

## Delivering world class student experience and wellbeing – the role and impact of the estate, buildings and spaces.

Ian Caldwell and John O'Brien

## Agenda

- 9-9.30am Arrival, refreshment and networking
- 9.30-9.45am What does the HE student experience research say about the impact of estates – Ian Caldwell HEDQF
- 9.45-10.15am Discussion
- 10.15-10.30am Can HEI's learn anything from private sector investment and research in employee and customer experience – John O'Brien LCMB
- 10.30-11am Discussion
- 11am Refreshment, networking and close.



## Introductions

