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Outline

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

The agenda

- White Paper: “Higher Education: Students at the Heart of the System” (2011)
- 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