

21. Student support and customer satisfaction in an international market

12/13 March 16.30 start

Caroline MacDonald

Pro Vice-Chancellor (Learning and Teaching) Glasgow Caledonian University

Second speaker to be determined

PROVISIONAL PROGRAMME

THURSDAY

- 16.30 Arrival, tea and registration
- 17.00 Introduction and agenda setting
- 17.30 Caroline MacDonald: presentation
Discussion
Distribution of client briefings
- 18.30 Break
- 19.00 Reception
- 19.30 Dinner and discussion.

FRIDAY

- 07.30 Breakfast
- 08.30 Second presentation
Discussion
- 10.30 Coffee break
- 11.00 Clients introduce their briefings and answer questions
Syndicates meet to examine and prepare feedback on briefings
- 12.30 Lunch
- 13.30 Panels and syndicates report back

Discussion

15.00 Tea

15.30 Summary of action points for all participants

16.00 Seminar ends