What will a successful student-staff partnership look like in 2020?

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#JiscCAN  http://can.jiscinvolve.org
Our aims for this workshop

» Explore what impact student-staff partnerships have had to-date on staff, students and institutions

» Explore what successful student-staff partnership will look like in 2020 in institutions including measures of success

» Overview of Jisc CAN resources to help you advance your practice
“Partnership is fundamentally about a relationship in which all involved – students, academics, professional services staff, senior managers, students’ unions and so on – are actively engaged in and stand to gain from the process of learning and working together.

Partnership is essentially a process of engagement, not a product.

It is a way of doing things, rather than an outcome in itself.”

A quick straw poll

Which of the following best reflects where your institution is on the “student-staff partnerships” journey:

› Considering
› Starting out
› Piloting
› Scaling up / embedding

02/06/16 What will a successful student-staff partnership look like in 2020?
What does a successful student staff partnership look like?

Using the materials provided, create a representation of what a successful student staff partnership will look like in 2020

Be as creative as you wish!
Impact on students

» Students (who actively engage):
  › Confidence (digital, personal, professional)
  › Active engagement in live and meaningful research
  › Development of key employability skills (e.g. team working, leadership, influencing)
  › New/improved career opportunities
  › Community, belonging, connections, making a difference
  › Recognition/potential accreditation (e.g. leadership awards, HEAR)

» The wider student body:
  › Empowerment - positive and informed changes to overall student experience (e.g. improved services, stronger voice, exposure to wider skills set beyond chosen curriculum)
Impact on staff

» Staff (*who actively engage*):

  › Increased digital confidence and range of digital technologies and techniques

  › Increased insight to student needs, culture and experience at curriculum/school/institutional levels

  › Benefitting from student creativity, drive and passion

  › Changing relationships - mutually supportive and increased engagement

  › Professional reputation

» The wider body of staff:

  › Empowered, more engaged and satisfied students

  › Staff benefitting from student digital skills
» Students are highly creative and effective at driving enhancements to the student experience e.g.

» Understanding of the ‘lived’ student experience

» Student satisfaction and institutional reputation / performance in league tables, surveys, online communities (e.g. NSS, student employability)

» Embedding student-staff partnerships in policies, plans, QA and QE/ change initiatives and support services (“local” and institution-wide)

» Student-staff partnerships can play a crucial role in strategic business process re-engineering / student journey / integrated ICT initiatives
Group activity: What is the impact in your context?

On the walls you will find flip charts with the following headings:

- Impact on students
- Impact on staff
- Impact on institutions

Use the post-it notes to share your experiences of how student staff partnerships are impacting in your context.
How do we measure impact?

Institutional performance measurements
- e.g. league tables, NSS, student recruitment, retention and satisfaction

Quality improvement
- e.g. in programmes, induction, personal tutoring, student services/resources/support, IT infrastructure and tools

Student achievement
- e.g. awards, employability, HEAR, badges, course results

Institutionally embedding
- e.g. in policies/strategies, QA/QE, TEF, learning gain, business/operational plans (including “local”), budgets, staff CPD

Enhancing engagement
- e.g. in innovation and change and with student unions, staff, senior management, alumni and employers ... including digital engagement
Group activity: How do you measure impact?

» In small groups discuss:

› How are you currently measuring impact of your student staff partnership work?

› What are the most important measures for your institution?

Be prepared to feedback the one most important measure
Overcoming challenges in creating successful student-staff partnerships

Split into two groups:

Pragmatists

Identify challenges

Change agents

Come up with solutions to the challenges

What will a successful student-staff partnership look like in 2020?
Developing successful student staff partnerships

- Benefits of student-staff partnerships
- Quick start
- Viewpoints implementation framework, resources and guidance:
  - partnership setup
  - partnership implementation
  - capabilities, development and accreditation
  - sustaining and embedding partnerships based on evaluation of impact
- Case studies
- Webinars
- Other agency initiatives

Viewpoints: a framework/process to support change
Benchmarking the student digital experience

» Jisc, NUS and TSEP


What will a successful student-staff partnership look like in 2020?
Sharing your experiences

1. Use our Twitter hash tag #JiscCAN
2. Reflections on the padlet https://padlet.com/sarahknight/lincoln
3. Share ideas on our Learning wheel: http://goo.gl/nkHlSv
4. Text wall: Send a text to 0207 183 8329 starting with digi
What one thing are you going to do as a result of this event to advance or enhance your student staff partnerships?
What will a successful student-staff partnership look like in 2020?

» Change agents’ network – [http://can.jiscinvolve.org](http://can.jiscinvolve.org)
» Case studies of institutional practice - [http://digitalstudent.jiscinvolve.org/wp/exemplars](http://digitalstudent.jiscinvolve.org/wp/exemplars)
» The Student Engagement Partnership – [http://www.tsep.org.uk](http://www.tsep.org.uk)
» REACT project – [http://www.studentengagement.ac.uk](http://www.studentengagement.ac.uk)
Jisc Change Agents’ Network

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