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**Student Engagement Procedure**

Academic Year 2022/2024

# Newham College

## Student Engagement Procedure 2022- 2024

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## 1 Introduction

Newham College is committed to seeing and empowering students as producers of their own learning and, through this procedure, as producers of their HE experience.

### 1.1 What do we mean by student engagement?

In the context of this policy, student engagement is understood to mean; the participation of students in shaping, improving their educational experience, this includes, but is not limited to, the meaningful participation of the student in the formal quality and development mechanisms of the College.

### 1.2 Aim

At Newham College we value students as partners; the College takes deliberate steps and aims to engage all our students, individually and collectively, as partners in the assurance and enhancement of their educational experience. This procedure is designed to be the structure which outlines the activities enabling us to meet that aim. To achieve our aim we will ensure that:

- a. every student will have the opportunity to contribute to the ways in which they can engage with and feedback to the College;
- b. every student will have a chance to provide feedback individually and, if desired, anonymously on their learning and wider experience at relevant points in their course of study;
- c. feedback will be analysed and any issues raised are addressed in a timely and effective way, always ensuring that the outcomes are fed back to the student body;
- d. every student at every level of every course will have access to representation, and as a result, will be able to influence their learning and wider experience through their course representatives;
- e. student representatives and staff working with them are aware of their responsibilities;
- f. student representatives are supported and trained in their roles;
- g. student representatives on all committees are empowered to raise issues and make meaningful contributions to discussions;
- h. students are empowered to engage meaningfully with key quality assurance and enhancement processes.

### 1.3 Scope

This procedure refers to registered students who are studying any designated course described at level four and above of the FHEQ at Newham College of Further Education.

### 1.4 External references points

Underpinning this procedure are the guiding principles of the UK Quality Code for Higher Education ([Student Engagement](#)).

## 2 How was this procedure developed?

During the period 2019/2021 5 student fora were held from across the disciplines where students discussed their views regarding their wishes and opportunities for engagement with

the College. This feedback together with the Quality Code advice and guidance forms the basis of this procedure.

## **2.1 How will students engage with the College?**

Students can engage in a number of ways:

- a. through course representatives and representatives on Course Boards, College committees, or by interacting with their student representatives;
- b. individually by providing individual and collective feedback on their learning and wider student experience through surveys and other means for example end of module/year reviews, NSS;
- c. individually by raising matters with an appropriate member of staff e.g. tutor or student services;
- d. through engagement in key quality assurance and enhancement processes including reviews and course approval.

In addition to the opportunities listed above the College will actively encourage students to engage with the external examining processes, this will include:

- a. inform students of the external examiners' role in reviewing their course;
- b. encourage students to meet with external examiners;
- c. provide access to external examiner reports and consequent responses through the VLE;
- d. facilitate feedback on the reports and the potential for the opportunity to meet with external examiners to give them direct feedback on their courses.

## **2.2 How will we achieve the aims of this procedure?**

In order to achieve the aims of this procedure we will undertake the actions described below.

### **2.2.1 Develop a culture of student engagement at all levels throughout the College.**

The College aims to support students in going further than focus groups and discussion. This procedure is about engaging students individually and collectively as active and informed participants in academic quality assurance and enhancement, as well as, enabling students to have a key stake in shaping their academic experience. As such, over the span of this procedure:

- a. student representatives and committee members will be recruited and trained to undertake their role;
- b. students will be given the opportunity to sit on all committees and boards, with exception of the Assessment Boards;
- c. build a bank of good practice where students and staff have worked together appropriately;

- d. the College will ensure that all students and staff are aware of this procedure through publicity, induction and through Course Boards.

### **2.2.2 Ensure inclusive representation.**

There is little point in having great opportunities for students to engage if students don't see the value of them or cannot participate, particularly those students who are from demographics that are typically under-represented. We will:

- a. provide opportunities for 'non-engaged' students to be involved in shaping and developing their Newham College experience;
- b. coordinate the promotion of how students can engage in their college and ensure that we always demonstrate the potential impact of any engagement;
- c. develop online meeting facilities to ensure engagement is possible for those not on campus at particular times.

### **2.2.3 Ensure effective use of student feedback.**

It is important that we not only put feedback to good use, but that we share with students and staff how feedback is being used by publicising actions, successes, and best practice. We will explain clearly, if we cannot act on feedback and invite further discussion with students. We will communicate feedback to students in the following ways:

- a. Course Boards;
- b. Publication on the Virtual Learning Environment;
- c. individually through formal letter or verbally according to the student's wishes;
- d. You said / We did communication;
- e. annual summary of actions contained within the annual Self-Evaluation Document (SED) and approved at ADQ.

### **2.2.4 Support staff participation in student engagement;**

It is important to us that staff feel confident and knowledgeable in supporting the student voice and that they are encouraged to bring the student engagement ethos into their everyday practice. Those who are unfamiliar with student engagement will have access to training and resources to support the work we're doing around student voice. Staff generally will be encouraged to consider how the student voice affects their area of work. It is important that all areas of the College start to embed student engagement as part and parcel of what they do. Students identify strongly with their area of academic study, so it is crucial that we support academic staff in student engagement activities and enable them to embrace those activities in their everyday practice. In order to achieve this outcome we will:

- 1. development of a staff training programme;
- 2. develop opportunities to share practice in student voice activities.

### **2.2.5 Review and evaluation**

The review of the overall operation and effectiveness of the student representation system is the responsibility of ADQ Committee. This is undertaken through an annual report to HE Oversight Committee. The ADQ Committee expects that the effectiveness of arrangements

for student representation in a department should be considered specifically in the three-yearly review.