

Introduction

The College defines student engagement as the process of taking deliberate and positive steps to empower students to shape their learning experience and environment. The College recognises that the views of students, individually and collectively, should inform quality systems with the purpose of improving the student educational experience both for current and future cohorts.

Aspects of the educational journey into which students can offer insight to include:

- application and admission
- induction and transition into higher education
- programme and curriculum design, delivery and organisation
- curriculum content
- teaching delivery
- learning opportunities
- learning resources
- student support and guidance

All students studying at a Higher Level at Shrewsbury Colleges Group have the opportunity to be involved in quality enhancement and assurance processes in a manner and at a level appropriate to them. How they can do this is shared with students at Induction and regularly promoted throughout their period of study.

Shrewsbury Colleges Group is committed to:

- Encouraging active student participation in Shrewsbury Colleges Groups quality systems, including using individual and collective feedback from students
- Implementing transparent mechanisms, for the nomination and election of Course Representatives
- Providing induction and on-going support for students appropriate to their quality assurance roles
- Sharing and, where possible, acting upon student feedback

Purpose and Scope

This Policy outlines the mechanisms by which students can participate in quality enhancement and quality assurance processes, which includes but is not restricted to representation of the student view through formal representation mechanisms.





The College obtains feedback from students via a number of methods throughout the academic year, including:

- Surveys
- HE Student Focus groups
- Consultations
- Module reviews
- Personal Tutorials
- HE Student Consultatives
- Student rep meetings
- Representation on College committees

Feedback from students is regularly considered and feedback on actions taken provided. In addition to the regularly timetabled student engagement activities students can request a focus group if they feel that a problem exists.

Curriculum areas and Student Support services should consider student feedback and include responses to student feedback in annual action plans.

Mechanisms for Student Engagement

Student	Course Representative	HE Lead Student Representative	HE Governor
			
Tutor Focus Groups	College wide Student Rep Meetings	Attend Strategic Meetings representing HE	Attend Governor Meetings
Module Reviews	Tutor Group Consultatives	Student Voice for the QAA Review	
Consultations	Consultations	Consultations	
Internal Surveys	Internal Surveys	Internal Surveys	
National Student Survey	National Student Survey	National Student Survey	

Individual

Students should be actively encouraged to participate in Tutor Focus Groups, Module Reviews, Consultations and Surveys. Course Leads should promote the benefits of participating and ensure actions taken as a result of feedback received is shared.

Course Representative

At the start of each academic year two students from each tutor group are elected by their group to be their Course Representatives.

Course Representatives are expected to:

- Canvas opinions of their fellow students
- Attend Consultatives with the HE Lead
- Act as a single voice for their fellow students on the Programme
- Meet regularly with the other Course Representatives to share views via Student Rep Meetings
- Provide two way feedback to fellow students and College managers

Course Representatives are provided with training to carry out their role effectively by the Agency as part of their induction.

Higher Education Lead Course Representative

Annually Course Representatives will be given the opportunity to act as the nominated Higher Education Lead Course Representative.

The Higher Education Lead Course Representative is expected to:

- Provide feedback to College managers on strategy, action plans, policy
- Attend College committees
- Lead Student Consultations

The HE Lead provides training and mentoring to the Higher Education Lead Representative.

Governance

Annually the Corporation seeks a student to represent Higher Education on the Governing Body, this formal process is overseen by the Clerk of the Governors and appropriate training also provided.