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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Chapter 1: The 21st Century Student Experience – Issues, Trends, Disruptions, and Expectations; Mahsood Shah, Anja Pabel and John T. E. Richardson -- Chapter 2: Emerging trends and insights on student experience; David Kane and James Williams -- Chapter 3: People, promise and performance: triangulating student demographics, standards and indicators in a national higher education system; Beverley Oliver -- Chapter 4: Institutional approaches to engaging students in enhancing their experience; Liz Mossop and Joanne Lymn -- Chapter 5: Engaging students as partners in assessment and enhancement processes; Kelly E Matthews and Alison Cook-Sather -- Chapter 6: Transforming spaces and innovative uses of technology to

enhance the student learning experience; Paul M Holland and Melanie-Jayne Hainke -- Chapter 7: Improving the quality of teaching; Pieter Spooren -- Chapter 8: How can student experience be used to raise the academic standards of teaching?; Anna Parpala and Telle Hailikari -- Chapter 9: Using text analytics to understand open-ended student comments at scale: Insights from four case studies -- Thomas Ullmann and Bart Rienties -- Chapter 10: Social media and student experience: What do Google reviews say?; Mahsood Shah, Anja Pabel and Ishmael Adams -- Chapter 11: Disruptive trends in student experience evaluations and implications for academic staff wellbeing; Beatrice Tucker -- Chapter 12: Assessing and Enhancing International Student Experience in Australian Higher Education: COVID-19 and A Better Future?; Belle W.X. Lim and Kevin Marco Tanaya -- Chapter 13: Student Experience: Past conclusions and future directions; Mahsood Shah, Anja Pabel and John T. E. Richardson.

Sommario/riassunto

“This book will change and deepen your understanding of the interactions between the student experience, teaching and learning - a well-designed collection with excellent scholarly coverage of key theoretical and practical issues”. –Emeritus Professor Rob Cuthbert, University of the West of England, UK The book explores how national and institutional policies have had an impact on the quality of student experience. Student experience is becoming an increasingly important measure to assess the quality of learning and teaching: the chapters explore how institutions use student experience measures in improving the curriculum, assessments and other learning support. Through examining the definition of student experience within a variety of higher education contexts, the book explores the impact that a high reliance on student experience scores may have on academic standards. The editors and contributors question whether a new emphasis on student feedback as a gold standard for quality measurement may be potentially disruptive to the health and wellbeing of academic staff, combined with the increased use of student social media reviews. Covering topics such as the changing profiles of students in higher education, student voice in improving the quality of teaching, and the increased use of qualitative data, this book will be of interest and value to researchers of the student experience in higher education institutions. Mahsood Shah is Professor and Dean of Swinburne University of Technology, Australia. In this role, he provides overall leadership and management of the campus. John T. E. Richardson is Emeritus Professor of student learning at the Open University, UK. He taught and researched in psychology at Brunel University from 1975 to 2001, when he moved to the Open University to take up a new chair in student learning and assessment in the Institute of Educational Technology. Anja Pabel is a Senior Lecturer in tourism at Central Queensland University, Australia. Her research interests include tourist behaviour, marine tourism, humour research and tourism education. Beverley Oliver is Emeritus Professor at Deakin University, Australia, Principal Fellow of the Higher Education Academy and an Australian National Teaching Fellow. She is a non-executive director at Open Learning and non-executive director at EduGrowth, Australia’s not-for-profit acceleration network for high-growth, scalable, borderless education. .
