

UCEN Manchester Student Engagement Strategy

Version Control

| | |
|--------------------------|---|
| Version: | 2.0 |
| New or replacement: | Replacement |
| Approved by (Committee): | Curriculum, Quality and Standards |
| Date approved: | 1 July 2015 / reapproved: March 2018 |
| Title of author: | Director of Student Experience and Engagement |
| Date issued: | July 2015 |
| Date for Review: | Every 2 years |
| Document reference: | |

Revision History

| Version | New/Replacement | Summary of Changes |
|---------|-----------------|---|
| 1.0 | New | New strategy document for Higher Education Student Engagement |
| 2.0 | Replacement | Rename to UCEN Manchester Change of Committee |

Contents

| | |
|-------------------------------|---|
| 1. Introduction | 4 |
| 2. Context..... | 4 |
| 3. Principles..... | 4 |
| 4. Strategic Objectives | 5 |
| 5. Monitoring | 7 |
| 6. References | 8 |

1. Introduction

This Strategy document will contribute to the UCEN Manchester vision:-

‘At UCEN Manchester, we’re creating futures together. We’re focused on delivering first-class technical and professional higher levels skills to meet the priorities of Greater Manchester and the wider region.’

The Student Engagement Strategy will articulate how UCEN Manchester will work towards achieving the following strategic objective:

Engaging with students to go beyond just involvement and consultation and reach towards students being producers and change-agents to create a much richer and more valuable engagement.

Furthermore responding to student voice: principles of practice:

- *Working in Partnership*
- *Utilising Representative Systems*
- *Encouraging Dialogue*
- *Timeliness*
- *Ensuring transparency*
- *Embedding ethics*
- *Supporting Enhancement Led Approaches*
- *Celebrating Achievement*

2. Context

Engaging students and staff effectively as partners in learning, teaching and assessment is arguably one of the most important issues facing higher education in the 21st century. Students as partners is a concept which interweaves through many other debates, including assessment and feedback, employability, flexible pedagogies, internationalisation, linking teaching and research, and retention and success (Healey, M., Flint, A. and Harrington, K. 2014).

UCEN Manchester is committed to enabling all students to reach and exceed their goals while at UCEN Manchester. An integral part of this commitment is to create an ethos of quality enhancement that impacts in a positive and progressive manner on all aspects of the student academic experience at UCEN Manchester. UCEN Manchester acknowledges that to achieve this there needs to be a partnership between the organisation, staff and students; therefore, this strategy links closely with other Strategies and procedures.

3. Principles

UCEN Manchester will fulfil our vision by:

- Adopting practices and positive approaches that enable all our students to feel part of a supportive institution and ensure all students feel part of our UCEN Manchester community, through an inclusive approach.
- Ensuring all our students have the opportunity to engage in their own academic and personal learning and are viewed as key partners in our operational processes and approaches.
- Providing structure that allows our students to engage with and shape the direction of their own learning and creating a culture where students feel they are making a valued contribution to planning and developments.
- Using appropriate UCEN Manchester systems and formal structures that allow student representatives to work in partnership with the UCEN Manchester to enhance the student experience for quality and governance purposes and to provide meaningful discussions.
- Encouraging and supporting any student representatives and groups interested in influencing the student experience at a national level.
- Empowering staff and students to participate fully and meaningfully in student voice mechanisms to ensure student voice is dynamic and meaningful.

4. Strategic Objectives

This Strategy is focussed upon five UCEN Manchester key priorities:

1. We will adopt practices and positive approaches that enable all our students to feel part of a supportive institution and ensure all students feel part of our UCEN Manchester community, through an inclusive approach;
 - 1.1. UCEN Manchester will work towards embedding an approach of partnership within the UCEN Manchester between staff and students, in relation to learning and teaching enhancement and development of the student experience.
 - 1.2. We will increase the range of opportunities that allow staff and students to engage jointly in research or project related activity relevant to the on-going development of the student experience, student engagement and other topics of mutual interest.
 - 1.3. UCEN Manchester will develop of the nature and range of communication methods used with students, with a particular focus on the use of technology, social media and other dynamic means, whilst meeting and enhancing our Equality and Diversity requirements.
 - 1.4. We will continue to develop a range of events and activities which are inclusive and open to all and to engage with the widest range of students, to ensure that the

Student Representative system is understood and promoted to continue to develop activity and engagement.

- 1.5. UCEN Manchester will use existing students to help promote UCEN Manchester to others and form peer support networks.
2. UCEN Manchester will ensure all our students have the opportunity to engage in their own academic and personal learning and are viewed as key partners in our operational processes and approaches Seek student feedback through the use of timely and appropriate mechanisms in all programmes, with transparent and accountable responses and to share outcomes emerging.
 - 2.1. Increase the quantity and range of opportunities for students to network and engage with their peers for both learning and social purposes.
 - 2.2. We will continue to work with the student body to develop effective formal and informal inclusive approaches used to communicate with students.
 - 2.3. To encourage students to use the Student Representative System as an effective method of highlighting broad issues relating to enhancing the student experience.
 - 2.4. UCEN Manchester will use small focus groups where appropriate to gather feedback on the experience of specific student groups for example: children from looked after backgrounds (LAC), disabilities etc. for areas like induction, transition, support.
3. UCEN Manchester will provide structure that allows our students to engage with and shape the direction of their own learning and creating a culture where students feel they are making a valued contribution to planning and developments.
 - 3.1. We will increase the quantity and range of opportunities available to students to engage with employers for both work skills and experience. Also to improve students' networks, develop their awareness of employers, the labour market and industry.
 - 3.2. Support the development of a UCEN Manchester Student Union and Alumni
 - 3.3. To continue to develop the return rate on student feedback surveys, identifying areas of low participation.
4. UCEN Manchester will use appropriate systems and formal structures that allow student representatives to work in partnership with the UCEN Manchester to enhance the student experience for quality and governance purposes.
 - 4.1. UCEN Manchester will further develop the range of opportunities available for students to become involved in quality arrangements and processes within the

UCEN Manchester including areas such as Self Evaluation, and course review and approval.

- 4.2. Continued development and enhancement of the means through which students can provide feedback to UCEN Manchester on their overall learning experience and specific elements of this and providing accessible and clear explanations of this.
5. UCEN Manchester will actively encourage and support any student representatives and groups interested in influencing the student experience at a national level
 - 5.1. UCEN Manchester will support and encourage Student Representatives and the Student Union to support local and national issues that affect our students.
 - 5.2. We will enable Student Union members to attend appropriate NUS training events/and sponsored activities.
 - 5.3. UCEN Manchester will raise awareness of the value of contributing and completing annual student surveys questionnaires, and annual destinations reports, seeking best practice from students in our communication in this respect.

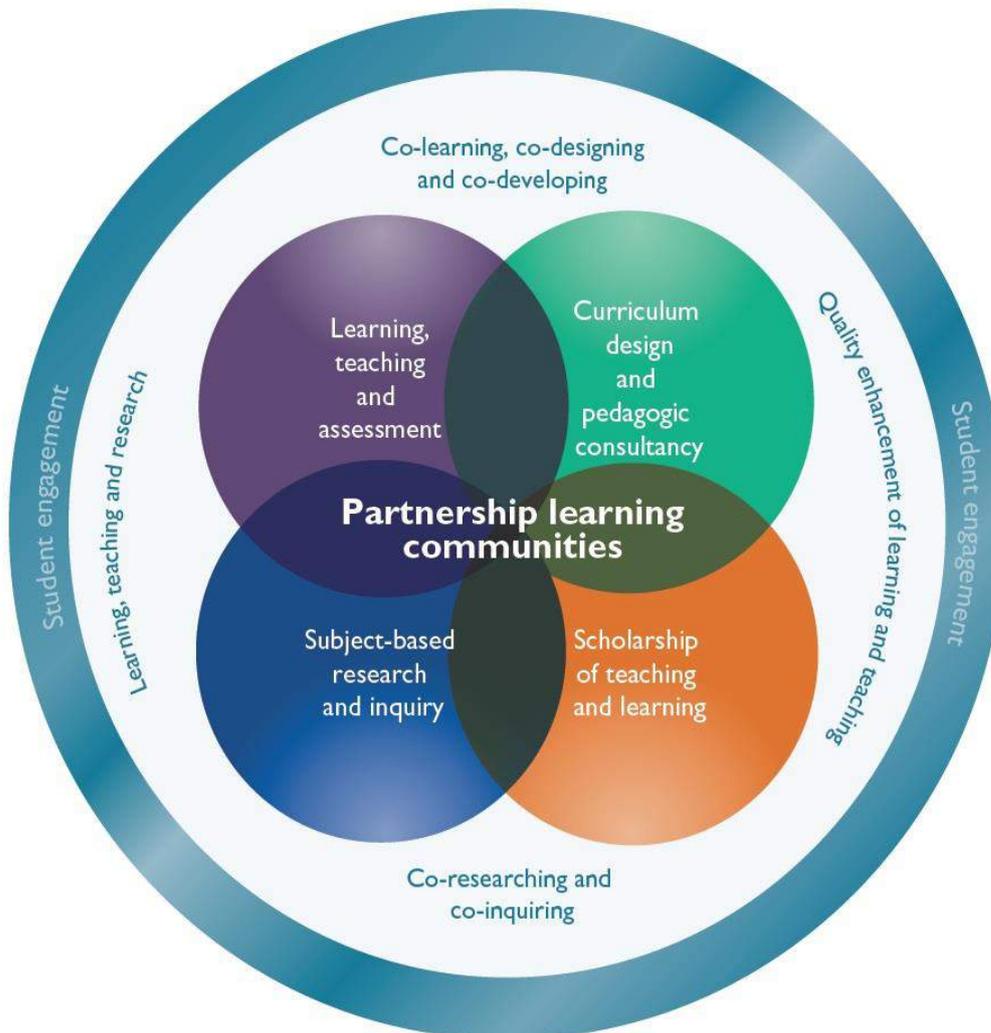
5. Monitoring

Implementation of the Strategy will be monitored by the Student Experience and Support Panel, which will report directly to the Curriculum, Quality and Standards Committee through its consideration of a structured annual report, in line with the reporting structure.

UCEN Manchester will assess how well we are delivering our principles, achieving our aims and mission through:

- Quality Reviews
- Operational Planning
- Curriculum Review

- Review of Key Performance Indicators (KPIs)



Source: Healey, M., Flint, A. and Harrington, K. (2014) *Students as partners in learning and teaching in higher education*. York: Higher Education Academy. <https://www.heacademy.ac.uk/engagement-through-partnership-students-partners-learning-and-teaching-higher-education> p.25

6. References

Healey, M., Flint, A. and Harrington, K. (2014) *Students as partners in learning and teaching in higher education*. York: Higher Education Academy. <https://www.heacademy.ac.uk/engagement-through-partnership-students-partners-learning-and-teaching-higher-education> p.25

BIS, (2011) *Higher Education, Students at the Heart of the System*, Norwich: The Stationery office, https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/32409/11-944-higher-education-students-at-heart-of-system.pdf