

STUDENT ENGAGEMENT MEETINGS - PROCEDURE

Issue 3

Introduction

This third issue of the Student Engagement Meetings procedure develops the initial model of cross or 'inter-school' student engagement meetings to intra-school meetings with a focus on wider factors influencing the student experience and not necessarily confined to programme or curricula specific discussion. Additionally, the scope has been widened with a workable model that applies equally to both HE and FE students and their individual and collective experience. The procedure has been informed by the UK Quality Code, Section B5 on Student Engagement and is in-line with the UCB ethos and quality policy of recognising students as essential partners in the enhancement of their learning opportunities and student experience.

Student Engagement Meetings will focus on and strengthen the essential partnership with students in the identification of opportunities for enhancing the quality of provision and the student experience. This is in line with UCB's quality strategy and also matches the changing emphasis of external review, whereby an increasing focus on the student experience and the greater involvement of students with the process of quality evaluation has been introduced with the transition from Institutional Audit to Higher Education Review.

Student Engagement Meetings will be coordinated by the Registry/CQ Team and will be jointly facilitated with representatives from the Guild of Students.

Detailing the approach to Student Engagement Meetings in a procedure ensures consistency of practice and makes the protocol and process of quality review and enhancement transparent to all stakeholders.

Aims

Student Engagement Meetings will help develop and enhance the quality of provision and overall student experience through the identification and reporting of perceived strengths and weaknesses in provision and the student experience.

The requirements for management performance monitoring will be facilitated through the planned interaction with student groups, so meeting the UCB objective of commitment to the monitoring and enhancement of the student experience.

The UCB strategy of seeking new ways to develop the partnership with students in the identification of opportunities for enhancement will be supported.

The greater interaction with student cohorts will not only improve the measurement of quality performance but will harness the innovative powers of the student body in helping identify solutions which facilitate the improvement of service levels.

Responsibilities

The Academic Board through its Curriculum and Quality Committee is responsible for the monitoring and review of the Student Engagement Meeting process and outcomes.

The Director of Quality Systems and the Assistant Dean for Academic Quality Enhancement are responsible for the scheduling and hosting of Student Engagement meetings for HE and FE students and for reporting the outcomes to the Curriculum and Quality Committee.

Overview

1. Student Engagement Meetings will take place each year in March. Additional meetings may be scheduled as required. For example, when specific consultation or feedback is needed on a particular development or proposal.
2. Student Engagement Meetings will normally focus on students enrolled on programmes across Schools and will include meetings with students representing a sample across programmes and years of study. Attendance will be by invitation from the Assistant Dean and/or Nominee on the request of the Director of Quality Systems or Assistant Dean Academic Quality Enhancement.
3. Staff attendance at these meetings will be minimal as the focus is on a student-led agenda and discussion. The Director of Quality Systems or Assistant Dean Academic Quality Enhancement may host meetings jointly with representatives from the Guild of Students.
4. The Agenda for meetings will be student-led and flexible.
5. Meetings will normally be of 60 minutes duration and follow up meetings or student meeting sub-groups may on occasions be identified to jointly work on service improvement solutions.
6. The outcomes of Student Engagement Meetings will be published on the UCB Website.
7. The Curriculum and Quality Committee will receive the outcomes of Student Engagement Meetings with the aim of ensuring appropriate action is successfully carried out to secure enhancement of student service provision.

.....