



University Centre  
Reaseheath



—  
Listening to the  
STUDENT  
VOICE  
—



*“The student voice initiatives at UCR are so very important. Not only does it help improve student experience each year, it assures students that you care about their well-being.”*

From a Student Rep

Listening to the  
**STUDENT  
VOICE**



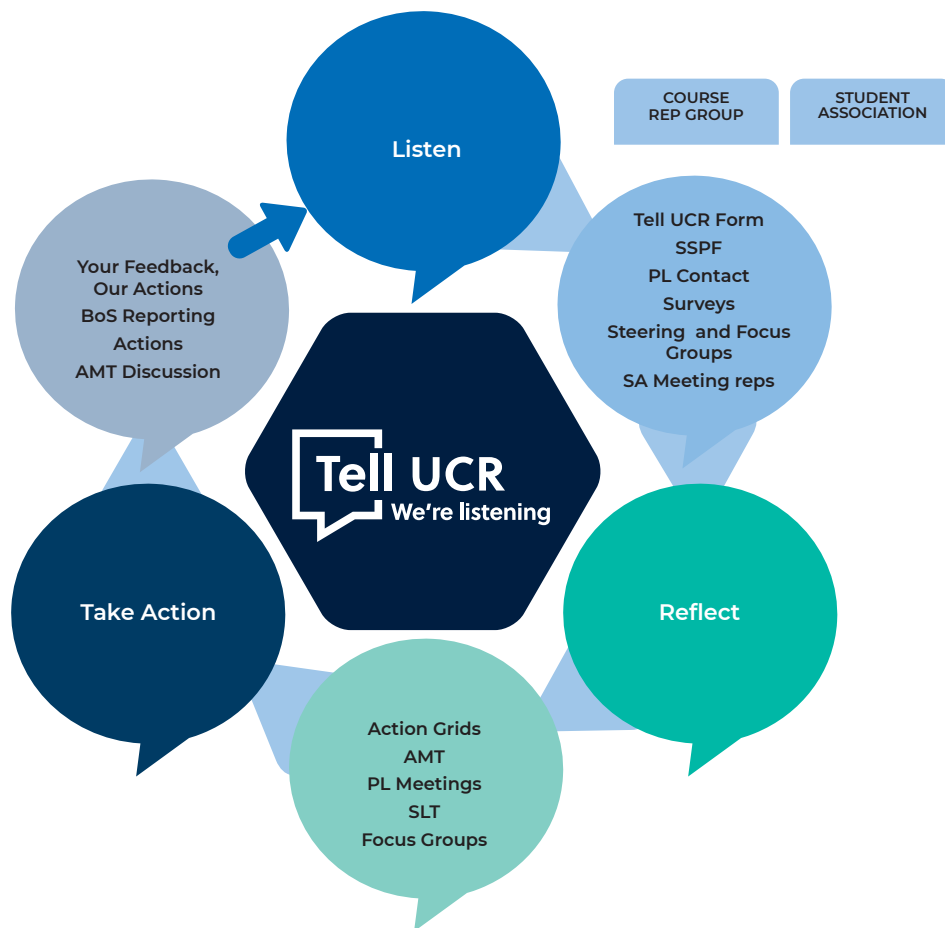


Fig.1

## UCR Student Voice Approach for 21-22:

### *Working in Partnership*

The initial revised approach to student voice introduced in 2020 has had a positive impact on UCR's provider level satisfaction levels within NSS for 2021. There are however still developments required to continue in this enhancement and develop an effective partnership with our students. This year's focus will be to drive forward with effective communication of actions taken in relation to student feedback.

This document outlines the approach to be taken for Student Voice in 21-22. This builds on the initiatives introduced in 20-21.

The UCR approach continues to focus on the principles of Listening, Reflecting, Taking Action. This will be under the branding of Tell UCR, We're Listening. Each initiative operated by UCR is designed to support a feedback cycle approach to student voice (Fig. 1).



## The following Student Voice initiatives will be utilised by UCR in 21-22:

### 1. UCR Student Rep Group

Frequency: Four (4) per year (October (Induction), December, January and March)

#### **Attendance:**

Appointed course reps, Student Life Coordinator, Academic Services Officer (Coordinator), Nominated Members of SA (Optional attendance Academic Registrar).

#### **Purpose:**

Training and Guidance: advice on taking forward a particular issue and training to be effective reps. Opportunities to enhance graduate attributes via the use of Linked In learning. These meetings will not be the forum for raising the issues.  
Notes: Reps would be nominated by early Oct and then invited to and induction and each rep group meeting.

### 2. Staff-Student Partnership Forum (SSPF)

#### **Frequency:**

Three (3) per year (November, January and March)  
Attendance: UCR Academic Registrar (Chair)Appointed Course reps, SA VP UCR (Vice-Chair), SA President, Student Life Coordinator, Library staff rep, Inclusive Learning Team staff rep, Student services staff rep, estates and catering staff rep, Well-Being staff rep, Academic Services Officer, Assistant Dean of HE, UCR Faculty programme leaders, CAM Sport.

#### **Purpose:**

Forum for students to share feedback, open discussion, and creation of clear action points and/or to share results of actions taken. For students to consider the sign off of actions once completed. Opportunity to engage students in proposals for developments, etc.

#### **Agendas:**


Agenda's will be set in partnership with students during the rep group. Pre-meeting contact will also be made to poll students and staff for agenda items. Key themes will also be used at the meetings to drive forward priority issues for both students and staff (e.g., First Impressions, Digital experience, Teaching and Learning, Sustainability, etc).

#### **Minutes/Action Grid:**

UCR Faculty Administrator

#### **Reporting:**

UCR Board of Studies, UCR Academic Management Team, HE Committee



*This year's focus will be to drive forward with effective communication of actions taken in relation to student feedback.*

### 3. Tell UCR Surveys

- First Impressions Survey – October - Focused on first impressions of admissions process, enrolment, welcome week and initial weeks of teaching.
- Student Experiences Survey (SES) – December - Focused on experiences within the first semester. Aligned to NSS questions where possible.
- Module Evaluation Survey (MES) - March - Module level feedback aligned to the NSS questions where possible.
- National Student Survey (NSS) – Jan-April - Details TBC as survey is currently under review.
- 

### 4. Tell UCR Feedback Form

***Purpose:***

To enable all students to provide feedback on any issue or concern which is automatically directed to members of SLT and AMT, which can be acted upon rapidly.

Form Link

## 5. Programme Leader/Course Leader Liaison (Programme Level Student Feedback Record)

### **Purpose:**

To ensure strong relationships are built between programme teams, student reps and student cohorts. Increase transparency of actions taken to address their feedback/comments/concerns. Feed into discussion points raised within SSPF.

Frequency: Three (3) times per year prior to SSPF meeting (October, Early January, Mid-March)

### **Method:**

- Programme teams should engage with their course reps and wider cohort to record feedback/concerns/comments and take actions where relevant before the issues escalate to the SSPF meetings.
- Programme teams may choose to the most suitable method(s) of contact for this feedback opportunity. Good practice sharing will be used within UCR-AMT and PL Meetings ensure a level of standardised or equal approach.
- Programme teams may also wish to hold informal feedback meetings with their cohorts where suitable.
- Feedback should be logged using the Programme Level Student Feedback Record form.
- Actions will be collated onto a Programme Level action grid and fed into agenda items for SSPF and will be reported to the UCR Board of Studies.
- This feedback will provide further mechanisms for developing actions for the CME/Annual review processes.

## 6. Focus Groups and Steering Groups

Members of the SA are part of key meetings and governance for UCR, including the APP Steering Group. SA members will also attend HE Committee, HE Academic Board and the UCR Board of Studies. Focus groups will continue to be used where required on an ad-hoc basis to gain increased intelligence on a particular issue or help drive forward particular developments in year.

## 7. Your Feedback, Our Actions

This area will be a key focus for 21-22 aiming to close the loop on feedback and provide transparency to students on how their feedback has been acted upon. The aim will be to communicate all aspects of feedback including actions from SSPF, Programme Level Student Feedback, Tell UCR Surveys. The Course Rep Group will be an important partner in the development and delivery of this initiative, ensuring that UCR use the best communication channels to reach the right student audience.

### **Coordinator:**

UCR Academic Services Officer  
Facilitators: UCR Faculty Admin, UCR Academic Registrar, Marketing and Communications



*We want to increase transparency to ensure strong relationships are built between programme teams and students.*



University Centre  
Reaseheath

