

PRACTICAL APPROACHES TO ENGAGING STUDENTS IN THE ASSURANCE OF SCL

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ACTIVITY 1: WHERE ARE WE?

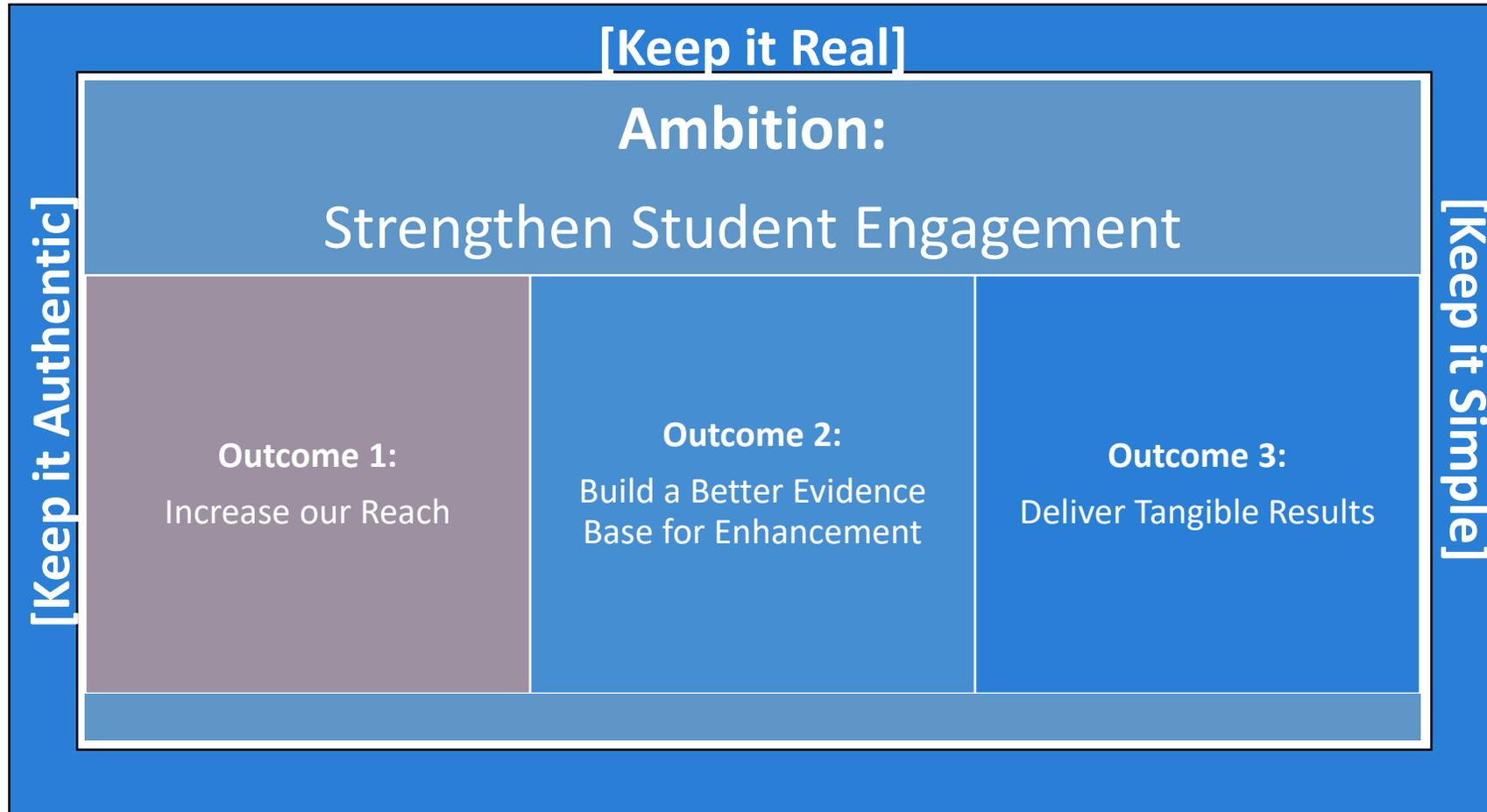
1. Think about how student engagement would look/work in an ideal world. Draw this.
2. Think about how your institution/agency/organisation currently engages students. Make a list of all the current 'touch points' you have.
3. Think about how effective they are. Do they help you achieve your vision of an ideal world? If not, where are the gaps – and what's driving them.

[10 Minutes]

STUDENT ENGAGEMENT AT THE UNIVERSITY OF STIRLING

- **Vision:** A situation where any student, regardless of location, level or subject of study, will be able to engage in enhancing the quality of their student experience.
- **Reality:** Inconsistent practice across the University – some outstanding, some severely lacking. Lack of leadership and ‘authentic engagement’.
- **Drivers:**
 - Students unable to see the difference their feedback makes, leading to greater disengagement;
 - Many priorities and limited resources (staff time and money);
 - Huge growth in student numbers has prohibited Sabbatical Officers being able to get their face out amongst the crowd;

IMPROVING THE SITUATION

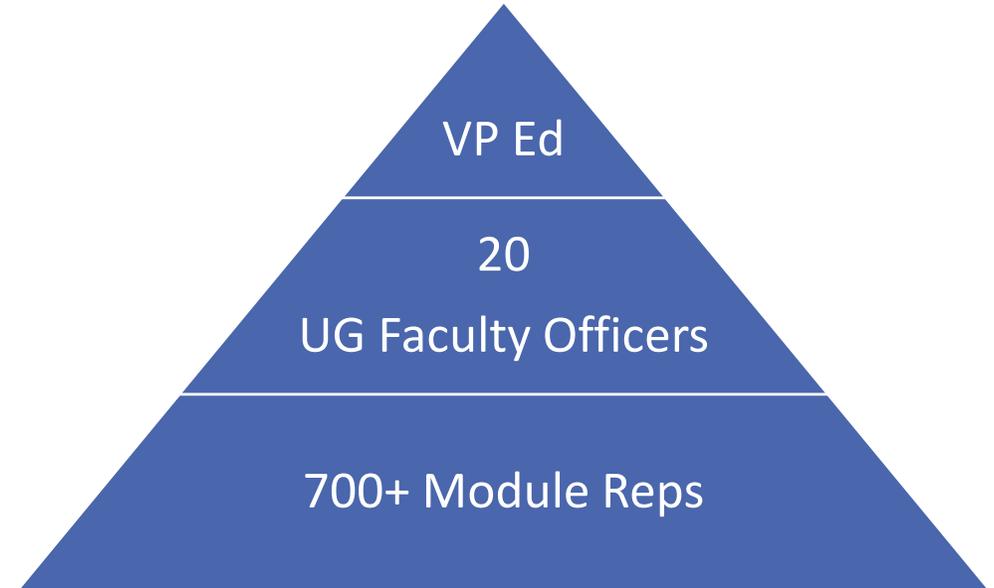




OUR FACULTY OFFICERS

THE FACULTY OFFICER ROLE

- Student Officers appointed to undertake senior student leadership role within each faculty.
- Act as a liaison between students, the faculty and the students' Union.
- Partnered with key staff in their Faculty to support Learning, Teaching and Student Experience Enhancement Agenda.
- Can often contextualise issues within their wider experience of being a student at the University.



Benefits:

- ✓ Bring contextual knowledge of that subject area to the table.
- ✓ Potential to build a core group reflective of the wider student population that can be called on when needed.

ENGAGEMENT IN THE ASSURANCE OF SCL

Co-Creation

Programme
Approval

Committee
Memberships

Reviewing

Annual Programme
Monitoring

Institution-Led L&T
Reviews

Enhancing

Student Surveys

Student-Led
Projects

ENHANCEMENTS MADE

1. Strengthened their role in supporting their division's network of Module Representatives. **(Keep it Simple)**
2. Gave them increased access to student survey data – put it back in the hands of the students. **(Keep it Simple)**
3. Refreshed our preparatory training academy – providing specific guidance to support them in carrying out the many aspects of their role.
4. Introduced a comparator role for Postgraduate (Taught and Research) Students – importantly contextualised around the nature of their study. **(Keep it Authentic)**
5. Increased their pay, by 100% **(Keep it Real)**



THOUGHTS ON

SUPPORTING INSTITUTIONAL DECISION MAKING

- Increasing focus on evidence-based decision-making within institutions.
- But how do you capture a representative voice of students to embed within decision-making?
- Not possible, 100% of the time. However,...
- 'Thoughts On Thursdays' allowed us to capture 300+ student opinions on matters pertaining to Learning, Teaching and the Student Experience.
- Took inspiration from QAA Scotland's 'Focus On' Programme of Work.
 - Targeted
 - Collaborative
 - Tangible and Impactful Outputs

Benefits:

- ✓ Allows us to embed the student voice at the heart of decision making within the institution
- ✓ Simple but impactful

HOW IT WORKS

- Students asked to fill out a short post-card (max. 5 questions) giving their thoughts on a particular issue that we know the University is working on and will produce tangible short-term results i.e. Learning Analytics, Learning Spaces. **(Keeping it Simple)**
- Incentivised – chance of winning a £50 Amazon Voucher, but we know this isn't the driver for engagement.
- We go to where the students are: outside the library, in our general meetings, in our central atrium space. **(Keeping it Real)**
- Results analysed by the Students' Union and taken to the appropriate Committee in the form of a discussion paper. **(Keeping it Simple)**

IMPACT



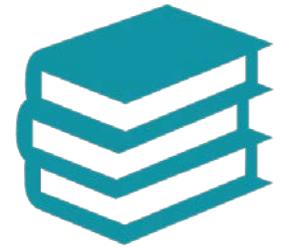
**Embedded into the scoping
of our work on Learning
Analytics**



**Influenced development of
the University's Capital
Projects**



**Transformed service and
relationship with City
Transport Provider**



**Rationalised the need for
work on our learning spaces
and specified the style
students would like to see**

ACTIVITY 2: SOLVING PROBLEMS

1. Review your list of Drivers from Activity 1. Identify one and develop a potential solution that'll improve engagement which "Keeps it Real/Authentic/Simple".

Beneficial to get a range of perspectives, so work in pairs for this. Be prepared to present back to the rest of the room.

[15 Minutes]



Supporting Programme Leaders
Edinburgh Napier University



Learning analytics
University of Strathclyde



Creative disciplines
Glasgow School of Art



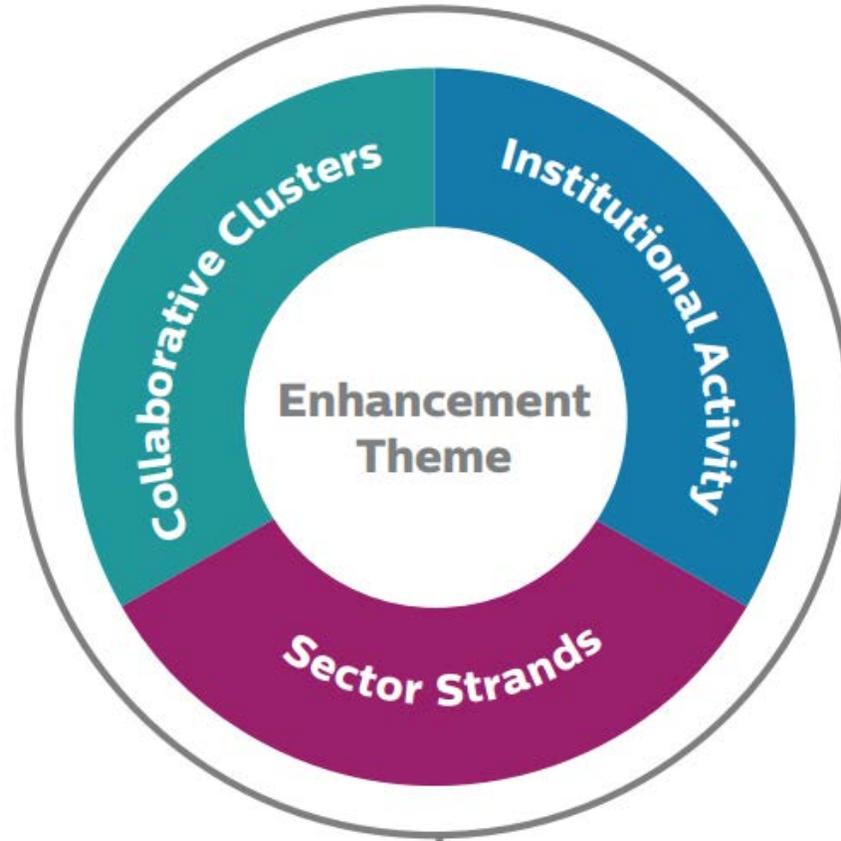
Distance learning
Queen Margaret University



Measuring beyond metrics
Abertay University



Graduate employment
University of Dundee



19 Institutions pursuing projects across the following areas:

- The nature of evidence
- Approaches to evaluation
- Staff upskilling and empowerment
- Learning analytics and dashboard development
- Quality assurance processes
- Student characteristics
- Student success, retention and employability
- Student engagement and belonging
- Learning space and curriculum development
- Digital technology, learning, teaching and assessment

Optimising the use of existing evidence

Student engagement

Student demographics, retention, and attainment

STUDENT ENGAGEMENT AND THE THEME

- **Core element** of Theme organisation and activity, a **mechanism** and **focus** for change.
- Student representation and participation **throughout** and **across** management and delivery of the Theme.
- Specific student engagement strand with supported **student-led project**:
 - **2017-18 Responding to Student Voice**
 - **2018-19 Students using students' data**



RESPONDING TO STUDENT VOICE: PRINCIPLES OF PRACTICE

In responding to student feedback, institutions and students' associations should...



**WORK IN
PARTNERSHIP**



**UTILISE
REPRESENTATIVE
SYSTEMS**



**ENCOURAGE
DIALOGUE**



BE TIMELY



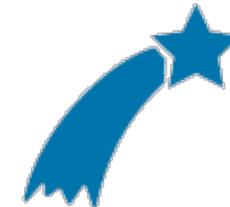
**ENSURE
TRANSPARENCY**



EMBED ETHICS



**SUPPORT
ENHANCEMENT-LED
APPROACHES**



**CELEBRATE
ACHIEVEMENT**

ACTIVITY 3: COMMUNICATING YOUR IDEA

1. Return to your proposed solution. Think about how you'll communicate this idea to key stakeholders within your institution/agency/organisation.

Use the Principles of Practice to devise a short Communication Plan.

[5 Minutes]

QUESTIONS