Student Voice Strategy

INTRODUCTION

1. 'Student Voice' mechanisms at New College of the Humanities (the College) are designed to provide students with the most effective means of providing constructive feedback to the College in order to enrich their overall student experience.

2. Students are encouraged to actively participate during their studies with feedback and suggestions, not only to help mould their own learning experiences, but also those of their fellow students.

HOW IS THE STUDENT VOICE HEARD?

3. The College aims to create and maintain an open culture for students to express their viewpoints and concerns. Some more formal and informal processes are available to students, but are not limited to the following:

   - Student-Staff Liaison Committee (termly meetings with the Master)

   - Student representation on academic committees, such as: Teaching, Learning and Enhancement Committee; Faculty meetings and Diploma Team meetings

   - Student satisfaction surveys

   - Student Union, with a representative from the Office of Academic Affairs sitting on Academic Board

   - Personal Tutor meetings

   - Open Forum meetings

   - Informal conversations with faculty, through the one-to-one tutorial system

   - Meetings (formal or informal) with the Student and Academic Services Team (Registrar, Student Wellbeing Coordinator, Academic Operations Officer and Academic Services Coordinator)and Quality Team (Head of Quality Assurance and Quality Manager)

   - Consultation regarding development of College policies, procedure and programme/course modifications

   - External research, such as NSS and DLHE

WHAT ARE THE BENEFITS FOR THE STUDENTS?

4.   Benefits for students include:

- Contributing towards both their own College experience and that of fellow students

- Enhancing presentation, listening, communication, and other transferable skills

- Enhancing the CVs of elected student representative and Student Union officers

- Affecting the way in which they are taught, and their learning environment

- Seeing where their engagement has brought about change and improvement

- Having a greater sense of belonging to a community

WHAT ARE THE BENEFITS FOR THE COLLEGE?

5.   Benefits for the College include:

- Students feel more engaged, leading to increased participation, progression and retention rates

- Students have a better understanding of how to enhance the College's provision

- Increased student input leads to better budgeting and investment strategy

- Teaching strategy and staff development are improved

MODES OF COMMUNICATION

6.   The College encourages students to engage in various ways but, most importantly, through modes of communication with which they feel comfortable. Some examples of these are:

- Via elected student representatives

- Anonymous satisfaction surveys

- Email correspondence

- Written correspondence (letters)

- Face-to-face meetings with faculty and Student and Academic Services

- Formal Student Complaints Procedure

CLOSING THE LOOP

7. As important as gaining student feedback, it is important that students know how their feedback is used or in some cases, where is it not feasible to be acted upon. Demonstrating how student feedback enhances the provision of the College, helps to encourage students to continue to provide valuable feedback, which helps inform the College's decision-making processes.

8. The College updates the students with enhancements in the following ways:

   • Minutes of meetings through Student Representatives and Moodle

   • 'You said…we did' posters

   • Updates from the Master during Student:Staff Liaison Committee meetings

   • Quality Assurance induction at the start of the academic year

   • Student Survey Report

MONITORING AND REVIEW

9. The student voice mechanisms are reviewed regularly by the Quality Team, using feedback from students and staff.

10. Any proposed modifications are presented to Academic Board for approval prior to implementation.

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