## Introduction

We are committed to involving students in all aspects of the design, development and delivery of our programmes. We believe that student engagement and effective student staff interaction is fundamental to the enhancement of the student experience as well as beneficial for the organisation in contributing to our operations and strategic development.

We are also committed to providing all students with opportunities to engage in enhancing the student experience, in ways that are flexible and take into account our student population of part-time working professionals.

Student engagement model and roles

We have adopted a 'pyramid model' of student engagement, shown below. As indicated, student representation is one part of our wider approach to student engagement. The guiding principle which underpins the model is effective communication. We feel it is essential that each element of the model can communicate with the others and with us as an organisation, and that we can communicate with each element.

Education for Health Pyramid Model of Student Engagement
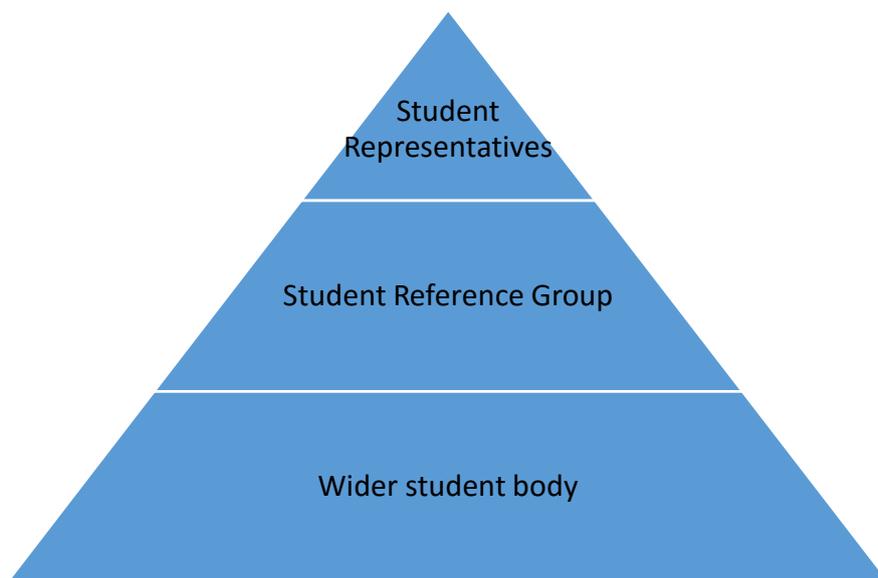
Education for Health, 2016

Student Representatives contribute to formal committees and groups such as Academic Board, Teaching and Learning Committee and Academic Standards Committee. The term of office is a minimum of one year.

The Student Reference Group is engaged with organisational and module/programme level issues, and operates mainly remotely through online discussion. The group includes the Student Representatives. The term of office is a minimum of one year.

The wider student body provides feedback primarily at a module and programme level, and will also be engaged on wider issues relating to educational provision including clinical relevance. Students are included in feedback methods if currently enrolled on a module or programme. Alumni have the opportunity to receive updates and provide feedback via newsletter items.

Principles and responsibilities for student engagement

The points below will guide how the organisation and students engage with each other.

Organisation
The organisation will:
- work with students to monitor and enhance the quality of their learning experience, using a range of methods to accommodate our student population of working professionals engaged in part-time distance and blended learning
- provide all students with opportunities to participate and share their views, and will promote these opportunities through a range of ways to encourage as many students to participate as possible. We anticipate that most engagement will be from current students but we will also aim to involve alumni when appropriate
- acknowledge the role and contribution of students in enhancing the student experience and the operation and strategic development of the organisation
- ensure processes are in place for gathering and reviewing student feedback, addressing the issues raised and feeding back to students on outcomes ('you said we did') in a timely manner
- have processes in place for recruiting Student Representatives and members of the Student Reference Group, to include a selection process (if required) that is fair and transparent
- provide support for Student Representatives and the Student Reference Group. This will include:
  - providing training and support for these roles including clear information about the length of appointment and expected time demands of the role
  - ensuring time demands of the roles are and remain proportionate and manageable
  - advising students of meetings and other events in good time and providing adequate time to review material as required
  - paying expenses incurred in the role, as agreed in advance, in a timely fashion.

Student representation, including Student Representatives and Student Reference Group
The function of Student Representatives and Student Reference Group is to consider and represent the student perspective, in relation to both issues raised by the organisation and issues raised by students.

If a student in one of these roles encounters difficulties in fulfilling their responsibilities, he or she will let the organisation know this at the earliest opportunity. This is to enable all those involved to discuss arrangements for support, or if necessary to consider a change in role so that student representation can continue in a timely fashion.

Methods for engaging students

The organisation has a range of methods for engaging with students and will continually develop these to enhance communication. Hence the information below is indicative but not restrictive.

Module level
- Evaluations – Study Day, eLearning and final module evaluations
- Informal feedback – through discussion at events such as Study Days and by phone, email and online forum discussion
- Consultation with students where appropriate in relation to proposed module changes
- Communicating enhancements to the student experience through online announcements and newsletters

Programme level
- Informal feedback – such as when transcripts are sent out annually, at events including graduation, via online programme forums and communication with programme leads and programme administrators
- Consultation with students where appropriate in relation to proposed programme changes
- End of programme evaluations
- Communicating enhancements to the student experience through online announcements and newsletters

Organisation level
- Formal meetings – attendance and/or feedback from Student Representatives in relation to Academic Board, Teaching and Learning Committee, Academic Standards Committee
- Student engagement elements within Annual Monitoring
- Feedback from Student Reference Group on issues including proposed changes to modules and programmes, informed as appropriate by feedback from wider student body such as through surveys
- Communicating enhancements to the student experience through online announcements and newsletters

Evaluation and monitoring

The effectiveness of methods of student engagement will be informally reviewed on an ongoing basis and formally reviewed at a minimum of an annual basis, by both students and the organisation.

Date of next review: September 2017