KAREN FOLEY: Good morning, and welcome to the Student Hub Live. Today is the 4th of October. It's day two of our (re)freshers and orientation event to welcome new students and continuing students to the Open University and to talk about all things study related to get you motivated, set up for you studies, and to tell you one or two things you may not know about the Open University.

Now for those of you who have just joined us for the first time welcome. This is a live, online, interactive event, and I've organised a really exciting mix of people to come and talk to you about a range of things today. We're going to take a look at using feedback to transform the library, about how you can get involved volunteering with the OU, and look at the history of the OU, which is really exciting. And it makes you really proud to be part of such an amazing organisation so we'll fill you in on that.

We're going to talk about out about learning styles and what type of learner you are-- that'll be really good-- the graduate school, the Open University Students Association. We've got some tutors coming. I know there's been a lot of talk yesterday about tutors so we've got Georgina and Matt coming to answer all your questions. So anything you want to know that we can put to our tutors, do let us know. We're going to talk about some of the things The Open University's been doing in the news, and again, student feedback.

So that's all in the day session, and we've got some stuff lined up for you tonight as well, including a space science chat-- stay tuned at 6:00 for that-- managing your study workload, and also about benchmarking and setting your expectations for the next academic year. So an awful lot to get through, but we had an amazing day yesterday, which is all available on the Catch Up.

And I've learnt that we must-- well, this is in my to do list-- must sort out my referencing tools, I'm not going to put my mobile by my bed-- because sleep hygiene is important-- I'm not joining Devon's new religion, highlighting without purpose is bad, and that there are two forms of highlighting-- short and long term. So I'm making a list of things that I'm picking up for my own studies as well.

Now I've got lots of people on our hot desk today, and this morning, we've got HJ and Lee. Welcome.

HJ: Hello.

LEE: Hello.

KAREN FOLEY: How are you both?

[LAUGHTER]

LEE: Very well, very well. Yeah, absolutely.

HJ: I think we're excited to start soon. We've got lots of chat already, which is really great, and I'm sure everyone who's been before knows that anything goes in the chat box. So your thoughts, comments and questions for our guests-- just pop them in there, and they'd love to hear from you,

And we're having lots of great chats about what we've had for breakfast this morning. So Sally's saying scrambled egg and bacon. I hear those been offers cakes as well.

LEE: Absolutely. There's definitely been offers of cakes this morning and from people everywhere. There's people tuning in from Northhampton, London, High Wycombe, Essex, Glasgow, South Wales, everywhere. So a really big bunch of sort of students this morning as well.

HJ: And lots of new students as well, which is great. So some teachers joining us. So hello. Very nervous this morning, so hopefully, we've got lots of great tips from you. Maria and Helima, they're new as well. So we've gotten lots of helpful stuff for you today. And people getting ready for tutorials, and I see there's lots of coffee in the chat as well. So that's always good. We've got a long day to day.

But yes. Anything goes in the chat. Send us your thoughts, comments, or questions. We're also on Twitter @StudentHubLive, and people has been sending lots of stuff that we put on our board. So all they're great study tips, and we learnt a lot yesterday. So if you got anything you want to send us, @StudentHubLive, or our email address, StudentHub@open.ac.uk. And I'd love to put your tip or picture of your favourite mug or study buddies on the board as well.

KAREN FOLEY: Thank you very much. OK. So we had a brilliant day yesterday, and we've asked you to fill in some of these widgets. Now if you're new, you might not know what these are. And these are interactive tools. So what you can do is you'll will see there's a map, there's a word cloud, there's all sorts of questions. And it's really important for us to know who's out there live right now, and what level you're studying, what subject you're studying, et cetera. So the chat's on

way to talk to us, but the other way is to use these widgets.

Now at the moment, we see that everyone's been to a Student Hub Live before. I'm not quite sure about that. So if you haven't been a Student Hub Live, do engage with the widgets. Just select the one that you'd like to vote on, and then all you do is press what applies to you, and then submit to send it. Now when you do that, you can also see what everyone else has put at home so there's an added advantage in doing so.

If there's a world cloud, which is like three things, you need to put three things in or it just won't send. So if you can only think of one or two, that is fine, but just put a full stop at the end, and then your results will submit.

Oh, we have some brilliant comments yesterday. I'd just like to pick a few highlights. Deborah said, "Thanks for the session. I have quite a shopping list now." Yeah, see, w went-- That with possibly the stationery session. Emma said she thoroughly enjoyed the quiz even though she came late, and Izza said, "It was lots of fun." She'd never played before. Juliana enjoyed it and said it was a funny way to learn.

Libby says, "Can't we have tutorials based on the Wheel of Ologies Quiz?" Well, I think that's a very good idea, Libby. And Fazana said, "Thank you so much for the link. You've made this process 100% easier, and my evening is viewing assorted now. That's about the Catch Up. So I hope you've managed to catch up on all of the content from yesterday. And Fazana said, "After watching that video, I emailed my tutor. It gave me the confidence to do so."

So yesterday, we were talking about the excitement and some of the anxiety around OU study, and everyone was sharing their help and advice. So if you a level 2 student, remember what it was like when you first joined. And the new students would really appreciate your advice and experience and tips. So please do put those in the chat.

Right. Let's have a look at that word cloud and see how you're feeling right now. So we've got some wonderful, upbeat words here like excited, happy, tired, keen, ready to learn, hormonal, enjoying the chat, alert, overwhelmed, happy, full tummy, sociable, eager, excited, happy. So lots of lovely, mixed emotions there, but thanks for fulfilling all of those in. And if you've got anything that you'd like us to clarify that can make your day more easy and take some of that stress away, do let us know in the chat.

OK. My first session is with Nicola Beer. We're going to be talking about using student

feedback to transform the library. The library, one of the best kept secrets at the Open University, although we're telling everybody about it at the Student Hub Live. And a lot of people might know about some of the things you do.

But in this session, we wanted to talk about student feedback because normally you guys give information out to students, which we love and appreciate a lot, but you're actually interested in receiving some. So what are you after, and why is that important?

NICOLA BEER: So I suppose we're being a little bit cheeky because we really want to get some feedback from students. And so we actually over the past have got feedback in all sorts of ways from different students, and we use it to make the library better. So when we get good feedback, it means that we can make sure that we keep doing the same things, that we don't stop doing what works. And when we get some that's not so good, it just means that we can find some ways to make it better for students.

So we really, really want to hear what people think about the library, and there are loads of different ways that students can do that. But one of the easiest ways, at the moment, which we'd really love everyone to do, is to come along to our brand new online training sessions and tell us what they think.

KAREN FOLEY: All right. What are these online training sessions? You had some of these last night, didn't you?

NICOLA BEER: We did, yes.

KAREN FOLEY: Yes, how did it go?

NICOLA BEER: Brilliant. We had over 100 students on some of them. So it's really lively, really good fun. And basically, these sessions, we have just rewritten them all. So the university's just changed the tool that they use for delivering tutorials.

KAREN FOLEY: Oh, yeah. I love it. It's so easy to use.

NICOLA BEER: Yeah, it's brilliant. It's a really nice, new tool. And we thought, hmm, this is a good opportunity. Let's see what students actually want and what they need. And we'll rewrite them, and we'll start again. And so we did some work with our student panel, and we found out what kind of things they wanted, what length they wanted, what topics we should be covering.

So we basically completely rewrote them, and we've got these five new sessions. And then now they're only half an hour long so they're nice and short so you can usually find a time and a day to come along to a half hour session or catch up with a recording.

We've got one that's like an introduction to the library. S that's just a find out what the library is what we do. And we've got how to use the library search for your assignment. So library search is our search tool, and that's just about how you can make sure that you finding the right stuff for your assignments. We've got one on referencing because know students really wanted one on referencing.

KAREN FOLEY: Yes, they love learning about referencing.

NICOLA BEER: Yep, and that's been really popular already. And we also have a couple-- one on picking the right information for your assignments. So if people came along to Helen and Wendy's session yesterday on fake news, they'll probably recognise some of the stuff in that. So it's kind of a similar vein but a bit more academic. And then the last one is kind of for level 3 students and higher and all about how you can use our databases for a bit more specialised search.

Yes. So a really big range. And what we're doing-- so we're running-- we've got two tonight. So 7 o'clock, Introduction to Library services, and then there's a little break for you to fill out the feedback form.

KAREN FOLEY: Ha, I see what you did there.

NICOLA BEER: Ha, yep. And then at 8 o'clock, we're running the How to Use Library Search for you to find information for your assignment. And so really, really great, students. Come along to that. And then at the end, we'll post a link to a feedback form, fill it out and let us know what you think. And as an added incentive, if you do that for the 16th of October, then there's a prize draw to win a 20 pound Amazon voucher. Just Good reason to do it.

KAREN FOLEY: Fab. Excellent. So you've got lots and lots of incentive. HJ, can you make a note of that to remind people for later? When they finish at the Student Hub Live tonight, they can pop along to that library session. And we've got the list of those on the Student Hub Live website so do check those out.

HJ: Jane said she went to two of the sessions as well, and she found them really fun. So it's good to have that recommendation there as well. And I'm still looking for my blanket, though. Do we have any ideas about that?

KAREN FOLEY: You're not allowed any power naps before at least half past 11, HJ?

[LAUGHTER]

NICOLA BEER: That blanket is mine now.

[LAUGHTER]

KAREN FOLEY: Hm. Yes. Everyone's got blankets. I don't know what we started here, but at least it's not anything for once. So Nicola, you've got all these sessions, and you're interested in feedback to improve these sessions. But what if people don't know what's good? Like sometimes people say, well, would you like to get feedback? And I think, well, I don't really know. So I'm not going to.

How would you encourage students to take part? Because I guess you're experts at sort of asking the right questions to get that feedback. You're not expecting them to sort of arrive with a sort of barrage of demands, although I probably could have a few.

[LAUGHTER]

NICOLA BEER: Yes, that's a really good point. And so we do have-- so the feedback form has got some questions, and so that's nice and simple. You follow that through. But there are loads of other ways to give us feedback as well. And so I mentioned the student panel. So that is for-- when we need to do some kind of quite rigorous research, we have a student panel, which is about 500 students across the university at any one time.

And we get involved with them. We do things like focus groups. We get them to do usability testing where we use eye tracking software and all sorts to see what they're doing on the library website. It's really cool.

So with that that's quite structured, and it's probably the most formal way that we get feedback. And but that is-- because we need to have a really good kind of an overview of the university population as a whole, that is invitation only. So students might not get an opportunity to do that, but if they do, we'd really recommend that they get involved.

But if you don't get invited to the student panel, then there are loads of other ways. So you can

just send us a Tweet, or on Facebook, just to really show a comment. Just like--

KAREN FOLEY: You've got a great Facebook page as well, and you do Facebook Live events on that. I follow it.

NICOLA BEER: Yeah, we do quite a few Facebook Live things. So that's a really great way just to send us like a really short comment, the kind of thing that you used to send into to friends. That's perfect. You can also-- there's a feedback form on the website. So you can fill that out. Or you can-- and this is probably my favourite way-- is to send us a love letter or a breakup letter.

KAREN FOLEY: A love letter or a breakup letter? Well, that's a bit unusual. I've never been asked for feedback like that before.

[LAUGHTER]

NICOLA BEER: These are awesome. So it's actually a research technique that's used quite a lot, usually in the industry kind of world. And it's brilliant because what it does is it gets you to write to kind of a product or service-- so in this case, the library-- but compose your letter as though you're either completely in love with it, or you're really not happy, and you want to breakup with them.

And it kind of gives us a really good insight into kind of the emotions that you're feeling about a particular thing. So it tells us really well what you like about the library and what you want us to do more of and what students really, really value, which is important because then we'll keep doing it. But it also tells us what's really frustrating students and what is making them think, oh, this as just too much. I can't carry on. So they're really helpful. So I have got an example.

KAREN FOLEY: OK, good. I'm assuming that there's no referencing going on in love letters so it's really easy to write. You can write in the first person, you can use value laden language, and all that sort of stuff we know people love.

NICOLA BEER: Yes. You can do whatever you want, there's no references, and we'd encourage images.

[LAUGHTER]

KAREN FOLEY: OK, good, good, good. So let's see what you've got.

NICOLA BEER: OK. So here's one that was sent in. So "Oh you, library. How do I love thee? Let me count the ways. You lured me in with your world class resources, and suddenly, I was hooked and

spending hours a day with you. You indulged my love of my subject, and we've been on many adventures together.

You're so helpful and understanding, too. You know that sometimes I need to step away from our relationship and spend time in my local university library. You not only understood this need, but you helped me to join the SCONUL Access scheme. You are truly the best, and I love you. Never leave me. Yours forever."

KAREN FOLEY: Is that from Richard Brown?

[LAUGHTER]

He's one of our colleagues in arts who does a lot on Middle English poetry, ha, ha, ha.

NICOLA BEER: Hm. I would love to get one from him. Yeah.

KAREN FOLEY: Yeah. We'd have to do that.

NICOLA BEER: You should. You should encourage it. Yes. Yeah, so it would be great if people want to send us some of those. It'd be fabulous, particularly if you feel like sending in some pictures as well.

KAREN FOLEY: Aw, fab. OK. So this is a really creative way. There are easier ways, and we've got a widget for people at home to to fill in, asking them how they feel about library services. Shall we see what they said?

NICOLA BEER: Yes, that'd be great.

KAREN FOLEY: OK. So they love it. It's awesome, appreciate it, helpful. Some people are saying that they're confused, impressed, scared want to live the-- oh, well, that's a bit-- I don't think you're allowed to live there because security come around in the evening. I've seen them. I've been kicked out before. In awe of it, happy, unclear, a little confusing, aw.

OK. Love the help desk. Oh, the help desk. That's a really important thing we should help people about that who don't know because there's so many students out there now.

NICOLA BEER: Yes, the help desk is brilliant. So it's basically a group of people like me, so all the librarians-- and we see answer your e-mails and your phone calls, and we have webchat as well. So basically, any questions at all that you've got. So we have lots of kind of self-help stuff on the library website. So you can have a look around there, see if you can find the answer. If you

can't or you just want to talk to someone, then get in contact, and we'll see what we can do.

And the really good thing is that the webchat is actually 24/7. And so if your trying to do your assignment in the middle of the night or you need help with referencing like half an hour before it's due in, you can use the web at any time, and someone will be there to help.

KAREN FOLEY: Aw. No, it's fantastic. Well, Nicola, we've got a lot of art students in today. 50% of our students say that they're studying arts, and a lot of them are at level 1. Now I wanted to sort of go back to this whole-- these online sessions tonight in particular because-- well, hopefully, the art students will be writing you some lovely poetry as well in love letters. But-- although, you never know. Some of the other subjects may like to take a break from their rigorous approaches and again, write something like this.

But these sessions, for people who've never logged onto the tutorial system before because it's really easy to do-- can you just tell them what they might expect if they rock up to one of your sessions this evening?

NICOLA BEER: Yeah. So what you'll do-- so there's a link on the library website to get to the session, and I expect we'll also be posting them on social media.

KAREN FOLEY: Do you have to book in or not?

NICOLA BEER: You don't need a book. Nope. All you do is you turn up. So the room opens about 15 minutes beforehand. And you just click on the link, join the room, and always a good idea-- so there is a little description of kind of basic advice before you join the room. So things like, remember to plug in your headset if you're using your headset, get you cake--

KAREN FOLEY: Get your cup of tea.

NICOLA BEER: --get your cup of tea.

[LAUGHTER]

We're always in the room beforehand letting you know how long we've got to go and just generally welcoming everyone. And we usually do a little reminder. Oh, you've got 10 minutes. Now's the time to go grab a cuppa, or go to the loo, or do whatever you need to do. But other than that, that's really all you need to do you just need to turn up at the right time, wait in the room, and we've got-- so before the session starts, we've got a little slide show that's up that

gives you kind of little bits of advice about how to get the most out of Adobe Connect. So there are things that you can do, like raise your hand, or send us an emoticon.

KAREN FOLEY: Have a rave.

[LAUGHTER]

We talked about that yesterday.

NICOLA BEER: Yeah, you can have a rave in the chat.

[LAUGHTER]

There is a chat box as well so you can get chatting to people. This is actually a really good way to meet people because sometimes, apart from things like this, you don't get to see your fellow students very often. so if you're there a little bit early, then you can use the chat to kind of talk to each other and organise--

KAREN FOLEY: Much like this today. So people who are like this might like that.

NICOLA BEER: Definitely. I think they'll love it.

KAREN FOLEY: Excellent. All right. So HJ and Lee, any questions? And what are you guys talking about right now?

LEE: Well, one thing we're talking about-- and I've been speaking to brand new student, Sanjeeta, who's starting with the OU completely brand new and a little bit nervous, and a little bit worried. And one of the things they're worried about is plagiarism when writing essays and referencing, in particular, because obviously that can have issues of plagiarism. And that's something that the library can help with has resources on, isn't it?

KAREN FOLEY: Yeah.

NICOLA BEER: It is, yes. So there's some referencing plagiarism advice on the library website. So it's under Help and Support, and there's a page there that's got a little bit of information and a little video with our friend, Bob, who's great. So he'll tell you a little bit about what plagiarism is and how to avoid it.

But generally, I would say don't worry too much. In fact, don't worry at all before you properly get started because within your modules, you'll be advised about that and what to do. And you won't just be thrown in and told you've got to reference stuff. We'll make sure that you know how to do it and why you're doing it and when to do it. And as I said, we've got that an online session now, which is about referencing. I can't remember when the next one is, but I think my colleague, Amanda, is on the chat so she can tell us when our next one is on referencing.

And basically, it's a case of don't panic. It's not as hard as you think, and we've got loads and loads of help and support and advice. And if you can't find the information that you need, as I said, contact the Help Desk, and we'll make sure that you're OK.

KAREN FOLEY: And especially, at level 1 you're not expected to be able to write reference comprehensively. As long as you have a go and follow the guidance, I often sort of try and get the structure and then sort of apply it to the chapter I'm looking at. And once you get the hang of it, it's quite simple. The thing I guess that Sanjeeta might be talking about is knowing when to reference. And this idea of plagiarism-- like taking ideas and credit for something that isn't really yours, and you can do that in a number of ways by paraphrasing stuff, like just turning every third word, or not crediting the source.

NICOLA BEER: Yeah, absolutely. So I suppose particularly at level 1, you're probably mostly going to be using the module materials. So sometimes it might seem quite difficult when you're just using the module materials to make sure that you're kind of using your own words. But it's quite important to try and do that. And as long as you put in a reference to the module materials-- and there you'll a guide tells you how to do that, and it will probably be on your module website, tell you how to do that.

And at the beginning, it's all about building up your skills. So no one's going to shout at you and tell you you can't have your degree because you got it a little bit wrong in the beginning. You learn by mistakes. It's really not something to panic about.

KAREN FOLEY: And you guys feed into the modules. So as students are progressing, they've have some study skills and the library sort of embeds things as you go through the module so that people get the hang of it as they went through. So don't worry about it, Sanjeeta. HJ, any other questions?

HJ: Yes, I just like that people have been attending the sessions, and they've really enjoyed them. So James is planning to attend tonight, and Melanie found the referencing session really

helpful, and she tuned in last week. So that's really great to hear. And Sally says she found the web chat really useful, and she was finding out about the library cards and how to get access to her local uni library. And there's some people interested in that, if you could tell us about that.

KAREN FOLEY: Yes. Was this the SCONUL thing?

NICOLA BEER: Yes, that's the SCONUL scheme that was mentioned in the love letter. And so it's a brilliant scheme. It's-- basically, the university is a member of this scheme, which means that our students can join, and then they'll get a little email, and we'll send them a library card. And they can go away and take that to a university library near them and join up there. So then you can use a study space, and you can borrow books. I think probably the study space is the most valuable bit. It's brilliant. You get a nice quiet space to work in.

And to do that, there is a form on the library website. So it's under Services For You, and you go to Students, and then Libraries Near You. And there's lots of information there about how to fill out the form because it can be a little bit confusing because it's the same form for all of the universities. It's a standard form, and we're distance learning students, and you don't get an OU card. So there's some advice there about what to put in those fields, which sometimes can trick people up. But otherwise, it's a really easy form.

KAREN FOLEY: Is there a charge for it?

NICOLA BEER: There's not charge. Completely free, completely free.

KAREN FOLEY: So just fines to pay if you take your books back late.

[LAUGHTER]

There's more questions. We've only got three minutes left so I'd like to try and plough through what we've got. HJ?

HJ: Yes, Salima has a great question, and says, "If I want to visit the library at Walton Hall, Milton Keynes, would I need to call to get in? Can we visit?

NICOLA BEER: Oh, good question. You can visit.

KAREN FOLEY: You're not to bring your iron, ha, ha, ha.

NICOLA BEER: No, no extreme ironing in the library.

[LAUGHTER]

I don't think security would like that. Yeah, anyone's welcome to visit. You don't need a card to get in. You can come in and use the space. If you want to borrow books, then you just need to fill out the registration form on the website. Or if you've signed up for SCONUL, you've been sent a card. Then you can use that card. But yeah, it's very simple. Anyone that wants to can come.

KAREN FOLEY: And a lot of students do actually. People are always studying nice and quietly in the library. Shh. And it is a really, really nice space.

NICOLA BEER: It is. It's brilliant. And yeah, it is very quiet, which I think is kind of the amazing impact of libraries. Because actually we get a lot of students who come in with their children, particularly during holidays, and it's still very quiet. And you've never seen such well-behaved children with colouring in whilst their parents get on with studying.

KAREN FOLEY: We're all very jealous of Sarah, whose local library has Wi-Fi and cake. Where are you living, Sarah? We'll come down there, ha, ha, ha. How evident-- Gladstone, sorry. OK, good. That's Gladstone Library in Hawarden. OK, excellent. Any other final things that you want to tell our audience about today, Nicola?

NICOLA BEER: I think-- we've covered quite a lot so I think what I really just want to reiterate is, please come along to our training sessions and please fill out the feedback forms so that we can make sure that they're kind of exactly what you need.

KAREN FOLEY: You guys do really, really care about students. You do give a really good service, again, with so many different things, from this managing your social media to the referencing, literature searches. There's an awful lot there. So yeah. Thank you. Excellent.

All right. Well, that's all we've got time for in this session. We're now going to show you this rave that we had in the library, and for those of you, this might come across a little bit odd. But basically, at a Student Hub Live event a little while ago, you guys at home said that we should go over to the library and have a rave there because the librarians kept telling us to be quiet. But because it's a library, we had to have a silent rave. Anyway, this is what we did.

We'll see you back in the next session, where we're going to be talking about using feedback and volunteering with the Open University. So join me in that next session in a couple of minutes.