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*This document is part of the Academic Regulations, Policies and Procedures which govern the University's academic provision. Each document has a unique document number to indicate which section of the series it belongs to.*

## 5B - Student Engagement and Feedback: Policy and Procedure

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### 1. SCOPE AND PURPOSE

- 1.1 This policy and procedure is for Bournemouth University staff and outlines the various approaches and mechanisms employed within the University to enable the collection of student feedback and, in turn, the response to this feedback by the University.
- 1.2 This policy and procedure outlines the opportunities for students to participate in quality assurance and enhancement activities, including those listed below. The University encourages student engagement in these activities and will continue to develop and expand the opportunities for student engagement in these areas, but also with regards to defining and facilitating greater engagement of students in their learning. Details on each of the areas below are outlined from section 5 onwards within this document.
- Unit Feedback
  - Student Representation System, including the Simple Online feedback tool (SimOn)
  - Faculty support for students (e.g. Student Rep Co-ordinators/Associate Dean Student Experience)
  - Faculty Student Experience Forum
  - Student participation in quality and enhancement (e.g. committee membership)
  - National Students Survey (NSS)

- HEA Postgraduate Research Experience Survey (PRES) and Postgraduate Taught Experience Survey (PTES)

1.3 This policy and procedure should be read/used in conjunction with the documents/links listed in Section 3 below.

## 2. KEY RESPONSIBILITIES

2.1 **Education and Student Experience Committee (ESEC):** responsible on behalf of Senate for monitoring and enhancing the overall student experience, including the quality of learning opportunities, education enhancement, pastoral, personal development and extra-curricular opportunities available to students.

2.2 **Student Voice Committee (SVC):** responsible for managing and enhancing the processes for gathering student feedback on the academic and overall student experience; reviewing student feedback and making recommendations for service improvements based on feedback; managing the process for responding to student feedback.

2.3 **Faculty Academic Standards Committee (FASC):** responsible for developing Faculty practice on all aspects of student feedback in line with University policy, monitor the responses and disseminate actions as required.

2.4 **Faculty Academic Board (FAB):** responsible for oversight of the overall student experience within the Faculty, receiving input from Student Experience Forums.

2.5 **Faculty Student Experience Forum:** responsible for working in partnership with students to identify programme specific strengths and issues to be addressed at Faculty or University level with the mutual aim of enhancing the overall student experience. Terms of reference and membership are provided in Appendix 3.

2.6 **Faculty Education and Student Experience Committee (FESEC):** Responsible for monitoring and enhancing the overall student experience within the Faculty, including the quality of learning opportunities, education enhancement, pastoral, personal development and extra-curricular opportunities available to students.

2.7 **Programme Management Teams:** responsible for considering and acting upon student representative reports and other forms of student feedback.

NB: Committee Terms of Reference are available at: [:\Academic Services\Public\Committees & Mtgs\Committee Info \(ToR, Committee Structure Chart, Reps\)](#)

## 3 LINKS TO OTHER BU DOCUMENTS

3.1 Other documents and links with direct relevance to this one are:

- [4B - Programme and Unit Modifications: Policy and Procedure](#)
- [5C - Annual Monitoring and Enhancement Review: Policy and Procedure](#)
- [Feedback](#): an area on the BU Website which allows students to post individual Feedback<sup>1</sup>
- [SUBU Advice](#)
- [SUBU Website](#)
- The Student Reps tab on myBU: student representation information

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<sup>1</sup> This is separate to the system that Student Reps use to collect feedback on the student experience

## Policy

### 4 GENERAL PRINCIPLES

- 4.1 Every student must have the opportunity to provide feedback on their student experience at unit, programme, Faculty and University level. It is important that this feedback is used to ensure that the University maintains consistent standards, whilst enhancing the student experience and quality of learning opportunities. The student voice at BU is received through:
- **the individual voice** – students are encouraged and expected to raise any issues relating to their personal experience at any time with any appropriate person at BU. Individuals also have their voice formally heard at regular times throughout their journey by way of unit feedback mechanisms, student representatives and cross University surveys and initiatives;
  - **the Student Representative (Rep) voice** – Student Reps work in partnership with the University to make the student experience better for all students. Their role is not to replace the individual voice or advocate for individual students, but to speak up on issues of a collective nature affecting students from their specific cohort.
  - **the SUBU voice** – SUBU speaks up for all students at the University and represents all students across the institution. SUBU are governed by their own constitution.
- 4.2 Student feedback mechanisms are developed as part of a holistic strategy to allow a combination of feedback channels.
- 4.3 Student representation is encouraged across all levels of the institution to help co-ordinate feedback from a representative student mass. Representation must occur at programme and Faculty level with all student representation appointments being the result of a formal and fair election process. Student Reps should ideally be elected on a maximum 1:20 student ratio.
- 4.4 The University will listen and attend to all feedback received and ensure that this feedback is duly considered. In addition the University undertakes to communicate response to this feedback by maintaining and using appropriate response mechanisms. SUBU will assist in promoting responses to feedback at institutional and Faculty level through its own channels.
- 4.5 Individual feedback at unit level must be obtained and reflected on by Unit Leaders for each unit for which they are responsible and for each cycle of unit delivery (see section 5)
- 4.6 In order to encourage and recognise students as partners at the very core of the University system, student representative feedback is encouraged through the quality assurance and enhancement framework including committee representation at all levels and internal review and audit mechanisms.

## Procedure

### 5 UNIT FEEDBACK

- 5.1 Student feedback must be obtained and reflected on by Unit Leaders for each unit for which they are responsible and for each cycle of unit delivery. **For campus-based provision this will include the use of Mid Unit Student Evaluation (MUSE).** The aim of obtaining student feedback at unit level is to enhance the student's experience of the unit. In addition to undertaking MUSE, Unit Leaders are best placed to determine any additional and appropriate methods for collecting further feedback (if required), and can therefore select methods which will allow them to evaluate the effectiveness of the learning, teaching and assessment approaches utilised on the unit and to make changes as appropriate to enhance the student experience of the unit.

5.2 Where additional unit feedback is chosen (over and above the MUSE), Unit Leaders should design and/or select the method appropriate for the unit to enable them to evaluate the effectiveness of the learning, teaching and assessment approaches utilised and to make changes as appropriate. Suggested feedback mechanisms and guidance for their use are available in Appendix 4. Programme Leaders should maintain oversight of the range of unit feedback methods utilised to ensure an appropriate balance of approaches across cohorts. In determining the methods of unit feedback to be deployed Unit Leaders must consider the following:

- **Participation** - all students enrolled on the unit should have the opportunity to provide feedback;
- **Anonymity** - methods that provide anonymity to students are encouraged to facilitate greater openness and more meaningful responses. The method used must encourage students to provide feedback that is constructive, and respectful of the teaching team;
- **Timing** - it is expected that student feedback is conducted mid-unit (which MUSE is) as this allows for improvements to delivery that may benefit the current cohort and allows any issues to be aired and responded to. Mid-cycle feedback may not be appropriate for units that have certain patterns of delivery or are very short in duration. In circumstances where Unit Leaders choose to collect additional feedback (other than MUSE), the timing may vary
- **Frequency** - unit feedback should occur at least once during each unit's delivery. The actual number of times should be agreed in consultation between the Unit Leader and the students, though the Unit Leader should ensure students are aware of the disadvantages of over-frequent operation. The Programme Leader maintains an overall view on the extent and timings of surveys being undertaken by the cohort, and the Unit Leader must inform them of all unit feedback timing.
- **Aspects to address** - the method used and questions asked should provide information that enables the delivery team to reflect on the unit, make improvements for the current and/or the next cycle of delivery, and complete the Unit Monitoring Report (UMR). Student feedback would normally refer to the following aspects of unit delivery:
  - the clarity of information provided for the unit and its assessment;
  - the teaching approaches used;
  - the learning approaches required;
  - the content of the unit;
  - the resources available to support the unit.

**MUSE addresses the following areas**

- The library resources and services are good enough for my needs;
  - Feedback on my work has helped me clarify things I did not understand;
  - Feedback on my work has been prompt;
  - Staff have made the subject interesting;
  - Staff are good at explaining things;
  - I have received sufficient advice and support with my studies.
- **Comparative data** - where possible, Unit Leaders may choose to use the same method and questions in consecutive years to help make comparisons year-on-year. Evidence of the outcomes of the feedback approach must be kept by the Unit Leader for a period of at least one year after the conclusion of the delivery of the unit.
  - **Responding to feedback** - the Unit Leader responds by providing a summary of the student feedback and any analysis and planned actions (including actions taken/planned for next year/information only, no action) back to students within two term time weeks of receiving the MUSE student feedback. It is provided through the Responding to your Feedback link of myBU and the Permit Guest access option must be set for the link to enable open viewing of feedback responses.

- **Unit monitoring** - the UMR should give a short reflection on the method used: MUSE for campus-based provision plus any further feedback collected (if required), a summary of the identified strengths and issues, and (where appropriate) record actions taken during the unit and for the next cycle of delivery.

## **6 STUDENT REPRESENTATION SYSTEM**

### **6.1 Overview**

- 6.1.1 Student representation is encouraged across all levels of the institution as a fundamental part of hearing the student voice at the University. Student representation is an established practice in the delivery of academic programmes at the University and this information provides staff with a reference point and the minimum requirement for student representation. Information on student representation is also available from the Students' Union (SUBU).
- 6.1.2 SUBU works in collaboration with Student Representatives (Reps) and speaks up for all students at the University representing all students across the institution. It is governed by its own constitution and its responsibilities with regards to student representation are outlined in Appendix 1.
- 6.1.3 The Student Reps work in partnership with the University to make the student experience better for all students. Student representation provides a mechanism for formally co-ordinating feedback on the student experience. Student Reps also promote the student voice, help make positive changes to the student experience, improve communication between staff and students and enhance their CV. Their role is not to replace the individual voice or advocate for individual students, but to speak up on issues of a collective nature affecting students from their specific cohort.
- 6.1.4 Student Reps are required to attend and/or report to Programme Management Team meetings and are invited to attend the Faculty Student Experience Forum. Student Reps should also be invited to attend other BU and SUBU meetings or internal and external review processes to provide views on the student experience.
- 6.1.5 In addition to Student Reps at programme level, every Faculty elects Senior Reps to represent students at Faculty level. Faculties may have as many Senior Reps as they feel appropriate to effectively represent the many views across the diversity of the Faculty but normally are based around a Senior Rep for each Department or group of common courses. As a minimum there should be at least one Undergraduate Senior Rep and one Postgraduate Senior Rep. Senior Reps attend and report to relevant committees and groups including the Faculty Education and Student Experience Committee. Partners will select Reps similar to Senior Reps to represent all students at the Partners at appropriate committees and groups.
- 6.1.6 SUBU has an Executive Committee and 5 Councils made up of student officers elected via cross campus ballots. Councils will liaise with Senior Reps through the SUBU Senior Rep Forum which meets regularly.
- 6.1.7 All new students are briefed on the Student Representative system during induction by the programme team using resources supplied from SUBU.
- 6.1.8 The specific roles and responsibilities for Student Reps are provided in Appendix 1.

### **6.2 Process of election**

- 6.2.1 Student Reps are elected annually within the first four weeks of the academic term.
- 6.2.2 There is a one in twenty ratio for student reps to students and this should determine how many are required. Some programmes, particularly where there are large numbers of students, may wish to identify Seminar/Group Reps as well as the appointed Student Reps for

the whole year. All students should have one identifiable Student Rep for their entire student experience and be encouraged to share feedback with them as appropriate.

6.2.3 At the beginning of the academic year, the following actions should be taken for all undergraduate and postgraduate programmes:

- the Programme Leader should co-ordinate the elections of Student Reps as soon as possible during or after induction;
- the Programme Leader (or equivalent) should ensure that Student Reps are elected by the end of week four<sup>2</sup> at the very latest. This timeframe is vital to allow time for training of Reps before the first Programme Management Team meetings;
- Programme Management Teams need to ensure that all Student Reps are made aware of the essential training provided by SUBU;
- the Programme Support Officer (or equivalent) should keep records of all elected Student Reps and share these with SUBU as soon as possible. (Staff should ensure that their Reps complete the Rep Registration form.)
- Programme teams should give all Student Reps the key information provided by SUBU and ensure that all Student Reps register and attend the Essential Student Reps Training run by SUBU.
- Programme Teams should make SUBU aware of any changes to Student Reps that may occur throughout the year.

6.2.4 SUBU will arrange for the election of all Senior Reps in the first month of term one, and prior to the election of other Student Reps. BU staff may request assistance from Senior Student Reps in facilitating the election of Reps across the department.

### **6.3 Training and monitoring**

6.3.1 Without training Student Reps cannot perform their roles effectively as there are ever changing systems, procedures and resources to understand and use. It is therefore compulsory for all Student Reps to attend the Essential Student Training session run by SUBU each year with University involvement.

6.3.2 Faculties should provide at least one member of staff, ideally the Student Rep Co-ordinator/ Associate Dean Student Experience, for each major Essential Student Reps Training event run by SUBU. This may take place on a weekend. Partner Reps, distance learning and other remote Student Reps should liaise with SUBU who will arrange appropriate specific training for their needs.

6.3.3 In order for SUBU to monitor and reward Student Reps who have performed their role and duties, Programme teams should forward meeting attendance details of all Reps to SUBU at the end of each term.

6.3.4 Where Programme Teams are concerned that Student Reps may not be fulfilling their role, they should contact SUBU for support.

### **6.4 Reward and recognition**

6.4.1 SUBU and BU understand and respect the fact that Student Reps should be valued and recognised in their role. SUBU will therefore arrange for appropriate branded clothing to be presented to Reps on completion of the Essential Reps Training.

6.4.2 SUBU will run an Awards ceremony for Student Reps each year. SUBU will also look to nominate outstanding Student Reps for other appropriate awards.

6.4.3 SUBU will run the Rep Leadership Award to increase engagement and reward for all Student Reps. This includes a number of workshops and points system to retain and reward reps.

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<sup>2</sup> not any later than the 14th October.

## **7 SUPPORT FROM DESIGNATED SENIOR ACADEMICS**

- 7.1 All Faculties are required to identify appropriate senior-level academic support for student engagement and feedback to specifically focus on supporting Student Reps and overseeing student feedback processes within the Faculty. Typical responsibilities to be fulfilled are outlined in Appendix 2 and are normally undertaken by one senior member of academic staff. The individual(s), who are often referred to as Student Rep Co-ordinators/Associate Dean Student Experience, work closely with SUBU, Student Reps and staff within the Faculty to ensure effective implementation of methods for receiving and responding to student feedback.

## **8 FACULTY STUDENT EXPERIENCE FORUM**

- 8.1 Faculty Student Experience Fora allow students and staff to work in partnership to identify programme specific strengths and issues to be addressed at Faculty or University level. These meetings allow a mix of Senior Faculty Rep Officers and Student Reps to convene, normally once a term, to facilitate greater communication between staff and representatives. The terms of reference are available in Appendix 3.
- 8.2 Contributors to these fora are asked to discuss feedback gathered from students and engage in seeking solutions. A record of meetings should be taken by the Faculty and items requiring action should be reported to the Faculty Academic Board for information or for further consideration and agreed action if required. Issues raised at Faculty Student Experience Fora which require action above the level of the Faculty, should be referred to SVC for consideration.
- 8.3 SVC maintains an overview of the operation of these meetings and Senior Faculty Rep Officers are required to provide a summary of key Faculty issues being addressed and report any issues requiring SVC consideration.

## **9 STUDENT PARTICIPATION IN QUALITY AND ENHANCEMENT ACTIVITIES**

### **9.1 Committees and meetings**

- 9.1.1 The University aims to offer students the opportunity to participate and engage in quality and enhancement activities both at Faculty and University level. The student body is represented at key University bodies and activities including: Senate, Academic Standards Committee, Education and Student Experience Committee, Faculty Academic Board, Student Experience Forums, Programme reviews, Partner Institutional Reviews and equivalent committees and activities at partners (e.g. HE Student Councils/Forums). Where student feedback is considered at committees, it is preferable for this to be discussed earlier in the agenda to allow time for useful discussion. In addition to these, students attend meetings with external examiners and professional bodies and other meetings which occur in relation to programme management. Further opportunities to engage with the student body are encouraged.

## **10 OTHER INTERNAL AND EXTERNAL ENGAGEMENT AND FEEDBACK ACTIVITIES**

### **10.1 National Student Survey (NSS)**

- 10.1.1 SVC oversees the annual implementation of the National Student Survey (NSS). The survey is open to all final year undergraduates. The results of the survey are considered at University and Faculty level in the autumn to inform the production of action plans and monitoring reports.
- 10.1.2 Through the links SUBU has with the National Union of Students (NUS), student representatives are also able to participate in representation activities relating to quality on both a local and national scale.

### **10.2 PTES and PRES**

- 10.2.1 SVC oversees the implementation of postgraduate experience surveys administered through the University with support from the Higher Education Academy. The Postgraduate Research Experience Survey (PRES) and the Postgraduate Taught Experience Survey (PTES) allow institutions to collect feedback from current postgraduate students in a systematic and user-friendly way. The results of the survey are considered at University and Faculty level in the autumn to inform the production of action plans and monitoring reports.

## General

### 11 REFERENCES AND FURTHER INFORMATION

- 12.1 [The UK Quality Code for Higher Education](#)
- 12.2 [QAA Chapter B5 Student Engagement](#)
- 12.3 This policy was reviewed according to the University's [Equality Analysis Procedure](#) in May 2014.

### 12 APPENDICES

- Appendix 1: Indicative roles and responsibilities: Student Representation
- Appendix 2: Indicative roles and responsibilities: Student Experience / Representation Champion (or equivalent)
- Appendix 3: Terms of Reference Faculty Student Experience Forum
- Appendix 4: Suggested methods for unit feedback



## APPENDIX 1 - INDICATIVE ROLES AND RESPONSIBILITIES: STUDENT REP

### Student Representatives (Programme Level and below)

In general, the responsibilities of a Student Rep are:

- i to *represent* the views of their fellow students, not just give their own view;
- ii to facilitate *effective two-way* communication between students and the University;
- iii to communicate *promptly* in order to resolve issues effectively and in a timely manner;
- iv to work in *partnership* with the University to ensure joint ownership and decision-making over both the process and the outcome;
- v to feedback on *issues* of concern to students;
- vi to highlight *good practice* when it is experienced by students;
- vii to be *solution orientated* when raising issues.

In order to perform their duties effectively, Student Reps are expected to:

- i attend the *Essential Student Rep training* delivered by SUBU;
- ii use resources from SUBU to *gather clear evidence of the views of all the students* they represent;
- iii attend and represent students' views at *Student Experience Fora* when organised by the Faculty (normally at least one per term);
- iv attend *Programme Management Team meetings* (normally one per term) and represent feedback from all students they represent;
- v formally present the views of students in *written reports* when required;
- vi following any meeting where views were discussed and action was decided, *report outcomes back to students*;
- vii liaise with appropriate BU staff in order to stay informed of issues relating to the students' experience at BU;
- viii liaise with SUBU as appropriate, and attend the Annual BU Student Reps Conference in Bournemouth called 'Repfest';
- ix liaise with other Student Reps as appropriate, specifically the Senior Reps;
- x signpost students to appropriate support services for students with specific individual needs;
- xi ensure that staff of BU who make the student experience at BU that little bit better are nominated for the '*You're Brilliant!*' staff awards.

Student Reps may be asked from time to time to be involved with periodic review meetings, internal and external audits, and other initiatives or meetings set up to hear the student voice.

Student Reps should wear their Student Rep hoody (or other appropriate Student Rep clothing provided) whenever they are doing Student Rep work and especially when attending meetings.

### Senior Reps (at BU and Partners)

Senior Reps are expected to:

- i attend Faculty Education and Student Experience Committee meetings;
- ii liaise with other Senior Reps in their Faculty;
- iii liaise with the Student Rep Co-ordinator in the Faculty, or HE Co-ordinator for Partner Senior Reps;
- iv liaise regularly with the SUBU Vice President Education and other SUBU full time officers to help develop the student experience in their Faculty/Partner;
- v. Be a point of reference and ongoing support for the reps they represent to support them in being successful in their role.
- vi Attend the SUBU Senior Reps Forum to formally represent their students to SUBU.

## **SUBU**

In order to support and develop the Student Rep system, SUBU will:

- i provide training and support to all Student/Partner Reps and keep Faculties informed of Reps who have been trained;
- ii provide tools and resources for Student Reps to get good quality feedback from their students;
- iii collate the Student Rep Feedback each term and produce a Faculty Synoptic Report to be formally presented at the Faculty Academic Board;
- iv liaise regularly with the Faculty Experience Champions and other appropriate Faculty staff in order to support the development of the Student Rep system in each Faculty;
- v using evidence-based research from Student Reps, raise issues of a broader nature with the University in order to help improve the wider student experience at BU;
- vi run the *'You're Brilliant!'* award schemes for staff and Student Reps;
- vii organise and run the Annual BU Student Reps Conference (Repfest) and Awards.

## **APPENDIX 2 - INDICATIVE ROLE AND RESPONSIBILITIES: FACULTY STUDENT EXPERIENCE/ REPRESENTATION CO-ORDINATOR (OR EQUIVALENT)**

Typical roles and responsibilities are:

- i to be the central point of contact for the Faculty in implementing and overseeing Student Experience projects;
- ii to lead the management of processes designed to enable both formal and informal student feedback and congruous response at all stages of programme delivery and the student journey. This will include feedback gathered through the individual student surveys, ie. NSS, PTES, PRES;
- iii to build and maintain communication channels with SUBU staff and elected officers (both full and part time)
- iv to facilitate the development of student involvement in Faculty committees, to include FAB, Programme Reviews and Approvals;
- v to liaise with Programme Leaders to ensure Student Reps are elected at the start of the academic year, and normally within the first four weeks of term;
- vi to organise the elections for appointing the Faculty's Student Reps;
- vii to encourage all Reps to attend and appreciate the importance of the training given by SUBU;
- viii facilitate communication channels between the Reps and the students they are appointed to represent;
- ix to stand as the central point of contact supporting Student Reps within the Faculty, offering guidance on preparation and presentation at meetings, and general support for Reps at all levels within the Faculty;
- x to hold regular meetings with the Student Reps in order to establish effective ways to work in partnership with the aim of improving the student experience. These meetings should take the form of Student Experience Fora and take place once a term;
- xi to implement the mechanism of collection of feedback through student representation to include appropriate and timely response from the Faculty in line with SUBU and University guidelines;
- xii to liaise as appropriate with the SUBU Student Representation Team;
- xiii to encourage other staff and students to recognise great Student Rep work by promoting the '*You're Brilliant!*' award scheme for Student Reps run by SUBU;
- xiv work in partnership with ADSE and DDEPP to collate and report student feedback key issues and improvements made on the basis of student feedback.

At Partners this will normally be the HE Manager or equivalent.

Where Faculties have chosen to split the responsibilities of Student Experience and Student Representation Co-ordinators, items v – xiii would normally be undertaken by the Student Representation Co-ordinators.

### APPENDIX 3 - TERMS OF REFERENCE FACULTY STUDENT EXPERIENCE FORUM

<b>Name</b>	<b>Student Experience Forum</b>
<b>Purpose</b>	All parties to work in partnership to identify programme specific strengths and issues to be addressed at Faculty or University level with the mutual aim of enhancing the overall student experience.
<b>Main responsibilities</b>	<ol style="list-style-type: none"> <li>1. To represent and report views of fellow students</li> <li>2. To offer peer support to other members of the forum</li> <li>3. To facilitate greater communication between staff and Student Reps</li> <li>4. To share good practice</li> <li>5. To engage in discussion and problem solving in response to student feedback</li> <li>6. To report to Faculty or University committees on strengths and/or issues requiring action.</li> </ol>
<b>Duration</b>	Permanent
<b>Chair</b>	Senior SUBU representative (Senior Rep or full time officer) or member of academic staff from the Faculty
<b>Secretary/Clerk</b>	Representative from the Faculty (for minute purposes only)
<b>Membership</b>	<p><b>Core members</b> SE Forums may comprise the following:</p> <p>Executive Dean of the Faculty or equivalent (optional) Student Representative Champion (where the role exists) Student Rep Co-ordinator or nominee SU VP (Education) or representative Senior Faculty Representative Officer(s) Student Reps from each programme</p> <p><b>Co-option:</b> Relevant Professional Services Staff</p>
<b>Usual Number of Meetings</b>	Once a term
<b>Reporting Line</b>	Faculty Academic Board Faculty Executive Programme Leaders Outcomes uploaded onto myBU SUBU
<b>Sub-group</b>	None
<b>Minutes or Notes</b>	Faculty Academic Board (relevant extracts as appropriate) Student Voice Committee

## APPENDIX 4 – SUGGESTED METHODS FOR UNIT FEEDBACK

Faculties have provided examples of good practice that have been deployed in the last few years. These can be adopted/adapted as required, or alternatively an entirely different approach could be taken providing it aligns with the principles of operation outlined in section 4.1 above. The examples listed below, and a 'bank' of questions, is available at: <I:\Academic Services\Public\EDQ\Student Feedback and Student Voice Committee>

Approach	Possible methods	Description	Qualitative/ Quantitative	<a href="I:\Academic Services\Public\EDQ\Student Feedback and Student Voice Committee">I:\Academic Services\Public\EDQ\Student Feedback and Student Voice Committee</a>
Paper-based	Positives, negatives, and suggestions for change (Stop/Start/Keep)	Free choice in design of questions Designed for quick gauge of issues/strengths Typically completed during class time and collected by Unit Leaders/ Administrators Requires manual processing of results	Qualitative	See example 1 at: Paper Examples
	Former SUE questionnaire	Former SUE questions presented in paper form for completion Typically completed during class time and collected by Unit Leaders/ Administrators Set questions with Likert scale for responses Requires manual processing of results	Quantitative	See Example 2 at: Paper Examples
	Customised paper-based SUE form	Combination of SUE questions with adaptations Typically completed during class time and collected by Unit Leaders/Administrators Requires manual processing of results	Both	See Example 3 at: Paper Examples
	Combination of questions requiring responses through tick-boxes and comments	Free choice in design of questions Typically completed during class time and collected by Unit Leaders/Administrators Requires manual processing of results	Both	See Examples 4, 5 and 6 at: Paper Examples
Online	myBU unit level survey	Free choice in design of questions Uses myBU survey tool within a unit Instructors can configure surveys according to unit specification Results are accessible immediately via the GradeCentre in each unit and can be exported into Microsoft Excel formats. Further support from Library & Learning Support and Faculty Learning Technologists for staff using myBU is available	Both	Further guidance is available within the 'myBU Staff Support Community' available via myBU
	External online survey tool (e.g. Survey Monkey or BOS)	Use of external survey tool such as SurveyMonkey or Bristol Online Student Tool Free choice in design of questions Open and close dates chosen by Unit Leaders BOS surveys create a unique url link which can be sent to students Results are accessed directly and can be exported to analysis	Both	Further guidance is available within the 'myBU Staff Support Community' available via myBU

		software		
	myBU Discussion Board	<p>Allows capture of qualitative comments made via myBU discussion board</p> <p>Free choice in design of questions</p> <p>Allows further questions/clarification of issues during the survey</p> <p>Requires manual processing of results</p> <p>Further support from Library &amp; Learning Support and Faculty Learning Technologists for staff using myBU is available</p>	Qualitative	Further guidance is available within the 'myBU Staff Support Community' available via myBU
	Audience Response System	<p>Instant capture of in-class multiple choice questions using hand held response devices (500 handsets available).</p> <p>Responses downloaded as spreadsheet</p> <p>Free choice in design of questions posed through PowerPoint</p> <p>Responses can be revealed immediately for discussion or hidden</p> <p>Available to use in any seminar/lecture room</p> <p>Requires installation on Tuning Point software on staff laptop/PC and advance booking of handsets (both through IT Service Desk)</p>	Quantitative	Further guidance is available within the 'myBU Staff Support Community' available via myBU