



Academic Quality Framework 2017-2018

Chapter 10: The Student Voice

10.1 INTRODUCTION TO “THE STUDENT VOICE”

10.1.1 The student voice is paramount and all students are encouraged to participate in providing feedback, to improve the quality and standards at the College.

10.1.2 The College considers students as partners in monitoring and enhancing the student experience. All students are encouraged to participate and engage with the quality assurance processes.

10.1.3 The College considers its student voice mechanisms meet UK Quality Code, the Chapter B5: Student Engagement:

“Higher education providers take deliberate steps to engage all students, individually and collectively, as partners in the assurance and enhancement of their education experience. ”

10.1.4 The main purposes for promoting the student voice, are to:

- Enhance the student experience
- Contribute to the decision-making processes
- Ensure the effectiveness of programme design and delivery
- Identify and share good practice

10.1.5 The Quality Assurance and Enhancement Strategy lists the mechanisms for student engagement in quality assurance and enhancement activities as one of its objectives. Therefore, the Quality Team (QT) is responsible for proposing and monitoring the effectiveness of the Student Voice at the College.

10.1.6 Students are able to make their contribution to the College’s decision-making process through, student representation, surveys, consultation on programme and course modifications, new programme approval events, an open door culture and complaints and appeals procedures.

10.2 KEEPING STUDENTS INFORMED

10.2.1 Students are kept informed about the ways in which they may engage with the College through the [NCH Academic Handbook](#), Programme Handbook, and during annual induction sessions.

10.2.2 During the Quality Assurance Induction session at the start of each academic year, students are informed about how the College uses their feedback and what enhancements have been made directly in response to their comments and suggestions.

10.2.3 Throughout the academic year students are kept informed about how the College uses their views and feedback through 'You said, We did' posters, student representatives and the student union.

10.3 STUDENT VOICE MECHANISMS

10.3.1 Student Representation

10.3.1.1 The College has a duty to ensure that the views of its students are represented. The College is committed to celebrating diversity and promoting equality of opportunity across all the 'protected characteristics' as defined by the Equality Act 2010. Students can become involved in a number of ways:

- Standing for election to the role of Student Representative;
- Encouraging colleagues to stand for election;
- Encouraging colleagues to stand for election;
- Accepting an invitation to stand;
- Attending as an observer;
- Submitting agenda items and papers for consideration;
- Providing feedback to Chairs, secretaries or QT on the effectiveness of the committee system.

10.3.1.2 Every Faculty has elected student representatives. There is one student representative per cohort, per Faculty. Student representatives are expected to be fully engaged and active in their roles and be clear of what is expected of them as representatives (including maintaining a dialogue with all their subject peers; being representative of their cohort; being empowered to be partners in decisions about the student experience and ensuring they are fully prepared for meetings).

10.3.1.3 The College should take into account, when using student representatives for specific projects, the potential workload for the student representative

10.3.1.4 Students are provided with the information about NCH Student Representation during the Quality Assurance Inductions at the start of Michaelmas term.

10.3.1.5 Each Faculty will be asked for nominations for year group student

representatives and a vote taken by student peers, if necessary.

10.3.1.1 The Head of Faculty is responsible for organising the nomination and election process and to provide clear leadership and engagement.

10.3.1.7 Student representatives will be appointed for one academic year.

10.3.1.8 QT is responsible for providing training and ongoing support for all student representatives.

10.3.1.9 Communication channels are in place to ensure speedy resolution of student issues brought up through the student representation procedures.

10.3.1.10 Student representatives have the opportunity to feed into developments affecting their student experience at programme, subject and institutional level.

10.3.1.11 Student representatives provide feedback where the experience has been good, enabling this to be disseminated to the other Faculties for possible inclusion in their practices.

10.3.1.12 Student representatives are eligible to sit on:

- TEACHING, LEARNING AND ENHANCEMENT COMMITTEE (TLEC). TLEC has the responsibility to enhance the teaching, learning and assessment for all of the programmes delivered at NCH, and reports to Academic Board.
- FACULTY MEETINGS. The Faculty is responsible for overseeing the management of the day-to-day management of the programmes and to ensure effective engagement with students on programme related matters.
- NCH DIPLOMA TEAM. The NCH Diploma Team is responsible for overseeing the management of the core course and LAUNCH.
- STUDENT:STAFF LIAISON COMMITTEE (SSLC). The aim of SSLC is to provide a forum for students to provide feedback and evaluation that will lead to an enhancement of the student experience once resultant actions are implemented.

10.3.2 Destinations Committee

10.3.2.1 A student is invited, by the Chair of the Committee, to join the committee. The student invited does not have to be a student representative. The Chair invites a student who has shown engagement and commitment to the LAUNCH programme.

10.3.3 The Open Door Culture

10.3.3.1 The College operates an 'Open Door Culture' for students to express their viewpoints and concerns. This enables students to speak to academics or professional staff, including the Master of the College (Master), at any point during the College open hours.

10.3.4 **Steering Groups and Working Parties**

10.3.4.1 From time to time steering groups and working parties will be set up to review, investigate, assess, evaluate, audit, consult, develop or implement a specific issue/development.

10.3.4.2 Where appropriate student representation will form part of the steering group or working party.

10.3.4.3 In some instances, a student may join a steering group or working party due to a particular interest or experience in the business but nor stand as a Student Representative for their course or year group.

10.3.5 **Focus Groups**

10.3.5.1 From time to time students may join a focus group to gain more in depth student feedback following survey results.

10.3.6 **Programme/Course Reviews, Modifications, and Approval Events**

10.3.6.1 All students are invited to contribute to programme and course reviews, modifications and approval events.

10.3.6.1 For new programmes, at least one student will be asked to sit on the Internal Programme Approval Panel. Please refer to AQF Chapter 4: Programme and Course Approval and Modifications

10.3.7 **Complaints & Academic Appeals**

10.3.7.1 The College is committed to ensuring a high quality educational experience for its students, supported by appropriate academic, administrative and welfare support services and facilities

10.3.7.2 The College publishes details of its complaints and academic appeals procedures in the NCH Academic Handbook.

10.3.7.3 The student complaints policy excludes certain specific complaints where the College has separate policies to deal with these:

- Undergraduate Academic Appeals Policy¹
- Student Disciplinary Policy

10.3.8 **Student Satisfaction Survey**

10.3.8.1 At the beginning of Trinity each student receives a request (a single link) to complete a survey relating to their degree courses, core curriculum, LAUNCH, enrichment programme and Annual Student Satisfaction survey, which includes a question on facilities.

10.3.8.2 Third year students are additionally required to complete the National Student Survey (NSS) questionnaire. The third year

¹ For Postgraduate students they should refer to Swansea University Academic Appeals Policy.

students will receive a separate briefing on the NSS to help prepare them to complete the survey.

- 10.3.8.3 The course surveys relates only to courses which have been completed by that student, that academic year.
- 10.3.8.4 Exceptionally, Heads of Faculty can survey students on courses completed by the end of Michaelmas, should it aid understanding of the quality and practice of the course.
- 10.3.8.5 Heads of Faculty may use other qualitative methods (such as SSLC or staff student Faculty meetings) to address concerns that may arise and require further understanding and investigation.
- 10.3.8.6 All components of the course surveys are restricted to a maximum of eleven questions and two discretionary free text boxes.
- 10.3.8.7 The format of the survey will be strongly agree /agree /neutral /disagree /strongly disagree.
- 10.3.8.8 A traffic light system is used to identify satisfaction as follows:
- >70% GREEN
 - 60% - 69% AMBER
 - <59% RED
- 10.3.8.9 The surveys are open for a maximum of three weeks.
- 10.3.8.10 QT is responsible for sending out the surveys, collating and distributing results.
- 10.3.8.11 The results are analysed and judgements are made using criteria as follows:
- 10%+ above national average is judged to be excellent
 - 5% - 10% above national average is judged to be good
 - Equalling national average is judged to be satisfactory
 - Below national average is judged to require improvement
- 10.3.8.12 The results are summarised and collated into a Student Survey Annual Report by the QT, and an action plan is developed to address the areas for improvement.
- 10.3.8.13 Action plans are agreed at Academic Board.
- 10.3.8.14 As part of the induction programme each academic year, students attend a presentation which summarises the outcomes of the student feedback of the preceding year.
- 10.3.8.15 All final year undergraduate students are invited to complete the National Student Survey (NSS) administered by Ipsos Mori, and independent research company.

10.3.8.16 The aim of the NSS survey is to provide students with a platform to report back on their whole student experience.

10.3.8.17 NSS results are published on the Unistats website, the official website for comparing UK higher education course data that helps prospective students to choose the right course and university for them.

10.3.8.18 NSS results are analysed in conjunction with the NCH student satisfaction survey and collated into a Student Survey Annual Report by the QT. An action plan is developed to address the areas for improvement. The Student Survey Annual Report is presented to Academic Board, and the action plan is monitored by the Teaching, Learning and Enhancement Committee.

10.4 THE STUDENT UNION

10.4.1 The NCH Student Union (NCHSU) is a student-led organisation at the heart of the College experience. The NCHSU exists to promote the interests of the student body. It aims to:

- Engaging the totality of the student body
- Bringing the union closer to self-sufficiency
- Building a social hub in college

10.4.2 NCHSU consists of eight union officers.

10.4.3 Each officer is elected by their fellow students and serves a one-year term in their allocated role.

10.4.4 Elections are held at the end of Michaelmas for the following roles:

- Union President
- Secretary
- Welfare and diversity officer
- Societies officer
- Facilities officer
- Media & communications officer
- Events officer
- Volunteering and fundraising officer

10.4.5 The Student Union officers have their roles clearly defined in the NCH SU Constitution and with that, are required to act another channel of communication with the College. For example:

- The Union President meets with the Master at the end of each term to discuss Student Union matters and provide feedback on the student experience.
- The Facilities Officer sits on the Health and Safety Committee and, as such, has a direct line of communication with the Facilities Manager and HR and Operations Manager to raise facilities matters.

10.4.6 In addition to these roles, the Student Union has the Office of Academic Affairs. The Office of Academic Affairs exists to have a representative who attends Academic Board, Student:Staff Liaison Committee, and liaises with the Student Representatives. The Union appoints, by the Union voting procedure, a representative of the Office of Academic Affairs.

Title	Academic Quality Framework Chapter 10	Author	Head of Quality Assurance
Location	Academic Quality Framework, NCH Academic Handbook	Approved by	Academic Board
Version	1.0	Last updated	December 2017
Publication date	December 2017	Review date	December 2018
Related policies and AQF Chapters	AQF Chapter 4: Programme and Course Approval and Modifications		
External Reference Point	UK Quality Code, the Chapter B5: Student Engagement; Equality Act 2010		