Jisc

Lincoln

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

Sarah Knight, Clare Killen, Peter Chatterton

#JiscCAN   http://can.jiscinvolve.org

» 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."

Healey, M., Flint, A. and Harrington, K. (2014) Engagement through partnership: students as partners in learning and teaching in higher education. York, Higher Education Academy. Available at: http://bit.ly/1gztC3u

Engagement through partnership: students as partners in learning and teaching in higher education

Mick Healey, Abbi Flint and Kathy Harrington   July 2014

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

> Considering

> Starting out

> Piloting

> Scaling up / embedding

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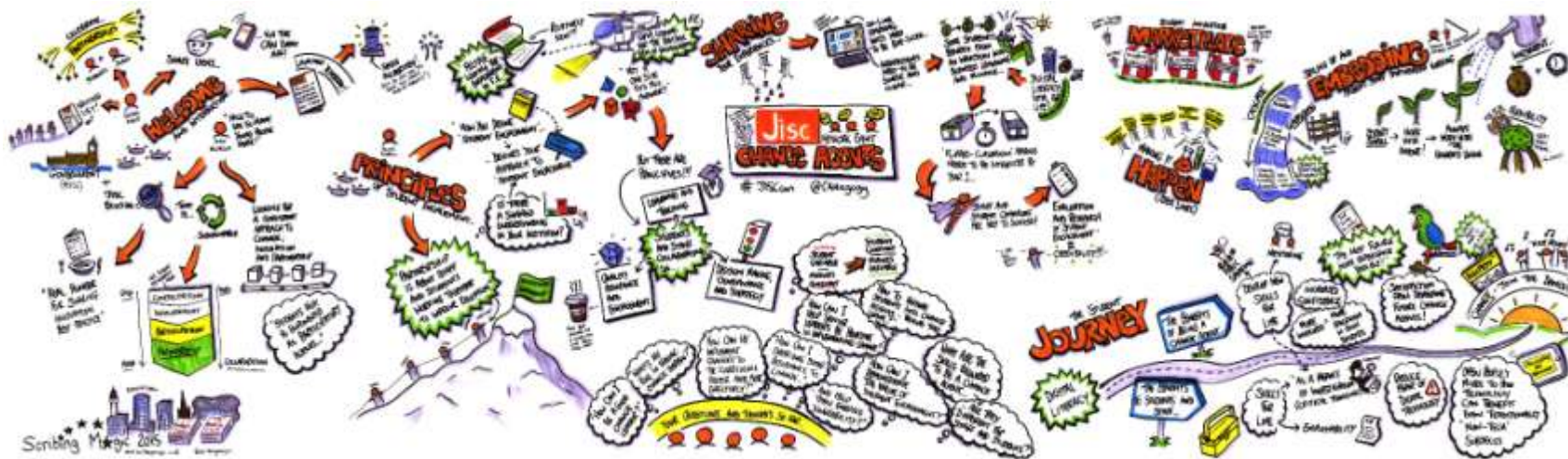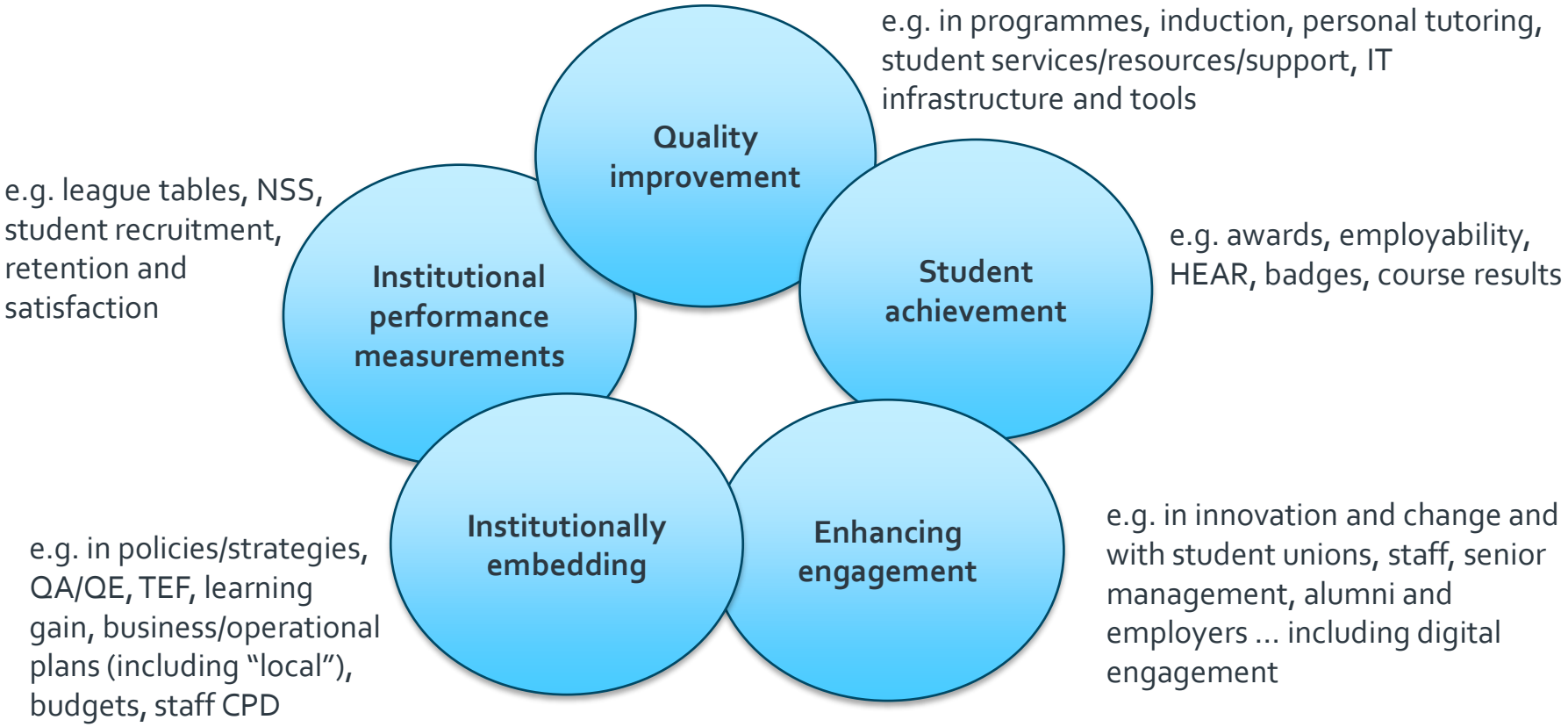

Be as creative as you wish!

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 (eg 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

» 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?

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

Quality improvement

e.g. league tables, NSS, student recruitment, retention and satisfaction

Institutional performance measurements

Student achievement

e.g. awards, employability, HEAR, badges, course results

e.g. in policies/strategies, QA/QE, TEF, learning gain, business/operational plans (including "local"), budgets, staff CPD

Institutionally embedding

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

Split into two groups:

Pragmatists

Change agents

Identify challenges
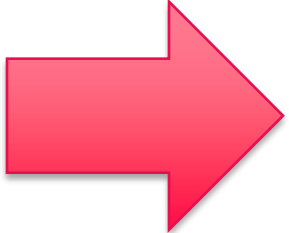
Come up with solutions to the challenges

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

Online guide available from:
http://bit.ly/jisc-partnership

Viewpoints: a framework/process to support change

Available from http://bit.ly/jisc-partnership

» Jisc, NUS and TSEP

» http://bit.ly/digstudentbenchmark

Good practice principle	First steps	Developing	Developed	Outstanding
Communicate with students about their digital experience	Students know where to go for help with digital issues. Students know what networks, devices and hardware are available to them. Students know what digital content and services are available to them. Students know how the college/ university uses their personal data.	Students are advised on a course-by-course basis what devices and services they should bring to support their studies. Students understand policies affecting their use of digital technologies e.g. fair use, plagiarism and copyright, 'switch it on', netiquette, e-safety. Students know how they can comment on and contribute to digital provision and the	Students are involved in decisions about digital provision through user groups and other feedback. Student reps have a good understanding of digital issues. Students are regularly polled about their digital experiences and their feedback is acted on by services and departments. Informal feedback is routinely sought in teaching groups and	Students are involved as partners in developing the digital environment and the digital experience e.g. as digital champions, developers, co-researchers, interns, and are trained and supported to engage fully in these roles. Staff and student groups work together to understand digital issues in and out of the curriculum, and to take forward solutions.

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

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» NOTE - if you don't start the text with digi, it won't go to our inbox

What one thing are you going to do as a result of this event to advance or enhance your student staff partnerships?

» Jisc NUS TSEP Benchmarking the student digital experience – http://bit.ly/digistudentexp

» Enhancing the student digital experience - http://bit.ly/digitalstudentguide

» Developing successful student staff partnerships - http://bit.ly/jisc-partnership

» Change agents' network – http://can.jiscinvolve.org

» Case studies of institutional practice - http://digitalstudent.jiscinvolve.org/wp/exemplars

» Using technology to support employability - http://bit.ly/employabilityproject

» The Student Engagement Partnership – http://www.tsep.org.uk

» REACT project – http://www.studentengagement.ac.uk

Jisc Change Agents' Network

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http://can.jiscinvolve.org

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http://www.jiscmail.ac.uk/CAN