



Student Feedback and Representation Policy

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Administering Entity	Programme Leaders, Dean, Chief Operating Officer, Registrar, Course Offices
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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. Students provide an invaluable perspective on the different aspects required for a high-quality academic 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 learning experiences through a formal student representative system and feedback opportunities.
- c. Specifically, this Policy provides a framework for:
 - monitoring and improving the quality of students' learning experiences
 - 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 educational 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 and 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 surveys, focus groups, informal comments and other participatory activities will be employed.
- d. Students should also have structured opportunities within the governance structure to provide feedback on all aspects of the student experience.
- e. 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 Registrar in consultation with the Chief Operating Officer is responsible for ensuring this policy is implemented fully and that effective student representation and feedback is maintained.
- b. Programme Leaders will be responsible for making sure feedback from students is considered by Programme Committees and that relevant information is included in the Annual Programme Leader Report to the Programme Development and Review Committee in accordance with the requirements of the Programme Annual Monitoring Policy.
- c. 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.

5. Responsibilities of Student Representatives

- a. Student Representatives should gather the views and feedback of fellow students and present them to 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. Students are surveyed in relation to:
 - i. Modules – student feedback for each unit is taken twice as below:
 - 1. Interim feedback at the end of three sessions to enable academic staff to address any issues which may emerge at the beginning of the module.
 - 2. Final Feedback at the end of delivery of each module.

- ii. Term/Semester – Student feedback is obtained in each term/semester on both academic and non-academic matters.
 - iii. Overall student experience – student feedback is taken on the overall student experience periodically.
- b. Student feedback is also obtained via:
- i. Programme Committees
 - ii. periodic student ‘town halls’ with the Dean and attended by other key academic and administrative staff.
 - iii. Student Council
- c. Finally, student feedback is sought from graduating students on their graduate destinations.
- d. All surveys will be considered by the Learning and Teaching Committee to ensure that they are appropriate.

7. Student Council and Programme Committees

- a. The Student Council will meet on a regular basis throughout the academic year to discuss issues and concerns raised by students;
- b. The Programme Committees will meet twice per year; and
- c. Minutes of the meetings will be recorded by an administrative member of staff.

8. Procedure and process 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 Leaders will promote the system and invite students to submit nominations to stand for election.
- d. Students should submit their interest by week 3.
- 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 Registrar and Programme Leaders.
- 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.
- j. Student Representatives may help in the organisation of events such as field trips, celebratory events etc., under the supervision and guidance of the Dean and COO. However, it will be the responsibility of the School administration to inform the students of upcoming events through appropriate communication channels.
- k. As a formal recognition of their contributions, SPJ UK will provide a reference letter for the Student Representatives upon completion of their tenure. The letter will include the details regarding the student's contribution as a Representative.

9. 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 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.

10. Using Feedback

- a. Programme Leaders 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. The Dean's Report is submitted to the Academic Board each quarter that includes data and analysis about student feedback on programmes and recommendations for improvement.
- e. 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.

11. Related Documents:

- Freedom of Expression Policy
- Governance Charter
- Learning and Teaching Enhancement Policy
- Programme Annual Monitoring Policy
- Student Code of Conduct Policy
- Student Equity Diversity and Fair Treatment Policy