

 S P Jain London School of Management	Student Feedback and Representation Policy
Document Type	Policy
Administering Entity	Programme Directors, Dean, Chief Operating Officer, Director of Student Experience, Registrar, Programme Office
Latest Approval/ Amendment Date	January 2025
Last Approval/ Amendment Date	June 2023
Approval Authority	Academic Board
Indicative time of Review	January 2030

1. Purpose

- a. Learning is a partnership, and the engagement of students is an essential aspect of their academic experience through representation in the governance structure and through opportunities to provide feedback. Feedback is also vital to the ongoing development of the wider student experience. Students provide an invaluable perspective on the different aspects required for a high-quality academic and student experience and how this can be continuously improved.
- b. Within this context, this Policy aims to create an environment and structure in which students are encouraged and empowered by the School to contribute to the management and development of their experiences through a formal student representative system and feedback opportunities.
- c. Specifically, this Policy provides a framework for:
 - monitoring and improving the quality of the students' academic experience and their wider student experience
 - providing opportunities within the governance system for student representation
 - providing all students with the opportunity to contribute to, and participate in, enhancements to the School's academic and support provision through surveys, and
 - linking student feedback to the development of improvement plans through the School's Quality Assurance Framework.

2. Scope

This Policy applies to all students of the School.

3. Principles

- a. Student feedback is a core component of module evaluation.

- b. Feedback processes will be systematic, rigorous and respectful of the rights of students and staff; and will seek to maximise student participation.
- c. A range of feedback mechanisms including academic committees (meeting with student reps) surveys, town halls (whole cohort), informal comments and other participatory activities will be employed.
- d. All surveys will be considered by the Learning and Teaching Committee prior to being administered to ensure that they are appropriate.
- e. Students should also have structured opportunities within the governance structure to provide feedback on all aspects of the student experience.
- f. A democratic process is applied to the election of all Student Representatives who will be provided with training and support to undertake their role.

4. Responsibilities of Staff

- a. The Dean, the Director of Student Experience and the Registrar in consultation with the Chief Operating Officer are responsible for ensuring this policy is implemented fully and that effective student representation and feedback is maintained.
- b. The Registrar, through the Programme Office, is responsible for ensuring that academic committees, module evaluations and Programme Committees are held and that the results are appropriately reported.
- c. Programme Directors will be responsible for making sure feedback from students is implemented as appropriate to make immediate improvements teaching. They should also ensure that it is considered by Programme Committees and that relevant information is included in the Annual Programme Monitoring Report to the Programme Development and Review Committee in accordance with the requirements of the Programme Annual Monitoring Policy.
- d. The Dean is responsible for ensuring that feedback is consolidated and considered at the Learning and Teaching Committee in accordance with the Learning and Teaching Enhancement Policy.
- e. The Director of Student Experience is responsible for ensuring that feedback on the student experience is gathered, acted upon and reported in the Annual Student Experience Report.
- f. The Director of Student Experience is responsible for ensuring that student representatives are elected and trained.

5. Responsibilities of Student Representatives

- a. Student Representatives should gather the views and feedback of fellow students and present

them to the Academic Committee, the Programme Committee and to Student Council meetings. They should represent the views of the cohort and not just their own view.

- b. Student Representatives may also be a point of contact for students who have questions about their learning experiences, or who wish to raise concerns and they should raise these with the Programme Director or appropriate member of administrative staff.
- c. Student Representatives will share their feedback, and outcomes from their participation in Student Council meetings with fellow students.

6. Types of Feedback

- a. Module feedback - student feedback for each unit is taken twice as below:
 - i. Interim feedback through the Academic Committee meetings with the Programme Director/Programme Office and student representatives at the end of three sessions for PG and three weeks for UG to enable academic staff to address any issues which may emerge at the beginning of the module.
 - ii Final Feedback at the end of delivery of each module by means of a questionnaire.
- b) Programme feedback is taken through the Programme Committee where student reps feed into the Annual Monitoring Process and an overview of the programme.
- c) Student experience feedback is taken through:
 - i. Periodic Townhall meetings with the whole cohort conducted by the Dean
 - ii. Student Council which includes all student reps and key staff

Annual questionnaires on the student experience.
- d) Other representatives may be elected to other positions such as the Global Learning Committee and the Corporate Relations Committee to ensure student feedback on these activities.
- e) Feedback is sought from graduating students on their graduate destinations.

7. Procedure for electing Student Representatives

- a. The School will invite students to elect their Student Representatives. There will be up to two representatives for each year of each programme.
- b. The rules and regulations for carrying out the election of Student Representatives will be provided to students at the start of the academic year.
- c. Programme Directors will promote the system and invite students to submit nominations to stand for election.

- d. Students should submit their interest by week 2.
- e. Elections should be completed by the end of week 4.
- f. The list of elected Student Representatives will be published on the School's communication channels.
- g. The term of office for a student representative is one academic year after which a student will be required to seek re-election for the following academic year.
- h. Once the representatives are elected, their training will be provided by the Director of Student Experience.
- i. If the Student Council considers that a Student Representative has failed to meet the requirements of the role either by continued absence or lack of participation, they may be removed and a replacement will be made through a process of re-election.

8. Reporting Feedback

- a. All survey and committee feedback will be reported in a manner that ensures that individual respondents cannot be identified. Feedback is given directly to the staff as aggregated scores and overall comments.
- b. Reports will be distributed to staff with responsibility for the programme or for improving the student experience and submitted to the Programme Development and Review Committee and the Learning and Teaching Committee where appropriate.
- c. Students will be informed of changes made to modules and programmes or to learning resources and services on the basis of feedback received.

9. Using Feedback

- a. Programme Directors should consolidate and summarise survey and Programme Committee feedback as part of their annual report.
- b. The Learning and Teaching Committee will review survey feedback and feedback from townhall meetings and the Student Council and undertake improvement planning based on the feedback at the end of each semester/term.
- c. The Registrar and the Director of Student Experience will consider non-academic survey feedback and undertake improvement planning based on the feedback at the end of each semester/term which is reported to the Learning and Teaching Committee.
- d. All feedback should be used to proactively enhance the student experience. Where issues are raised, these should be dealt with expeditiously and the programme leader/administrative

head should make appropriate changes in consultation with the Dean/COO without waiting for formal reporting.

10. Related Documents:

- Quality Assurance Framework
- Learning and Teaching Enhancement Policy
- Programme Annual Monitoring Policy
- Student Code of Conduct Policy
- Student Equity Diversity and Fair Treatment Policy