

## **Enhancing the Student Experience – A Hong Kong Perspective**

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This presentation will look at the role of student feedback in contributing to higher education in the area of policy formulation, resources allocation, regulatory measures, direction of institution efforts, curriculum design and the impact on teaching and learning.

Beginning with an overview of the global role of student surveys and feedback, it will show how increasingly the role of the student voice has become more critical in shaping both an institution's and policy maker's strategic direction. Presenting a number of case studies from around the world, this presentation will show clearly by example where institutional change has been facilitated by acting on student feedback.

The final part of the presentation will take a look at the international student experience in Hong Kong and give an insight into how domestic students view the process of internationalisation within their institutions. This is based on an ongoing project with Hong Kong's Education Bureau surveying across a number of leading Hong Kong educational institutions. This presentation will outline some of the key aspects of how institutions can ensure they are delivering the best experience for their students. This will lead to some clear recommendations on how Hong Kong institutions can use the collation of such feedback to improve their institutions and facilitate strategic change throughout their institution.