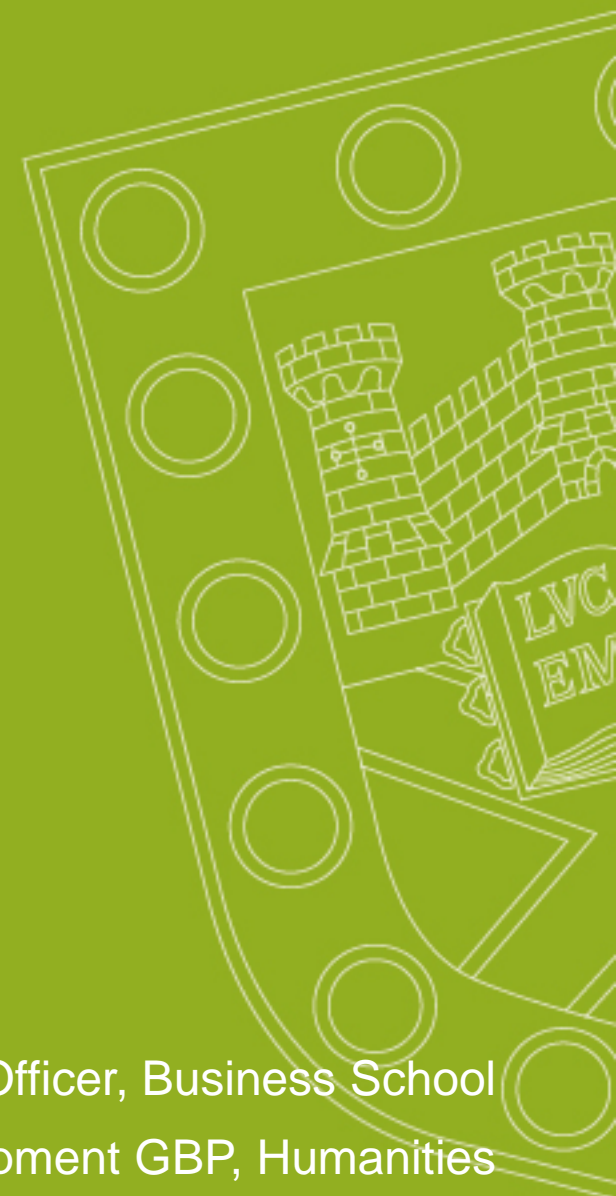




Student Quality Champions

Raising Student Engagement with Complex Quality Enhancement

- Gemma Gregory – Quality Assurance and Enhancement Officer, Business School
- Cathy King - Student Engagement and Education Development GBP, Humanities
- Jordan Coates – Deputy Subject Chair (Quality Assurance) Modern Languages



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

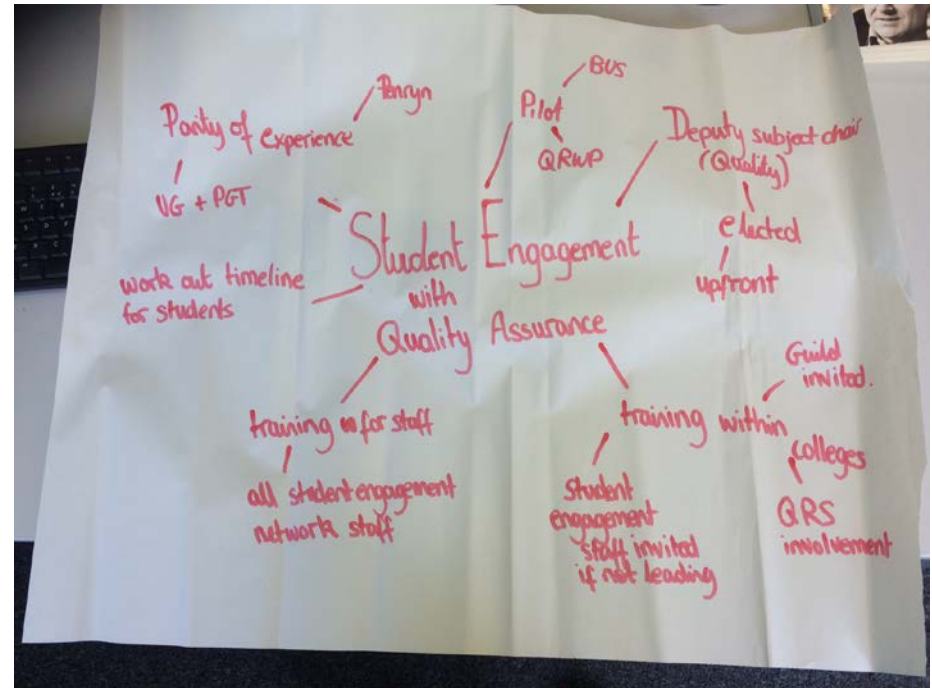


The Proposed Solution

- 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

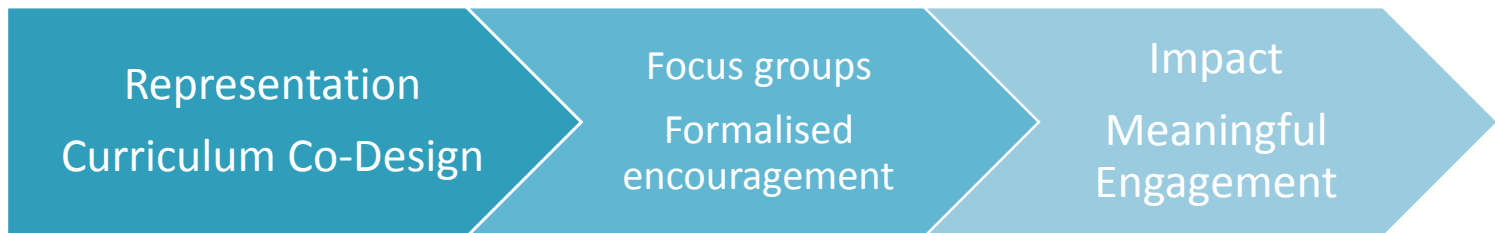


Key Lessons and Future Developments

1. Practical Implementation



2. Interesting Questions Regarding:



Conclusions

- Encouraging student uptake
- Increasingly systematic involvement
- Developing meaningful partnerships with students
- Student employability and development

