providers to appropriate students with an interest in their sector. The externships programme also allows students to work shadow providers, exploring a potential career and experiencing a 'day in the life' of the professional concerned.

Learn more
www.birmingham.ac.uk/internships

Cultural Intern Scheme

In October 2011 the University launched a pilot project to offer five intern placements at leading cultural organisations, including the City of Birmingham Symphony Orchestra (CBSO), Birmingham Royal Ballet and Birmingham Museum and Art Gallery. The scheme is open to recent graduates and provides an opportunity to develop essential knowledge and skills for those looking to develop a career in the cultural sector.

Birmingham:

Enhancing the learning experience

Kate Pritchard learns how Birmingham is meeting the needs of a contemporary higher education.

As higher education is changing so too is the learning landscape. Policy developments, a changing higher education sector, technological developments, and arguably a more demanding student-consumer are all impacting the way we interpret the teaching and learning experience.

More than a year ago the University established the **Centre for Learning and Academic Development (CLAD)**: a new unit within Academic Services with the aim to improve the student learning experience. The Department works in partnership with the University community to develop all aspects of educational enhancement. For CLAD this hasn't been about unnecessary duplication of work but harnessing the already excellent resources and expertise within the University community, providing strategic direction and coordination, and helping provide a robust platform for further developments.

Developing ICT skills

One area in which the CLAD team is already having an impact is in developing tailored ICT skills for the Colleges. Recent examples include:

- Integration of IT Skills into the **School of Psychology in Life and Environmental Sciences**. This includes the provision of a **Computer Use Module covering MS Word, Excel, Access and Powerpoint** for Masters students in order to assess their skill levels and areas for development. In addition to this module the team also delivers tailored sessions on using IT for **Project Management and Poster Design**.
- Integration of **IT Skills** within the **Business School in Social Sciences**. This includes an 11 week **IT and Research Skills Module** which introduces Business and Economics Research students to a series of tools to enhance their research.
- **NVivo workshops** for MSc Marketing students within the **Business School in Social Sciences** to enable them to analyse quantitative and qualitative data.

- **MS Excel, SPSS and NVivo skills** inclusion in the Public Policy Methods module for MSc students in the **Institute of Local Government and Society** within **Social Sciences** and MSc students in Intellectual (Learning) Disability Studies, Clinical Neuropsychiatry and Forensic Mental Health studies in **Medical and Dental Sciences**.

What is the learning landscape?

The learning landscape can refer to:

- The physical space in which learning takes place
- The process of teaching and learning
- Technology and other resources
- Teaching and learning assessment
- Formal and informal relationships

CLAD: Their expertise

Professional team of staff offering expertise in e-learning, teaching in higher education, academic skills development, and learning enhancement.

CLAD: Their goal

To encourage and facilitate the development of a distinctive 'Birmingham' approach to the academic curriculum and experience, appropriately nuanced for different disciplines and student groups.

Learning gets effective and interactive

Over the past year CLAD has revamped the University's study skills resources. The Guide to Effective Learning (GEL) website collates study information from across the University. As well as the best from inside Birmingham the website also links to external resources and acts as a 'one-stop shop' for information such as:

- Writing skills
- Effective study skills
- Support for students with disabilities
- Assistance for international studies

Learn more www.gel.bham.ac.uk

In addition to GEL and WebCT materials, CLAD are piloting a new interactive study skills resource. **Skills4studycampus** is an interactive e-learning resource covering a range of core skills such as writing better essays, critical analysis, group work and presentations, and facing exams. Students are encouraged to keep personal notes, tags and a learning journal, therefore the learning experience is highly personalised on their individual needs.

Learn more www.gel.bham.ac.uk/s4sc.shtml

A learning partnership

At Birmingham students are encouraged to be independent, challenging and creative learners. Studying at Birmingham is about much more than simply being lectured to. The relationship between the tutor and the student is one of partnership and the Birmingham learning experience where a 'balanced diet' of learning settings, inclusive curricula, and methods and tools relevant to subject area, enable students to form their own opinions and ideas.

This approach to learning will not only improve student's performance during their degree programme but will equip them with a proactive, independent, enquiry-based approach to work and life: qualities that, in a competitive graduate market, employers will be looking for. Through the Birmingham approach to learning we are also helping to secure their future.



Birmingham:

Encouraging a helping hand

One of the most impactful ways for students to improve their learning experience is by learning from those who have been where they were. Schemes that are centred around students supporting other students can help to enhance young people's transition to higher education learning, skills development, social and academic integration, and improving progression and retention.

The Centre for Learning and Academic Development (CLAD) has introduced a peer learning support scheme that aims to enhance student's academic engagement and skills development through weekly study sessions.

Peer Assisted Study Sessions (PASS)

PASS is a peer support scheme where higher year students volunteer to facilitate study sessions for lower year students. Volunteers are trained and will have already passed the year or module that the PASS scheme supports. The sessions allow attendees to:

- Adjust quickly to university life
- Improve study habits
- Enhance understanding of the subject matter
- Enhance awareness of the course direction and expectations

PASS is so successful because it is discipline owned and student-led. The informal, relaxed and active student-led sessions are a comfortable environment where challenging problems and concepts can be discussed. PASS also provides an excellent opportunity for student volunteers to develop leadership and facilitation skills which add value to a graduate CV.

Over the first two years of the scheme PASS pilots have taken place in a number of Schools. All PASS pilots are supported by CLAD and colleagues within the Colleges through training of PASS Leaders, weekly briefing sessions and evaluation.

Can it help benefit my programme?

Yes, PASS Leaders can act as a first point of contact for first year students and can help to reduce initial queries. It can also help students be better prepared for classes and managed their workload.

As Leaders give feedback to their programme contact it can be a useful way to evaluate how first year students are receiving course content.

Learn more www.as.bham.ac.uk/pass

Birmingham:

Providing space and time to learn

The space in which you learn is crucially important. A classroom should be a place that inspires intellectual thought, and we should challenge what we perceive a classroom to be. The built environment and the tools used to teach should not be disconnected from the activity of teaching and learning.

The Learning Spaces strategy

At Birmingham the Learning Spaces strategy acts as a driver for creating appropriate and sustainable learning environments. The strategy, which underpins all Learning Spaces activity, is divided into four key areas:

- Appropriate** – the space must support and enhance academic activities. Design and use of technologies reflects user requirements.
- Supported** – staff and students have access to resources, training and support to enable them to fully utilise space and technology.
- Sustainable** – assets are used efficiently and effectively to improve environmental and financial sustainability.
- Innovative** – in order to support the Strategic Framework goal to 'provide our students with a distinctive, high quality experience' there will be the opportunity to explore innovative approaches to space, technology and service provision.

What makes a successful learning space?

The Learning Spaces team have created the Learning Environments Initiative (LEI) which asks the University community that very question. The answers help inform the design of teaching rooms and use of technology, and meet the evolving needs of students and academic staff. The initiative has three strands:

- Engagement and understanding**
Ensuring services are directly informed by users and the team can respond to changing requirements. The LEI Consultation Group is made up of staff from across the University and enables a strong link between the team and the academic staff they support.
- Support and enablement**
Ensuring users have the resources and support to fully utilise teaching spaces and technologies. The team have provided online tools such as quick-start guides and tutorials.
- Assessment and evaluation**
Continually evaluating teaching space and technology to ensure its relevance and efficacy. The Innovations Lab is a unique space dedicated to testing innovative new technologies and space design in a controlled environment. The Lab can be booked for events or teaching sessions.

The Learning Spaces team

The Learning Spaces team consist of four key areas:

- Timetabling and Room Booking – responsible for space allocation
- Learning Resources Accommodation Team (LRAT) – manage audio-visual equipment within teaching rooms
- Teaching Accommodation Management Unit (TAMU) – helpline and one-stop-shop for space-related issues
- Learning Space Development – coordination of design and refurbishment of learning spaces

The team also manage associated services:

- dejaview – lecture capture for lectures and events which enables desktop, Powerpoint, audio and video to be viewed live or post event
- Video conferencing – high quality video conferencing facility based in Aston Webb

Learn more
www.as.bham.ac.uk/learningspaces

Birmingham:

Thinking outside the book

Kate Pritchard learns how Library Services are working hard to improve access and resources for staff and students.

Director of Library Services, Diane Job recently took me on a tour of the University's Main Library. We started on the top floor and worked our way down. Past rows of books, journals and quiet areas of thoughtful contemplation, to busier study and meeting areas, and finally to the storage, preservation and staff areas on the lower ground: areas that most visitors don't get the opportunity to see.

I was already aware that Birmingham holds one of the largest academic libraries in the UK. Over 2.7 million items, 50,000 journals and 275,000 e-books are housed in the Main Library and the subject specific site libraries. However, I don't think I fully appreciated the amount of work involved in maintaining and developing these resources for the benefit of our student and staff community.

Whether you are studying, teaching or researching at Birmingham, Library Services help to support you by providing a vast range of information resources, along with services, including expert advice in your subject area, to enable you to access the information you need effectively.

Support in your subject

Subject Advisors (SAs) are a key support for staff and students providing help, training and support in their subject area. Advisors provide information skills training to help staff and students access the full range of information resources. Typical training with undergraduates includes how to find books, journals and quality internet material, and how to cite it in their work. Training for researchers includes using e-theses and other tools to keep up-to-date with emerging themes. All new academics and postgraduates are contacted on their arrival at Birmingham and offered tailored information and bespoke support. Advisors also keep abreast of new developments by identifying new resources and services as they become available from publishers and developers.

The Cadbury Research Library

The Cadbury Research Library is the home of Special Collections at the University and its collections can inspire staff and students from a wide range of disciplines. Read about the library in Buzz edition 131 or learn more online www.special-coll.bham.ac.uk. You can view a video of the Cadbury Research Library on the University's YouTube channel <http://www.youtube.com/unibirmingham>.

Need help? Just Ask!

One of the ways Library Services staff help staff and students is through the clever Just Ask! virtual enquiry desk. Questions are answered by experienced librarians in real time. You can access the service from the my.bham portal, the library website or Facebook page and it is also mobile friendly if you're using an iPhone, Android or Palm. The service is open 9.00am to 7.00pm, Monday to Friday and 10.00am to 6.00pm at weekends. Outside of these times an email is sent to library staff and is answered the following day.

A library for the future

There are proposals to build a new library as part of the University's £175m campus development (please see page 20). As I was shown around the existing library I came to understand how the building has grown since the late 1950s. New parts have been added which makes navigating difficult and sequencing of books a complex task. The proposals to develop a new Library and Cultural gateway will reflect the ways in which people study and learn in the digital age and offer a space for people to engage with the University's cultural collections. A new flagship library that can adapt to emerging learning, teaching and research needs will be an integral element of providing 'a distinctive student experience' and provide an inspirational and rewarding home for its friendly and professional staff.

In response to student survey feedback...

Library Services worked closely with the Guild of Students to establish new opening hours for the University's Main Library.

The Library is now open: Monday to Friday, 8.00am–12.00 midnight and Saturday and Sunday, 8.00am–8.00pm

There may be different arrangements for University closed days and bank holidays.

Learn more

The Library Services video (<http://www.library.bham.ac.uk/video.shtml>) provides a short and dynamic introduction to the services on offer. You can also learn more at www.library.bham.ac.uk. Access the online catalogue www.libcat.bham.ac.uk or the e-library www.elibrary.bham.ac.uk

Birmingham:

Keeping students safe and well

Starting university will be an exciting time. Learning new things and meeting new people, it is an opportunity to develop as an individual and be part of vibrant community. For most students it will be the first time they have moved away from home and for some it may be a time when they need a little help to settle in and flourish.

Birmingham has a strong advice and support network in place to ensure that when it comes to a student's wellbeing we are looking out for them.

The Wellbeing Service

All students can now access a new Wellbeing Service based at Student Support, 3 Elms Road. Rather than using 'wellbeing' to brand a range of student-facing services the new service has a distinctly different philosophy and strategy. Its core mission is to develop resilience and independence in students to enable them to benefit fully from the wide range of opportunities Birmingham has to offer. For those students who are experiencing acute emotional and behavioural difficulties, formal counselling remains effective, however the new assessment procedures provides proactive advice and support for all regardless of the nature of their difficulties.

How does it work?

All students who register are offered an appointment with the most appropriate service; Counselling, Mental Health or Wellbeing. Students referred to the Wellbeing programme will have an assessment with a qualified advisor who will arrange a structured programme of

tasks and activities such as workshops, self-help, involvement with Guild societies and UB Sport. Students are assessed midway through the programme and at the end.

Online help for students and staff

Building on the success of CalmYou; the online stress management resource the service will be launching a new online resource, in collaboration with Human Resources and UB Sport, aimed at the whole University community. 'GetFit' will offer advice and self-help on mental wellbeing, nutrition, physical exercise, goal-setting and more. **Learn more** www.as.bham.ac.uk/counselling

Student mentors

If in University accommodation all students are allocated a trained student mentor who visits every week or two to offer support and welfare information. Mentors are also available on-call from 6.00pm to 8.00am during term-time.

Support from the Guild of Students

The Guild's Advice and Representation Centre (ARC) is a professional, student advice service that can help with common problems such as financial, academic, housing and immigration issues. Students can drop in or contact the online service. **Learn more** www.guildofstudents.com/thearc

Assessing impact

How do you know you're doing a good job? For all of us, being able to answer this question with confidence is an important point to consider. Some jobs have easily defined 'key performance indicators' whilst others may be less easily measured in terms of outcomes. How would you measure the effectiveness of a counselling service? Is it possible to say 'We helped 500 students stay at university' in any credible way?

There are ongoing debates about what constitutes the best way to measure effectiveness within counselling, and there is no one, perfect answer. Here at Birmingham, where over 1,300 students a year register for counselling or support, we use the CORE (Clinical Outcomes in Routine Evaluation) system – widely used in the NHS and across Higher Education – for measuring outcomes of therapeutic interventions. All students using our service are given a questionnaire at each session measuring their wellbeing, exposure to risk, problems and difficult emotions. By tracking weekly responses, we are able to judge whether counselling is helping – not when the therapy is over, but whilst it is happening. Research shows that if, by the third session of counselling, no improvement is registered then the therapist needs to discuss what should happen to make the therapy more helpful to the client – maybe a different type of therapy, or even perhaps a different therapist.

*Dr David Mair,
Head of Counselling*

Birmingham:

Celebrating our differences



All students at Birmingham can expect to be respected for their individuality, treated fairly and listened to, not suffer discrimination or harassment, and experience an inclusive and positive culture that celebrates difference. In return Birmingham expects its students to be involved in celebrating diversity, commit to good campus relations and let the University know if they are experiencing difficulties.

Equality; your right, your responsibility

The Equality Act has expanded the groups who are now protected from discrimination, harassment and victimisation to include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. All public bodies must set out how they will meet the requirements of the Act. The Single Equality Scheme, which is in its consultation phase, is part of the University's response to the public sector duty.

During July there was a series of consultations on the draft Single Equality Scheme and issues identified as crucial to its success included:

- Improved Equality and Diversity practice
- A visible commitment by Senior Managers
- Training
- Promotion of an Equality and Diversity advice telephone and email service for staff and students.

It's not too late to make your views known. If you want to make a contribution, please contact the team equality@contacts.bham.ac.uk. Follow up consultations will take place during October and November. **Learn more** www.equality.bham.ac.uk

Support for disabled students

The Disability and Learning Support Service (DLSS) can help disabled students get the maximum benefit from university life. They are a team of experienced staff with specialist knowledge in physical and sensory disabilities, and specific learning difficulties such as dyslexia.

DLSS advisors balance the specific adjustments required to support student learning, with the University's statutory duties under law, whilst ensuring academic quality and standards are maintained. **Learn more** www.as.bham.ac.uk/disability

Support for International students

The International Student Advisory Service (ISAS) provides specialist support and advice for prospective and current international students at the University on immigration issues, registration and welfare legislation, as well as advice on, and develop initiatives to improve, the International student experience. ISAS also organise an orientation programme 'Welcome International' to help new International students settle into life in Birmingham. **Learn more** www.as.bham.ac.uk/international

Respecting faith

The University Chaplaincy, St Francis Hall offers a place where students of all faiths can meet for worship, an informal chat or to see a Chaplain for spiritual or religious advice and pastoral counselling. There are Christian, Jewish, Muslim, Hindu and Buddhist Chaplains and many student-led faith groups and societies. **Learn more** www.chapaincy.bham.ac.uk

Guild of Students

There are Guild groups supporting and celebrating difference such as students who are parents, with disabilities, lesbian, gay, bisexual, trans, black and minority ethnic, mature and part-time, with religious affiliations or from different cultures and countries, male or female.

Good campus relations

With a diverse student community, and located in one of Britain's most multi-cultural cities, the University is committed to ensuring mutual respect, tolerance and understanding at the heart of the student experience. A **Good Campus Relations Group** meets regularly, with members drawn from the University, the multi-faith Chaplaincy, West Midlands Police, and the Guild of Students. Brendan Casey, Director of Academic Services and Chair of the Group, explains: 'We all want to ensure we have a safe and secure community that respects freedom of speech within the law, and the Good Campus Relations Group meets termly to discuss the range of exciting initiatives that foster good relations between different groups, identities and faiths on campus. In its first full year it has significantly improved risk assessment procedures around external speakers, welcomed the work of Guild and the creation of their student Interfaith Association, commissioned specialised training, and actively engaged with local authorities in managing sensitive, but important issues that impact upon individual students and the wider community.' The Group welcomes input from colleagues across the University. **Learn more** from Chris Twine, Director of Student Services c.r.twine@bham.ac.uk.

Birmingham:

So much going on...



Students end of term clear out raises £13,500

Last term the University teamed up with the British Heart Foundation (BHF), Birmingham City Council and the Birmingham Food Cycle during the end of term clear out. The campaign 'In Waste Deep' involved the student villages, and Selly Oak and Bournbrook area, and over £13,500 worth of donations were used to stock a brand new BHF store in Birmingham city centre.

A cultural campus

There are few universities who can boast a wealth of culture on campus. Not only do we have one of the finest small art galleries in Europe; the Barber Institute of Fine Arts but we are building the new Bramall Music Auditorium. Our students lead a vibrant cultural scene and enjoy learning from the Special Collections on campus. To learn more about culture on campus read the special culture edition of Buzz (issue 131).

A sporting campus

As one of the UK's leading sporting universities Birmingham is internationally recognised for its academic excellence in sports science, coaching and psychology. Our Sports Centre has numerous activities for students to keep fit and active and we're proud to be inspiring sportsmen and women of the future. We'll be looking forward to 2012 with a sports packed edition of Buzz, coming soon. **Learn more** www.sport.bham.ac.uk

A student's university experience extends far outside the classroom and at Birmingham our students have a wealth of opportunities to develop skills, meet new people and enjoy university life. Whether it is community, social, cultural, sporting or leisure, it is what makes a university experience at Birmingham 'distinctive'.

Embracing these opportunities can complement a student's academic study by adding value to their academic achievements, developing their skills and making them more attractive to graduate recruiters. It can also help general wellbeing and provide an opportunity to make lifelong friends and feel a sense of community.

The Guild of Students

Studying at Birmingham means that students are represented by one of the oldest student unions in the UK, and part of a community of over 28,000 students. The Guild exists to enhance the student experience by campaigning to create change, helping students' embrace university life, providing advice and support and helping to find accommodation and work. Each year the Sabbatical Officer Team are democratically elected to represent the student community and students are put at the heart of Guild decision making.

Student volunteering

Birmingham students have a proud history of volunteering, from being a local Community Warden or Student Ambassador to volunteering overseas as a member of the University's global network. In 2009–2010 students gave almost 15,000 hours of their time to volunteering. Student Community Wardens help to promote good community relations in Selly Oak and Bournbrook to increase the sense of pride that student and non-student residents feel for their neighbourhood. The Wardens work with West Midlands Police who believe that they are actively

helping to reduce crime in the local area. Intervol (International Volunteering) send around 100 students each year to global projects such as Aids Awareness in Cambodia and Kenya.

The Guild of Students also supports 22 projects set up and run by students themselves. They range from Conservation Volunteers to Kids Adventure, who raise over £20,000 each year to run holidays for underprivileged children. There are also opportunities to work with international charities such as Oxfam and the British Red Cross.

Student groups

There are over 190 active student groups and societies covering interests in art and astronomy to walking or wine appreciation. There is something for everyone and it is a great opportunity to meet like-minded people.

Student representation

The Student Representation System involves hundreds of students who work alongside University staff to improve and develop every degree course on offer. It provides a direct link between the students and the Course Director and helps deliver positive change so that students and their peers can make the most of their degree.

Making news

BURN FM; the student radio station and Redbrick; the student newspaper bring the news that students want direct to them. They also offer media skills development and training to students who have an interest in the media. **Learn more** www.burnfm.com and www.redbrickpaper.co.uk

Buzz will be featuring the Guild of Students in a future edition. In the meantime learn more www.guildofstudents.com

Birmingham:

Building for the future



Artist's impression of the new state-of-the-art sport facilities

Sports centre

The plans for the sports centre include a 50m swimming pool which will be the only one in Birmingham as well as sports halls and training needs designed to meet the needs of students and staff as well as the many regional amateur sports clubs that currently use the University's facilities. Director of Sport, Zena Wooldridge commented 'Birmingham is a city with a proud sporting heritage and sport plays a huge part in the life of our campus. In less than a year the city will be hosting the Jamaican and US Olympic teams for their pre London 2012 training campus and athletes from Birmingham will be starring at the London games. Although the new centre will not be open for 2012 we believe it will provide fitting facilities for the UK's second ranked sporting university and a perfect base to train and develop future Olympians.'

The proposed new Library

Please see page 16 for details

The Student Hub

A £10m capital investment to renovate and refurbish Aston Webb C Block will see the development of a new 400 seat lecture theatre and associated learning facilities, and a new 'Student Hub'. The Hub will bring together all student-facing services for the first time. The specialised student welfare teams – such as the Student Funding Office, International Student Advisory Service, and Student Support – will be co-located together, driven by a new service model delivered both online and through a new Enquiry



Artist's impression of the proposed new library development

Services facility. Dr Chris Twine, Director of Student Services and Julie Scarratt, Director of Learning Spaces and Centre for Learning and Academic Development stated that 'This is a clear demonstration of the University's commitment to improving the student experience and meeting their higher expectations of great facilities and excellent service. We are building a state-of-the-art learning space, with a new student-focused advice centre, in an iconic building at the heart of campus – **students will be placed literally at the centre of what we do!**

It is envisaged that the new redevelopment will be open in time for the start of the 2014/15 academic session.



The University recently announced a five year, £175m investment in facilities that will transform its Edgbaston campus, reinterpreting founder Joseph Chamberlain's vision for the estate for the 21st century and helping improve services for students, staff and the local community. The key developments include a new sports centre, library, student residences and student hub to join the new Bramall Music building currently nearing completion.



Director of Estates Ian Barker commented

'Although we are very proud of the Edgbaston campus these are significant and exciting projects that will benefit students, staff and the local area. The University was founded to be an inspirational place of learning as well as an asset for the city and the proposed investment will help to deliver the high quality environment and facilities that are essential to attracting and retaining the best staff and students. The plans will also make a significant contribution to improving energy efficiency and reducing the University's environmental impact and carbon footprint. We hope that staff and the local community will feedback their views and comments in the coming weeks to shape and develop the proposals.'





Birmingham: Shaping my future

Recent alumna, current staff member and local Councillor, **Brigid Jones** recounts her Birmingham experience.

When I accepted a place at the University of Birmingham I expected little more than the MSci in Physics I had applied for. What I never suspected was that six years later I'd also have met two Prime Ministers, sat on three governing bodies, helped to run a society, led student protests, stood in election campaigns, made such incredible friends, and that this would have led me down an unexpected path, where I'd spend a year as a Vice President at the Guild of Students, go on to work at the University, and, this May, be elected as a Birmingham City Councillor for Selly Oak Ward.

No two 'student experiences' are the same, and they are very much what you choose to make of them. After a very happy first year here in a whirl of pubs, lectures, mates and clubs, I felt that I should try something new in my second. Some friends seemed to have enjoyed joining societies, so I thought I might try one myself.

The Guild of Students is home to more than 150, and at its heart is representation to the University and action for the rights and welfare of students. After trying out a couple of campaigning societies I found my feet with Birmingham University Labour Students, and thought I'd have a go at standing for Guild Council, the Guild's decision making body, too. By Christmas, my university experience had been transformed. I found myself on the society committee, running events with MPs, travelling and meeting other student activists from across the country in new cities, and even, through Guild Council, getting over my long held fear of public speaking.

Anyone who has been involved in a student society, sports club, residents association or representation will tell you just how much they have gained from it. I know people who have gone on to be government speech writers, run think tanks, get head hunted and build their careers as a result of the things they got involved with at Birmingham. Other friends of mine were inspired by particular modules and lecturers on their courses to look for extra curricula opportunities and to pursue certain careers paths or embark on PhDs, support in schools and departments can be invaluable.

As for me, at the end of my fourth year I decided to stand for one of the full time officer positions at the Guild, and after a gruelling election campaign with the help of an incredible campaign team was elected as Vice President for Education and Access. The job was more 24/7 than 9 to 5! It meant representing students on University Senate, Council and other educational committees, leading and being a trustee of the Guild, helping students through appeal hearings, tackling issues such as course closures, and so much more in between. It was an extraordinary year, and when I finished, I wasn't sure whether to go back into science or stay in the university sector and use the experience I had gained.

I ended up with a combination of both worlds and I now work here, developing Energy Research opportunities; a job I first heard about through my School Careers Officer. I got involved in local issues too, and become a school governor. In May 2011 I stood for the second time to represent Selly Oak Ward on Birmingham City Council, and won. As a former student activist it is a unique opportunity and privilege to represent one of the most densely populated student areas in the country.

This means I have had a rather varied relationship with the University, at times a student, union representative, governor and now staff, and a councillor for the area that borders it!

My great worry is that with fees going up, students will become more concerned than ever about saving money, working and getting academic grades, and let the other opportunities fall by the wayside. There is so much more to university than lectures and essays, and to miss out on it is a tragedy. Innocently turning up to a society curry night five years ago led me down a path I never imagined. I would urge every student to try something new and look for something more than just their degree – they can never know where it may lead.

Birmingham: A to Z of services

Service	Contact
BUAFTA	www.intranet.bham.ac.uk/buafta
BURN FM	www.burnfm.com
BUZZ	www.buzz.bham.ac.uk
Careers and Employability Centre	www.as.bham.ac.uk/careers
Centre for Learning and Academic Development (CLAD)	www.as.bham.ac.uk/clad
Chaplaincy	www.chaplaincy.bham.ac.uk
College employability teams: <input type="checkbox"/> Arts and Law <input type="checkbox"/> Engineering and Physical Sciences <input type="checkbox"/> Life and Environmental Sciences <input type="checkbox"/> Medical and Dental Sciences <input type="checkbox"/> Social Sciences	www.as.bham.ac.uk/careers/cal www.as.bham.ac.uk/careers/eps www.as.bham.ac.uk/careers/les www.as.bham.ac.uk/careers/mds www.as.bham.ac.uk/careers/coss
Counselling	www.as.bham.ac.uk/counselling
Disabled student support	www.as.bham.ac.uk/disability
Entrepreneurship and Innovation	www.as.bham.ac.uk/ei
Equality and Diversity	www.equality.bham.ac.uk
Great Read at Birmingham (GRAB)	www.intranet.bham.ac.uk/staff/events/great-read.shtml#1
Guide to Effective Learning (GEL)	www.gel.bham.ac.uk
Guild's Advice and Representation Centre (ARC)	www.guildofstudents.com/thearc
Guild of Students	www.guildofstudents.com
International students	www.as.bham.ac.uk/international
KPMG school leavers' programme	www.kpmg.co.uk/slp
Learning Spaces	www.as.bham.ac.uk/learningspaces
Library Services	www.library.bham.ac.uk
Library Services e-library	www.elibrary.bham.ac.uk
Library Services online catalogue	www.libcat.bham.ac.uk
Peer Assisted Study Sessions (PASS)	www.as.bham.ac.uk/pass
Personal Skills Award (PSA)	www.as.bham.ac.uk/psa
Redbrick	www.redbrickpaper.co.uk
Skills4studycampus online resource	www.gel.bham.ac.uk/s4sc.shtml
Skills Development (technology) team	www.skills.bham.ac.uk
Special Collections	www.special-coll.bham.ac.uk
University You Tube channel	www.youtube.com/unibirmingham
UoB Student mobile application	www.bham.ac.uk/mobile-app
UBSport	www.sport.bham.ac.uk
Welcome 2011 website	www.birmingham.ac.uk/welcome



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