Student Quality Champions

Raising Student Engagement with Complex Quality Enhancement

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Overview

Aim: Outline the impact and challenges of having a student role designated to Quality Assurance in two academic Colleges.

Outline:
1. The problem and proposed solution
2. Case study - the role in practice
3. Key lessons learnt
4. Conclusions and overall benefit
The Problem

• Awareness amongst staff and students
• Needs to be systematic and efficient
• A need for meaningful engagement
• External Context: HEFCE Framework
The Proposed Solution

• One student with elected responsibility per department.
• Training provided to student engagement staff
• Training provided to students about QA processes

Role to include:
• Programme and Module Approval
• Review of Student Survey results
• Student Academic Misconduct Officers
How it Worked: Modern Languages

• Modern Languages (College of Humanities)
  • 550 - 600 students
  • Seven language streams

• Responsibilities
  • Module Amendment and Approval
  • Promotion of Student Surveys (NSS and internal)
  • Annual Student Experience Review (ASER)
  • Brokering/ raising general concerns
How it Worked: Modern Languages

• Successes and Impact
  • Mutually beneficial working relationships with staff
  • Feedback valued and acted upon
    • Modern Language pathways document

• Issues
  • Module Accreditation
  • Awareness
  • Reporting to student body
Key Lessons and Future Developments

1. Practical Implementation

   - Organisation
   - Communication
   - Mapping role across year
   - Cyclical staff briefings and training review
   - Systematic Awareness

2. Interesting Questions Regarding:

   - Representation
   - Curriculum Co-Design
   - Focus groups
   - Formalised encouragement
   - Impact
   - Meaningful Engagement
Conclusions

• Encouraging student uptake

• Increasingly systematic involvement

• Developing meaningful partnerships with students

• Student employability and development