

## **Joining things up: the superconvergence of services for students in UK universities**

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This presentation considers the latest developments in the integration of academic services to students. These are set against the context of the learning and teaching and organisational models which characterise universities in the UK. The paper also explores the changing expectations of new generations of students, particularly their use of technology and the growing consumerism which has resulted from students paying tuition fees, which are also shaping the way in which services are delivered.

The paper describes the impact of these changes on the roles of staff working in academic services and draws on examples from different institutions to illustrate the design of new buildings which encourage staff with different skills to work together. The presentation also notes the development of the electronic campus and assesses the impact of learning centres on the experience of students.