SECRETARIAT

ACADEMIC POLICY SUMMARY SHEET

NAME OF ACADEMIC POLICY:	Student Engagement and Representation (including Feedback) Policy
PURPOSE OF POLICY AND WHOM IT APPLIES TO:	The policy applies to all staff and sets out how the University encourages and supports student engagement and representation involving teaching, learning and research, decision-making processes and committees.
RESPONSIBLE BOARD/ COMMITTEE WITH ROUTE OF APPROVAL:	The Student Experience Committee endorsed the policy on 30 May 2012 and Academic Board approved it on 13 June 2012 to take immediate effect.
LEAD STAFF MEMBER RESPONSIBLE FOR ITS UPDATE:	Dean of Teaching & Learning
PERSONS CONSULTED IN DEVELOPING POLICY:	Members of the Student Experience Committee and Graduate Committee.
POLICY FINALLY APPROVED BY:	Academic Board on 13 June 2012. A minor update to include the last paragraph concerning data protection was made in June 2018.
DATE OF IMPLEMENTATION:	13 June 2012
DETAIL OF DISSEMINATION:	The policy was circulated to relevant staff in July 2012 and is available on the Secretariat's portal site.
PROPOSED DATE OF REVIEW	To be confirmed
SECRETARIAT OFFICER – MAIN CONTACT:	Officer to the Education & Student Life Committee
DATE:	19 June 2018

Student Engagement and Representation (including Feedback) Policy

Preamble

This Policy is owned and approved by Academic Board and will be reviewed every three years.

The University encourages and supports student engagement and representation across all of its areas of activity[1]. This is realised through student involvement in three core areas:

- Development and enhancement of teaching, learning and research across the curriculum

- Actively taking a part in the decision making processes that underpin protocols, policies and procedures to support and maintain teaching, learning and student research

- By the contribution that student representatives make to the strategic development of the institution through their involvement in academic/deliberative University committees

Student engagement is embedded across the University through a comprehensive system of student representation and a range of feedback mechanisms. Student engagement and representation at Lincoln is informed by the latest QAA indicators and codes of practice as well as sector best practice inside and outside of the University.

The concept that underpins student engagement, representation and feedback at the University of Lincoln is Student as Producer (Student as Producer User Guide updated 2012). Student as Producer is the organising principle for teaching, learning and student research at the University of Lincoln (see Teaching and Learning Plan 2012 –2016). The concept of Student as Producer is extended by this policy to include student engagement and involvement in all areas that contribute to the enhancement of the student experience. At the University of Lincoln students are not merely partners; but, also and more fundamentally, 'producers' of the University (Student as Producer website).

Student Representation at Lincoln and the SU

A key feature of the UL student representation ('Reps') system is that it has been designed by the students in collaboration and with the support of the University. This is an ongoing process, subject to continual improvement through the university review systems.

The student representation system is the product of a partnership (supported by a service level agreement) between University faculty offices, academic staff and the Students' Union. The student representation system follows a framework of elected student representatives across Colleges, Schools and Courses. The framework was initially designed by students to ensure they are represented effectively in any decision-making process, and that the student voice is heard for all Undergraduate and Postgraduate students at the University.

The Students' Union oversees the management and strategic development of the student representation system and provides effective training and support to student representatives to ensure they are well equipped to fulfill their role. The Students' Union facilitates events to assist in the development and networking of student representatives, i.e. Reps Conference, Senior Rep Exec meetings alongside regular informal meetings. The Students' Union also provides materials such as literature for staff and students to support the system. Professional Services within the

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[1] The UL framework for student engagement includes student involvement in quality processes and protocols as well as student engagement across teaching, learning and research, as well as supporting student engagement with the broader areas of the student experience.

University currently access the Reps system via the Students' Union to gain student feedback/ input on issues that arise.

Core Principles

The Student Engagement and Representation policy at UL aims to:

- promote an organised structure to represent the collective views of students at every level and to ensure effective training and support for students and staff to enable the policy to be carried out effectively

- place an appropriate level of control and responsibility for the student representation system with students

- provide a forum with which to ensure that any concerns expressed by students through the representation system are brought to the attention of the University

- engage students in its quality assurance systems for managing the institutional framework for academic standards, so that students are fully represented in quality management.

- ensure that the most effective practices in relation to student engagement and feedback are communicated to all parts of the University, for them to adapt to their own purposes, where this is appropriate.

Support at the Institutional Level

The policy is supported and facilitated at the strategic and institutional level by key personnel within the University. The main points of contact between the Students' Union and students with regard to this policy are the DVC for Teaching Quality and the Student Experience and Dean of Teaching and Learning. The DVC/Dean provide a link to the Student Experience Committee, Student Council and such committees as are established by the Students' Union to support this policy.

In addition, the Office of Quality, Standards and Partnerships works closely with student representatives to offer opportunities to engage with the key institutional process of approval, monitoring and review. This will include membership of PAR panels, relevant Committees, and evaluation questionnaires.

University Committees

A key mechanism through which the policy is delivered is the academic/deliberative University Committee structure. Students from all levels (UG1, 2 & 3; PGT; PGR) and elected Sabbatical Officers of the Students' Union are represented on all academic/deliberative University Committees. The role of students on committees is to:

- Represent fellow students
- Represent students views
- Report back to students actions taken or not taken

- At the level of the University
- Faculty/College Committees

Student Feedback

The University has a range of well developed feedback mechanisms for students at all levels, across all subject areas and professional services. These feedback surveys extend into all areas of the student experience. Colleges are encouraged to capture student feedback though a range of formal and informal mechanisms, including the representation of student views at subject committees. Formal evaluation of all modules is systematically conducted and co-ordinated at School level. A standard online evaluation questionnaire is available through the University's Virtual Learning Environment for schools to use or adapt as they see fit. Results are shared and discussed with students and staff in line with the University's Module Evaluation Guide, and a summary presented to subject boards and teaching and learning committees.

In addition to module evaluation, a number of university-wide surveys are conducted regularly to capture student views on a broader range of issues affecting the student experience. These include:

Undergraduate Surveys

- NSS
- University internal surveys, Level 1 and 2
- International Student Barometer

Post Graduate Surveys

- Post Graduate Taught Experience Survey (PTES)
- Post Graduate Research Experience Survey (PRES)

In addition, other student surveys of student opinion may be used to capture feedback on specific topics or from a targeted section of the student population. The scheduling of these surveys is overseen by the Student Experience Committee.

Professional Services capture direct student feedback in a number of ways. The Library and Student Services asks users to feedback directly to each service, anonymously but in such a way that the Service is able to use the feedback to develop improved services.

Results of institution-wide surveys are reported to Student Experience Committee and Academic Board, with action plans developed and communicated to students.

Review and Evaluation

Each College is requested to produce an annual report on the extent and effectiveness of student engagement and representation in their areas. This report will include action plans based on responses to student feedback from undergraduate and postgraduate surveys, as well as the ways in which Colleges have responded to issues raised by students from the range of engagement and involvement frameworks defined in this policy. These reports will be reviewed each year by the Student Experience Committee.

Data Protection

The University is responsible for the data collected, though the University of Lincoln Students' Union's bespoke Students' Union Management System (SUMS) will be used to collect some data. All personal and performance-related data is exempt from disclosure under the Freedom of Information Act. The University will respect the data liabilities set out in data protection legislation and will dispose of the data five years after collection.