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| UCL Arena Centre |

# A black header banner with the UCL letters coloured white. In the top left corner is UCL's slogan written in Title Case Listening harder for the student voice

*Dr Thomas Gilbert, Lecturer (teaching) Electronic and electrical engineering, on an event which allows students and staff to have meaningful conversations about student experience.*

December 2023

Working with the Student Voice to get things right can be quite a challenge in practice. They need different things at different times. Things have changed since we were students. And often, despite everyone’s best efforts, we can’t always easily grasp what their priorities are, or where the gaps are. And we can struggle to explain why an apparently simple request is actually quite difficult to act on. The channels of communication that do exist don’t always flush out what is most pressing and don’t always set up the right kind of dialogue.

So we decided to organize an event called simply ‘What I wish I knew’, to signal that we wanted to support our students in answering their questions as well as hear about the things that these processes didn’t always get across to us as staff. We made sure the event itself was organized in dialogue with students, included them fully as participants and made sure that we reached as many people as possible. Basically, we helped structure and support *their* event, at a time and in a way that participation was straightforward, at a good time and with really good communication in advance.

We now have a better understanding of what resources our students are consuming, highlighting areas we need to emphasise more as well as areas we are not currently covering as a department.