

HERE team, Montenegro

Study visit, King's College London- Student Support Services

29th, 30th January 2013

Final Report

As representatives of Montenegrin students and members of our national HERE team we had an incredible opportunity to visit this prestigious school and learn more on their approach to students through presentations of various student services offered to students. On those presentations where lecturers mostly shared their personal experience of working at King's College we could see what kind of services they offer to their students. The first thing to capture was not the quality of the overall system at this University, but passionate approach each one of them to what they are assigned to.

Maybe 20 to 30 years ago students' needs were only in the field of actual learning- going to lectures, reading books, passing exams. Today as the whole world changes, our expectations- being the students or academics, change as well. If you are a student you expect to gain quality knowledge through higher education process but also to get more skills so you can be better prepared for the 'real world' once the school is done. Employers today have also raised their own expectations of young graduates. Having in mind overall job market stats, increasing number of people looking for a job that goes along with decreased need for new employees it is no wonder that competition is very high- not only among the students, but among universities as well. In such wetting, King's College works hard to modernize their approach to students and to create complete atmosphere for everyone involved.

Since the recent change in U.K. universities budgeting, King's College raised their tuition fee to 9,000 pounds per year, which obviously meant they needed to ensure students will get the adequate attention according to the paid money. Stephen Large introduced this whole program explaining what does it actually means to put students 'at the heart of the system' but also how they see students as customers. We have to admit, hearing 'students as customers', we've all reacted surprised- when does the education become business? But then, after the whole lecture,

