

Well Hello There!

Find and bring up to the screen something that reflects something about yourself or something which is important to you.

Take no more than 30 seconds, please.

Design informed approaches to student engagement and experience

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RAISE Partnership SIG

Padlet

bit.ly/raisedt

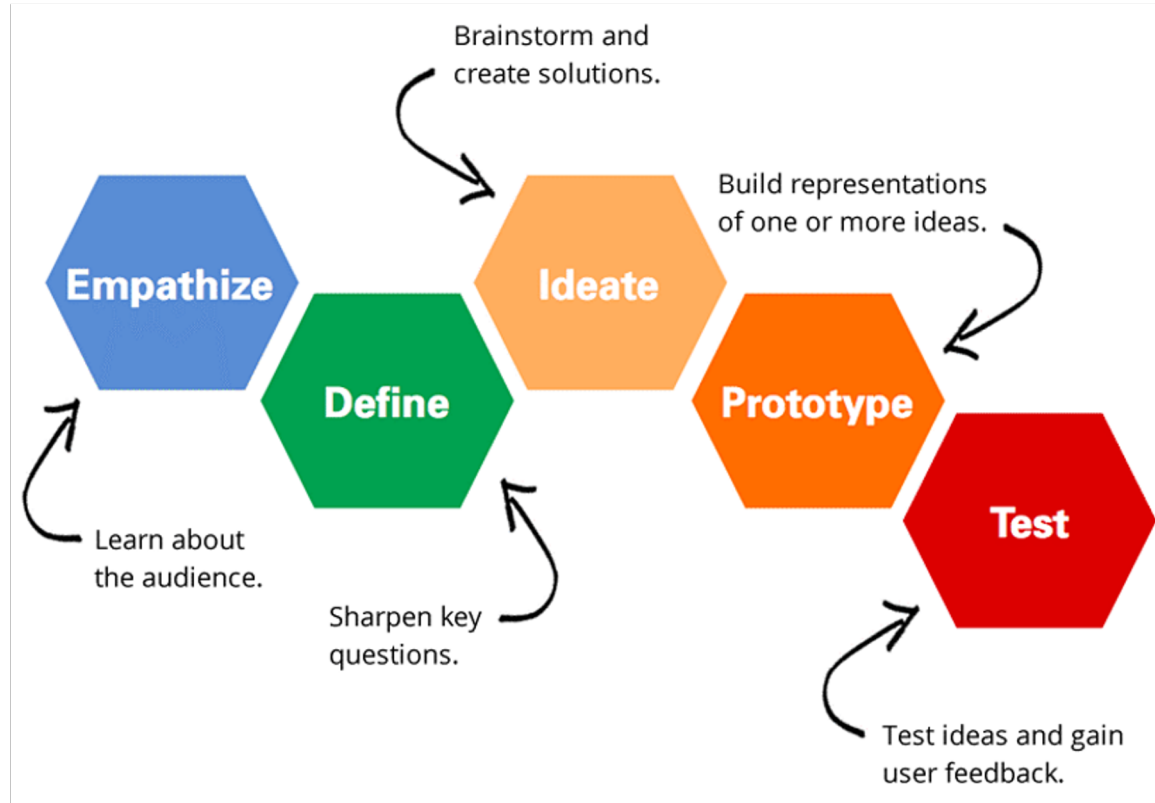


Change & Innovation



Jisc named design thinking one of the key capabilities for an HE leader in their 2030 strategy framework

What is design thinking?



Bo

Why and how got started?

Created the Warwick Secret Challenge in 2018 when I was a Doctoral Researcher working on an Education Strategy project

Identity

Learnt about it during my MSc at WBS and it has changed my mindset

Mindset

Find a gap, add value

Tribe

Student Experience by Design podcast

Jess

Why and how got started?

Introduced to the concepts of design thinking when working in the library sector. Used DT in academic development.

Identity

Key part of my practice - significantly during the pandemic, influenced approaches to my leadership of LDCU.

Mindset

Evolving, continuously reflecting, open to new ideas and some surprising outcomes

Tribe

Staff and students across the university and beyond; designing together community

Jean

Why and how got started?

Was introduced to Service Design as a methodology when was leading a project, funded by JISC, on how to improve the student experience of Enrolment at the University of Derby in 2008.

Identity

Have spent the last 15 years on my journey bringing human-centred design to improve processes, add value and enhance the student and staff experience in HE.

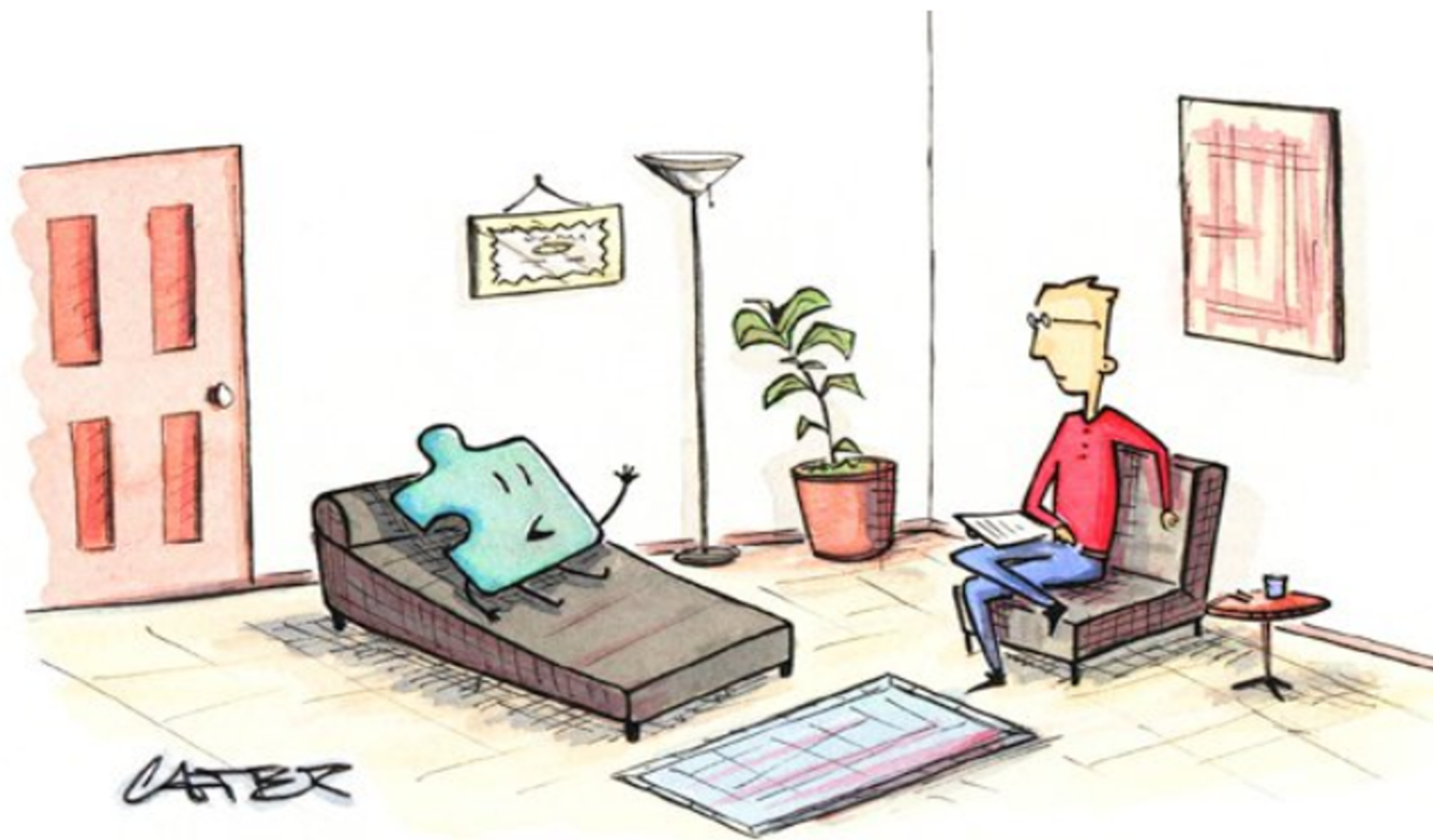
Mindset

Open. Don't assume - look, ask, measure and co-create.

Tribe

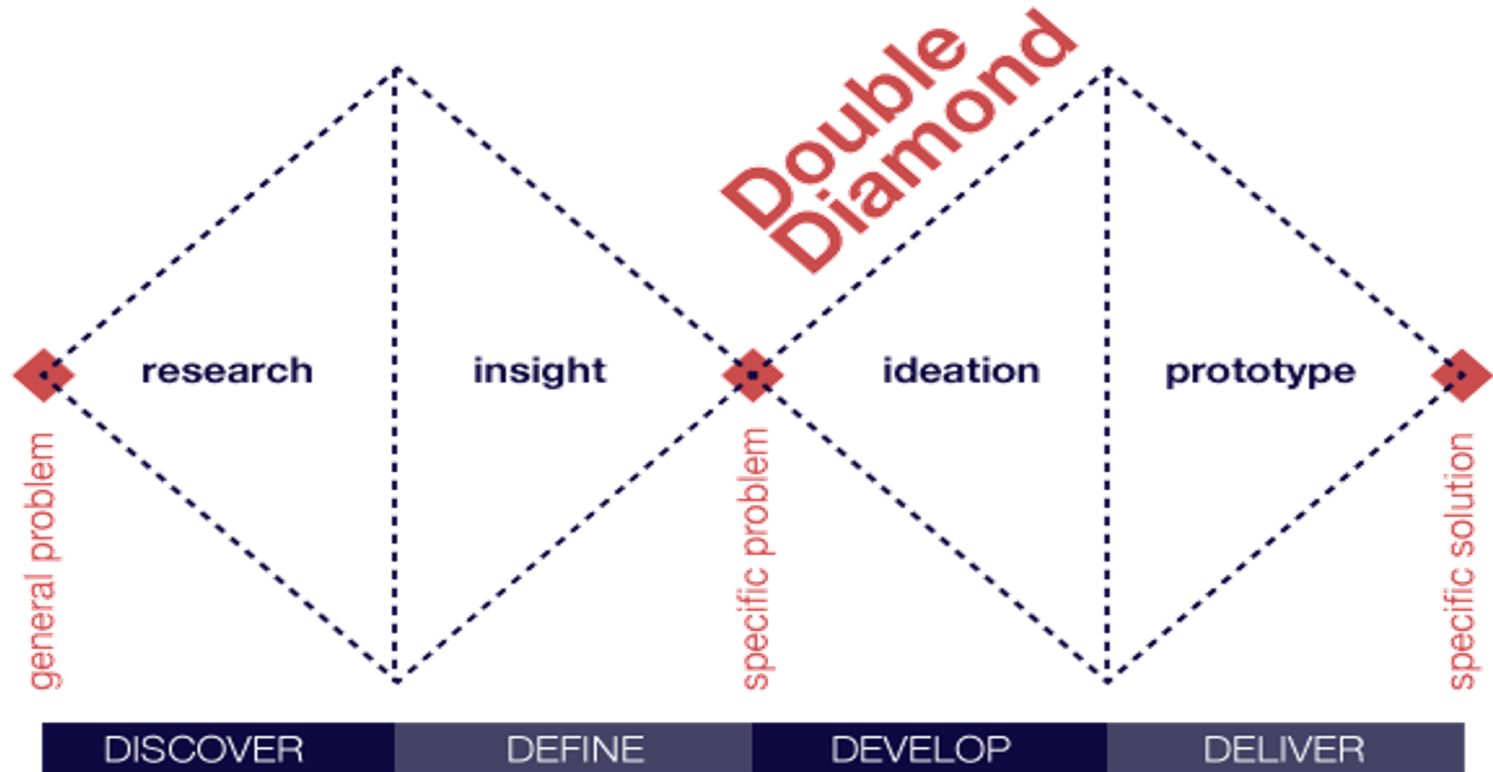
Service Design in Education community.

A missing piece

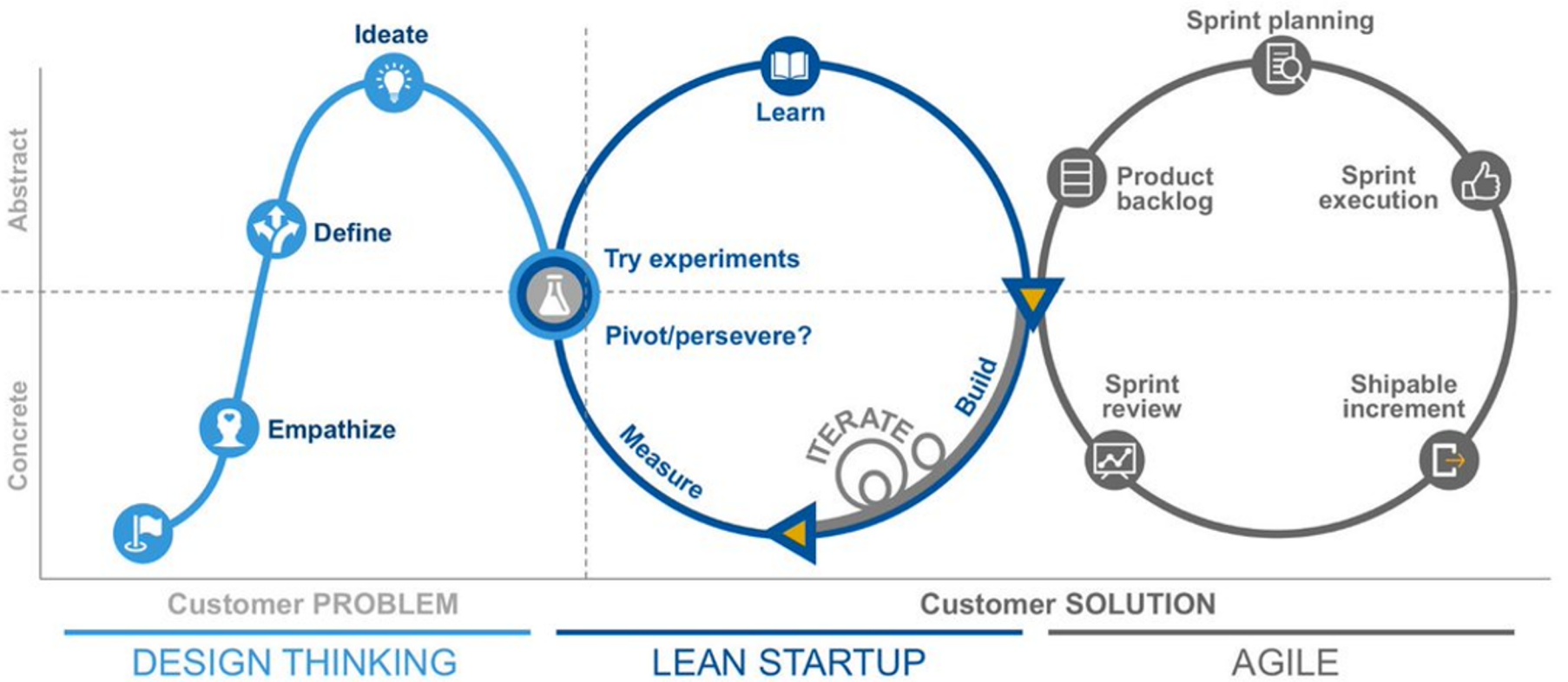


"Did you ever feel like you're part of something greater than yourself?"

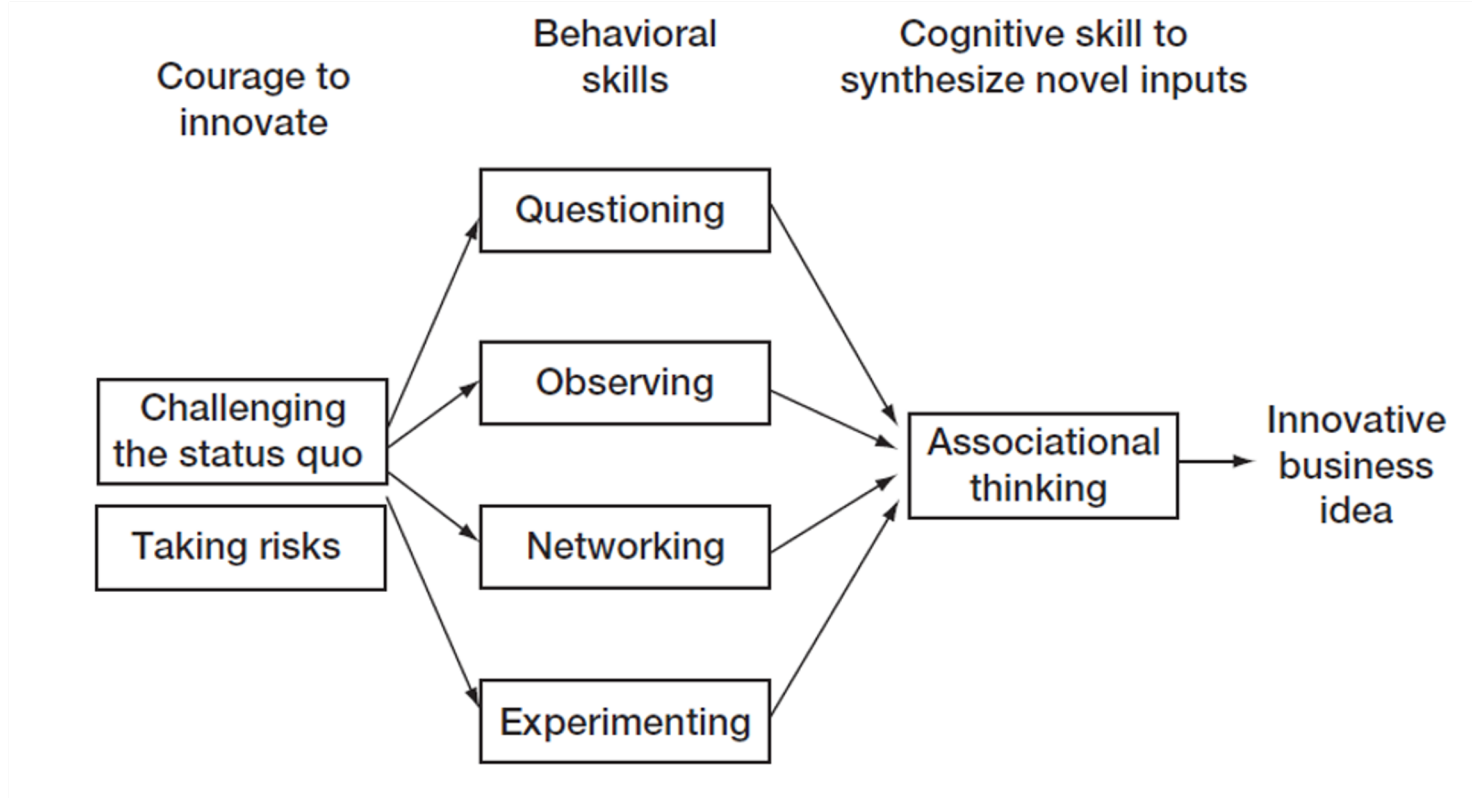
The Design Council's Double Diamond - as a process/mental model



Design, Lean & Agile



Innovator's DNA (Dyer et al., 2011, p.27)



Creative thinking

Come up with as many questions as you can about this pencil in 30 seconds.
Try for at least 10 questions—the crazier, the better.



Challenges/Barriers

Closing the loop

Getting through all stages

Long term engagement

Timing

Facilitation skills

Getting buy-in

Changing mindsets

Framing the right problem

Let's turn to the Padlet to discuss and share

Tips

Be curious and open-minded

Start small fires

Find your tribe/critical friends

Embrace ambiguity

Hold your nerve

Throw off that imposter syndrome

How to get started/continue on your learning journey

Let's co-create a toolkit in Padlet

- Worksheet
- Course
- Book
- Designing Together cards
- LinkedIn community

If we believe that we can and should design the next iteration of higher education, then we also must believe that we are the authors of our institutions

Grabill, J et al., 2022, p.8