Professor Michael Gunn
Vice Chancellor
Staffordshire University
Outline

• The agenda
• The student (learning) experience
• Listening mechanisms
• Governance
• Consumers or students?
The agenda

- Note – students here means full time or part time, undergraduate, UK students
- Postgraduate students (22% of all students)
- EU and International students (16%)
- Student experience, student engagement and student satisfaction
The student (learning) experience

◆ Student experience / student learning experience
◆ Student experience: accommodation and life, student sport and recreation/leisure, student services and support
◆ Student learning experience – academic issues of programme design, content and curriculum; learning, teaching, assessment and associated issues
Student engagement – partners in shaping their learning experience – national policy to individual learning agendas
Listening mechanisms
national surveys

◆ National surveys
◆ Important and here to stay
◆ But measures of satisfaction only?
◆ NSS- for final level undergraduates
◆ Jan-Mar in final year – impact of changes?
◆ National league tables
◆ Key Information Set
◆ For postgraduates – HEA surveys
◆ Postgraduate Taught Experience Survey
◆ Postgraduate Research Experience Survey
◆ Not comprehensive but valuable

◆ For international – International Student Barometer - optional
Listening mechanisms
internal surveys

◆ All years and all levels – students may see some benefits for them and their study
◆ Staffs – Student Viewfinder Survey – to mirror NSS
Listening mechanisms
student engagement

◆ Student as consumer recognised by White Paper
◆ But also – student staff partnership – learning community where engagement of students is encouraged
◆ HEA student engagement project
◆ Student representatives and student-staff liaison groups eg STARs (Student Academic Representatives) and website
Engagement at different levels

◆ Programme (eg STARs)
◆ School/Faculty (loss of Faculty Boards – replacement?)

◆ University
  ◆ Engagement with Students’ Union Executive
  ◆ Service level agreement/contract
  ◆ Membership of Board of Governors
  ◆ Education Committee
  ◆ Meeting/observing
Governance

◆ Strategy
◆ Measuring performance
◆ Ensuring effective risk management

◆ Relationship between academic governance and board’s responsibilities
◆ Educational character of the institution
Education Committee

◆ Role
  ◆ Strategic developments – academic strategy
  ◆ Confidence can reasonably be placed in management of academic standards and quality of teaching/learning opportunities

◆ Performance
  ◆ to take certain reports and consider
  ◆ Operation of Quality Assurance Framework
  ◆ Widening participation
◆ KPI reports
  ◆ League tables
  ◆ HEFCE/HESA PIs
  ◆ Student nos
  ◆ Student retention
  ◆ NSS
  ◆ Student viewfinder
  ◆ Destination of leavers
  ◆ Student achievement
◆ Autumn term meeting
  ◆ validation and review; welcome week activities; services within student office (student support); Staffordshire Graduate implementation; peer observation of learning and teaching

◆ Spring term meeting
  ◆ complaints/appeals/extenuating circumstances; annual monitoring action plan; reports and summaries from learning and teaching fellows; applied research centres; REF; professional, statutory and regulatory bodies

◆ Summer term report
  ◆ students’ union; research informed teaching; learning, teaching and assessment strategy monitoring; (QAA) audit working group; staff development and staff qualifications; advanced scholarship; summary of external examiners’ comments; enterprise report
Consumers or students

◆ Students at heart of system – expanding consumer choice – new inc for profit providers
◆ Importance of NSS etc – but passive
◆ Active involvement – dynamic listening mechanism
◆ Student engagement surveys
◆ Active listening
◆ Active involvement in decision-making