

U-SED VIDEO TRANSCRIPT

NC= Neil Carrant

NM= Neil McKeown

NC: Is there anything else about the student experience you want to highlight?

Student 1: I just love it, it's just, I can't emphasise how, is that how I have actually got sort of 4 years down the line from now, it's like I get my degree I do my I do my PGCE and I get a job.

Break

I: Why is it we conduct these videos?

NC: I think one of the most important things was to capture the student experience as it happened, so to capture particularly right at the beginning, the feelings, emotions the thoughts of students right at the beginning of the process, and we have done surveys in the past and it captures them at a certain point, but often that point is later on in the term. The students don't necessarily remember exactly how they felt right at the beginning. So the notion was to try and capture things as they progressed through the period of the term as they happened. Erm, we also had text from the social network but again I think the importance of video is it kind of captures the emotional response better, and has a bigger impact.

Student 2: I feel, I feel much better today than yesterday. Yesterday I was extremely nervous, erm, I have been a little bit, erm, not sleeping too good this week, so erm, but I am gonna get over that. It was just a little bit of nerves, but I feel much more comfortable today. This event has been very good.

NC: So what about the process of actually collecting the videos?

NM: well, there has been issues haven't there? I mean, we tried; we are trying to get a complete overview of the student demographic at our University. But that has been difficult because certain cultures are more willing to be filmed and I would say that Western males are clearly more erm, willing to be filmed than Asian females for instance.

NC: I think the other one is that we have got, you know, hopes to actually get the students to do this themselves. So the original plan was to give the students the video cameras and to get them to go away and record on a regular basis. And I think with the demographic that we are aiming for i.e. these are new students getting that set up right at the beginning is very difficult because they are really coming in to do their studies. They are not really going to be willing to volunteer for this sort of thing, and I think given that it is very much, very much a sort of a pilot activity. We haven't had the planning and the time to be able to run with it and do the recruitment properly, and because it is something that you are not paid for, it is on a volunteer basis, that may be something we need to review?

NC: However, we did get a broad range of students and I think we have got certainly so far some nice themes that are emerging from what we looked at. The first theme we had was about the importance of the start and how big and important, massive, university is to students.

Student 3: I said to the people in the group that the only thing that was missing yesterday morning for me was when I left home. There is, my mum standing there going, "Come here, you have got a smudge on your cheek", because it took me back to that feeling of when you started grammar school or secondary school and you have got that, 'OK, I am in a new environment, I am in a learning environment' but you're a mature student, so you think 'OK' and you take yourself back there. But you're in your eleven-year old body as a mature person! But, as soon as walking through these doors and this is the second day of our refreshers, it's just a really comfortable feeling.

Student 4: I'd say I didn't know hardly anyone, didn't know my way around, felt like on my own. Obviously you I felt like a new person in a new area, new block, new, a new corner. A new corner, which I have turned in my life.

Student 5: Erm, really worried about silly things like, how to reference, what to call the tutors, do you call them 'sir', do you call them Professor, Bob, whatever? (laugh)

NC: So how do you feel about getting ready to start?

Student 6: I am looking forward to it, erm, made a few friends already now. Some of them are from Zimbabwe and it feels good, I think it will be a good 3 years, to be honest with you, erm, I am looking forward to it.

NC: You must have some worries. Have you any issues?

S6: Erm, not really, er, you get a bit nervous for your first time you know, just meeting new faces, but again as time goes by you get used to it, you get acquainted to people and before you know it you get in with a crowd.

NM: I think you said something to me about, this will be great evidence to show an academic who has been here for some years and has kind of got jaded over the time, because I do think it is quite easy to forget just how big a thing it is, you know, to come to university.

NC: Although students recognise the big importance of that big step, I think one of the things at the forefront of their mind was the role of staff and unprompted, often, in most cases, students mention staff and being helpful for.. sort of navigate those early days of being new students.

NM: So what do you think of this university? Be honest!

Student 1: Erm, support-wise, academic support-wise, I think it is top notch.

Student 3: Erm, you are in the right place and you have got a lot of support which I have found out the last 2 days immediately.

Student 2: I know it is a good university. I know from people I have spoken to that the lecturers are really helpful and everybody is really helpful, the staff, so for me it had to be the University of Bradford.

Student 6: Erm, I have met a few students, very friendly, very helpful as well.

NM: You say you are quite... Are there any particular features that you like about the campus?

Student 7: Erm, the support, the staff, seem to be really well organised from what I have seen.

NC: I think the other theme was about the cosmopolitan nature of student body. I mean most students will have come from a fairly, a fairly small sort of range of people and one of the students mentioned very strongly the international angle, the differently nationalities, the different languages spoken and how important it was to be learning in such a broad cosmopolitan environment.

Student 8: In other financial opportunities I have found that, er, I have never been in an environment where I see students from all over the world, you see. I meet people from Japan, from China from Germany, from France, from the Middle East and very interesting.

Student 9: I have found that there are so many students from all around the world.

Student 5: Erm, I think it was. I had a worry to begin with that, you know, I would be the oldest in the class and I would be with a class of people who had just left school. That really worried me but that didn't prove to be a problem at all because they were really helpful, really good fun and really accepting and that has been one of the highlights. I've, you know, sort of made some good friends and good contacts and enjoyed the company as well.