Responding to Student Voice: Developing evidence-based principles of practice *through* the Scottish Enhancement Theme

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@hasty_tweets

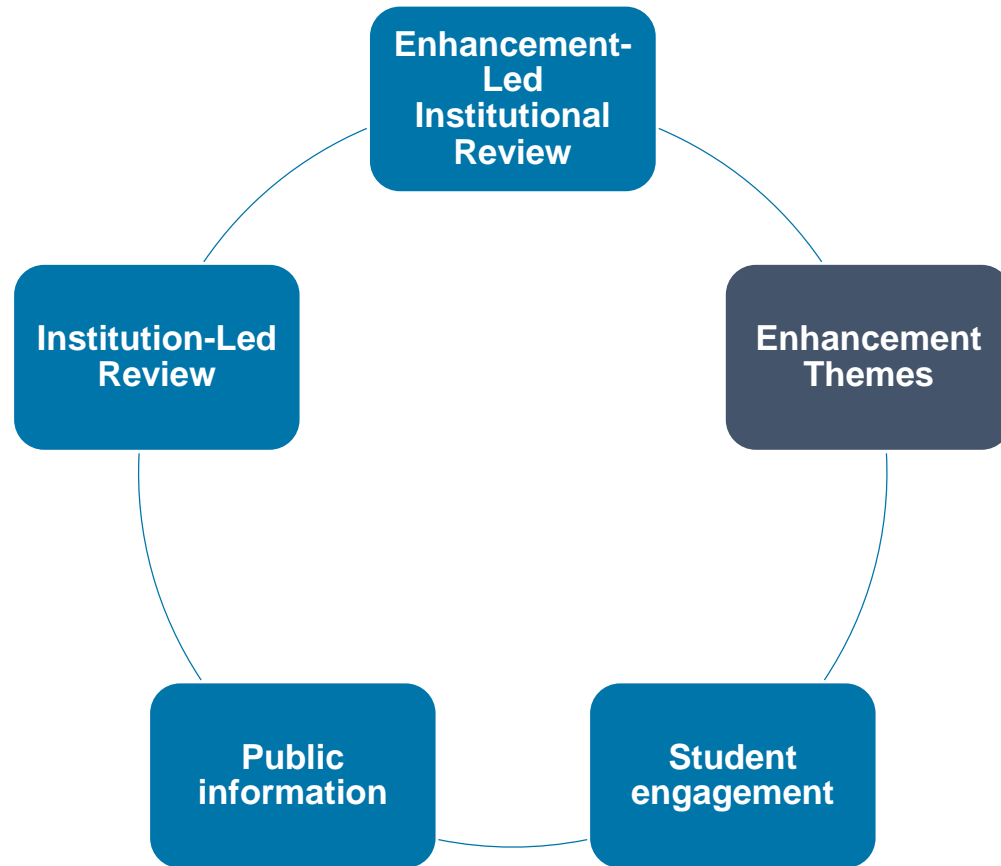@themestweets

Scotland's Quality Enhancement Framework

Partnership of agencies

Search for *Impact of the Enhancement Theme* on YouTube (or click here)

Evidence for Enhancement: Improving the Student Experience

The Enhancement Themes

- Key element of the QEF

- Distinctive aspect of Scottish HE

- Theme chosen and delivered by sector in collaboration with QAA Scotland

- Fosters partnership and collegiality

- Allows us to achieve things collectively that we might not be able to do individually

- Focus on developing strategies, shaping policies, innovating practice

14 Years of The Enhancement Theme

- Assessment and Integrative assessment (2003-04)
- Responding to student needs (2003-04)
- Employability (2004-06)
- Flexible delivery (2004-06)
- First year: engagement & empowerment (2005-08)
- Research-teaching linkages: enhancing graduate attributes (2006-08)
- Graduates for the 21st century (2008-11)
- Developing and supporting the curriculum (2011-14)
- Student Transitions (2014-17)
- **Evidence for Enhancement: improving the student experience (2017-20)**

Enhancement Themes

Evidence for Enhancement

Why is this a compelling theme now?

- Exponential increase in the availability and visibility of data and evidence

- Universities changing practice and policy at all levels through use of new data systems

- This 'data revolution' is affecting everyone and the system as a whole

- Aligns with Government priorities and developments elsewhere

Vision for Evidence for Enhancement

- Help Scottish sector enhance student experience by improving how it uses data and evidence

- Broad view of student experience and attention to student engagement across all activity

- Demonstrate the impact of the Theme for our students and other key stakeholders

Supporting Programme Leaders
Edinburgh Napier University

Learning analytics
University of Strathclyde
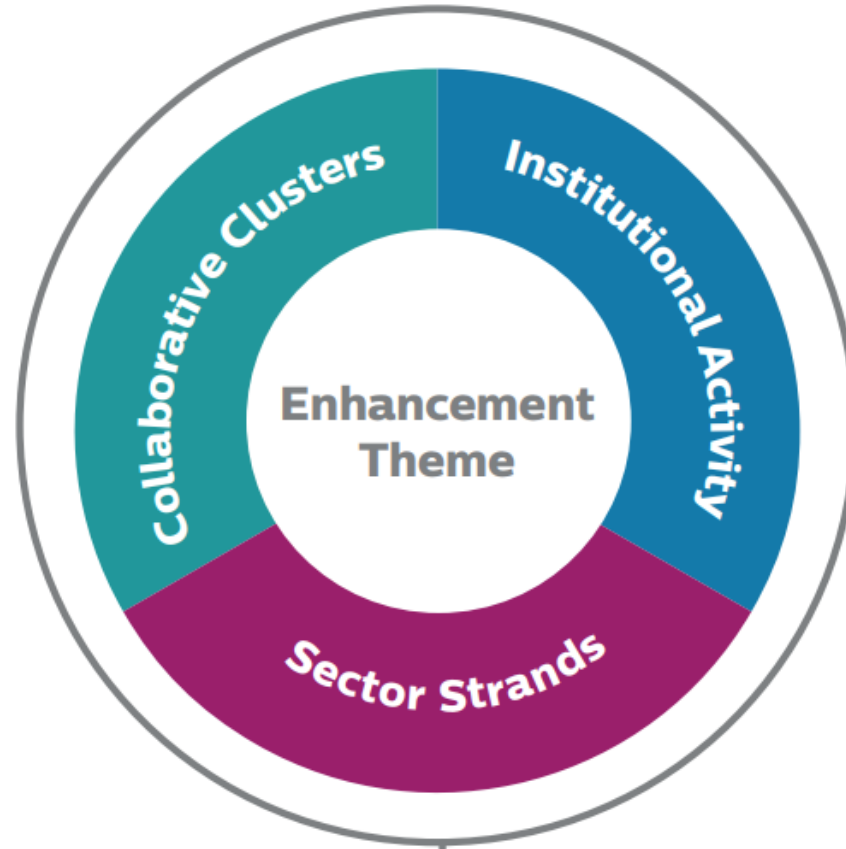
Creative disciplines
Glasgow School of Art

Distance learning
Queen Margaret University

Measuring beyond metrics
Abertay University

Graduate employment
University of Dundee

Enhancement Theme

- Collaborative Clusters
- Institutional Activity
- Sector Strands

19 Institutions pursuing projects across the following areas:

- **The nature of evidence**
- **Approaches to evaluation**
- **Staff upskilling and empowerment**
- **Learning analytics and dashboard development**
- **Quality assurance processes**
- **Student characteristics**
- **Student success, retention and employability**
- **Student engagement and belonging**
- **Learning space and curriculum development**
- **Digital technology, learning, teaching and assessment**

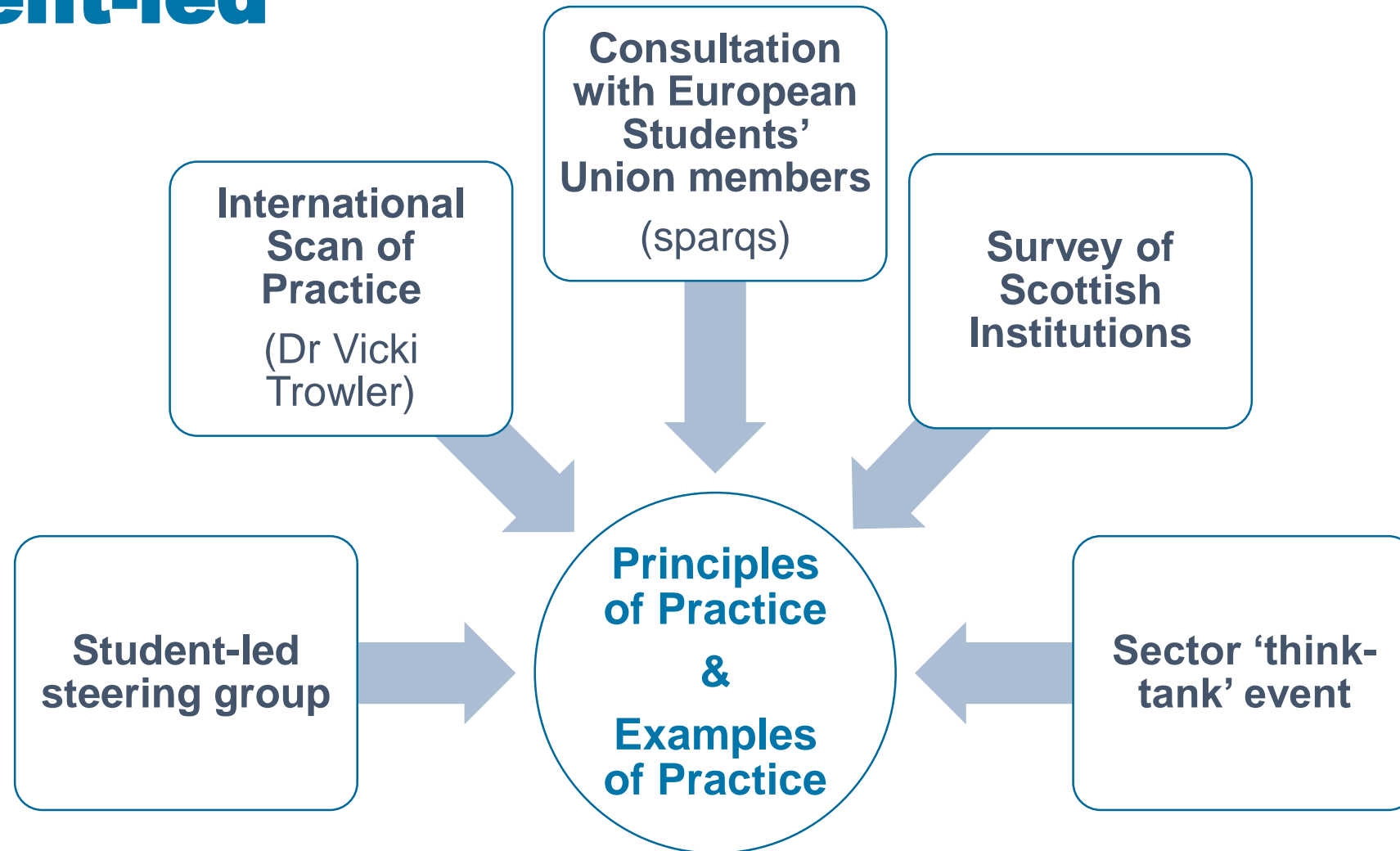**Optimising the use of existing evidence**

Student engagement

Student demographics, retention, and attainment

Enhancement Themes

Evidence for Enhancement: Improving the Student Experience

Student Engagement and the Theme

- **Core element** of Theme organisation and activity, a **mechanism** and **focus** for change.

- Student representation and participation **throughout** and **across** management and delivery of the Theme.

- Specific student engagement strand with supported **student-led project:**
  - **2017-18 Responding to Student Voice**
  - 2018-19 Students using students' data

Enhancement Themes

Deriving principles: sector-wide and student-led

Consultation with European Students' Union members

(sparqs)

International Scan of Practice

(Dr Vicki Trowler)

Survey of Scottish Institutions

Principles of Practice & Examples of Practice

Student-led steering group

Sector 'think-tank' event

Enhancement Themes
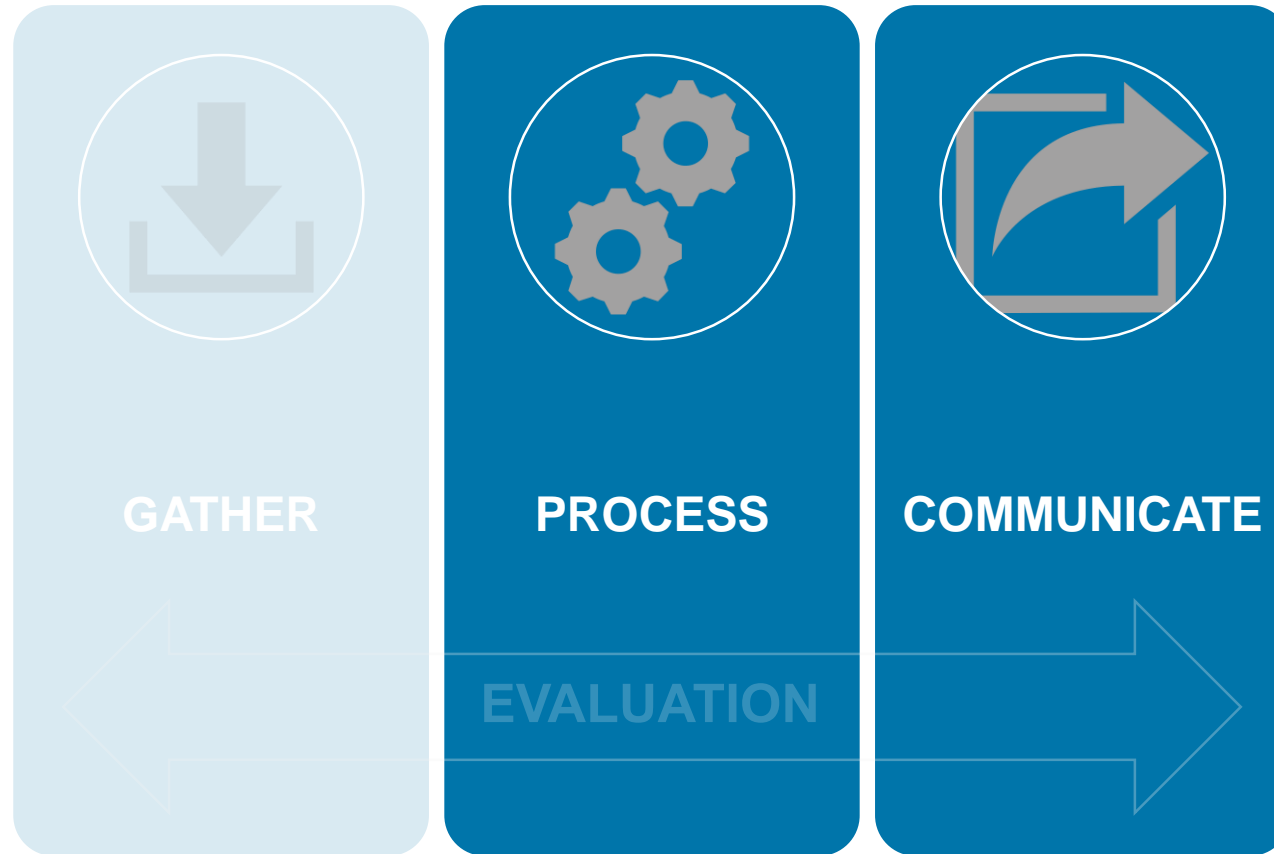
RESPONDING TO THE STUDENT VOICE: PRINCIPLES OF PRACTICE

In **processing** student **feedback**, and **communicating outcomes** realised as a result of this action, **Higher Education Institutions** and **Students' Associations** should…

WORK IN **PARTNERSHIP**

FOSTER **REPRESENTATIVE** SYSTEMS

ENCOURAGE **DIALOGUE**

BE **TIMELY**

ENSURE **TRANSPARENCY**

EMBED **ETHICS**

SUPPORT **ENHANCEMENT-LED** APPROAHCES

CELEBRATE **ACHIEVEMENT**

QAA Scotland

Enhancement Themes

ENCOURAGE **DIALOGUE**

Approaches to the processing of student feedback, and the sharing of outcomes resulting from this activity, should consistently encourage **respectful** and **open-ended dialogue** between **all** staff, students and students' representatives seeking to share their **views** and effect **change**.

ENCOURAGE **DIALOGUE**

Use the boxes below to **reflect** on your current policy and practice, explore how you might make improvements, and **plan** how you will **evaluate** progress towards meeting this principle

1. What are you currently doing to help you meet this principle?
Use this space to document the ways you already embrace this principle in your policy and practice

3. How will you evaluate what you do? Use this space to consider how your arrangements will be reviewed.

2. What else could you do?
Use this space to suggest enhancement activities.

RESPONDING TO THE STUDENT VOICE: PRINCIPLES OF PRACTICE

Next steps: focused table

Principle	Actions			Review points/milestones	Owner(s)
	Objective	Activities & Outputs	Success/Impact indicators		

Concluding thoughts... Evidencing the impact of and on student engagement

- Like Theme as a whole, not easy to evaluate. Indictors are positive and we are looking at longer-term approaches to explore this (led by Prof. Liz Thomas)

- But… Sparqs meeting of new sabbatical officers – very positive response. An example of positive indicators.

- Taking this as part of our focus for year three – How do we measure and evidence wider impact of and on student engagement?