

Student Voice Forums: A guide for course teams

Student voice forums are operated for all University of Suffolk courses, playing a pivotal role in the collection and consideration of student feedback. Meetings are chaired by the Dean (or the local equivalent) or their nominee (and not by the course leader) and recorded by the relevant course administrator. Dates for student voice forums are agreed and published at the start of each academic year.

Preparation

When preparing for a student voice forum, course teams are advised to consider the following activities:

- The current action plan should be reviewed to enable progress on actions to be reported.
- The student voice report should be carefully considered and actions that address the issues or concerns raised drafted for consideration at the meeting.
- Any significant course events or developments since the last meeting should be reported, as should any consultations with student reps and the results of these.
- Any data reports that are due to be reported on at the meeting should be reviewed in advance, as should the findings of module evaluations and the results presented at assessment boards. The course leader should present a summary of this review activity with respect to each item, along with any plans for actions that are proposed to address any emergent issues.
- If the team are considering proposing changes to the course or its resourcing, student voice forum should be fully consulted.
- Innovations or alternative approaches to learning or assessment should be discussed to seek student feedback and to consider further adoption and dissemination.

While any of the course team are able to attend student voice forums, teams are encouraged to limit the number of staff attending to ensure student rep do not feel outnumbered or less able to express themselves effectively.

Enabling student representative contributions

It is important that student reps are supported in performing their role. While they have the responsibility for working with the students experience ambassadors in collating and reporting their peers' opinions and representing their views, course teams can assist them by, for example:

- Providing opportunities for student reps to talk to their peers during scheduled sessions, both to collate views and opinions prior to a meeting and to feedback following a meeting. Such opportunities are often more effective if the students are able to discuss issues without tutors being present.
- Allowing student reps to use Brightspace discussion boards and online facilities to communicate with their fellow students.
- Being available to reps to provide guidance on both their role and the materials they need to review and comment on in preparation for the meetings.
- Encouraging student reps not able to attend an upcoming meeting to:
 - ⇒ Liaise with their student experience ambassador to prepare the student voice report.
 - ⇒ nominate a peer from their cohort to attend in their place.