Managing Student Voice Forum Meetings

RiME
Risk-based Monitoring and Enhancement

Student Voice Forums are operated for all University of Suffolk courses, playing a pivotal role in the consideration and monitoring of student feedback.

Meetings are chaired by the Dean (or the local equivalent) or their nominee (not by the course leader) and recorded by the relevant academic administrator. Dates for student voice forum are to be scheduled at the start of each academic year.

Preparation

Template student voice forum agenda and Terms of Reference are available in the Quality Manual. Please expand the agenda where appropriate to include any current course issues (such as recent risk-alerts, preparation for course re-approval, or proposed changes or developments), as agreed by the academic administrator and chair, in consultation with the course leader. The agenda and papers are distributed by the academic administrator to all members electronically, at least 1 week in advance of the meeting.

Encourage student reps to liaise with their student experience ambassador to enable the production of the student voice report, if they are unable to attend reps are to nominate a peer to attend in their place.

External stakeholders should be given the opportunity to contribute if unable to attend through a written submission.

Enabling student and stakeholder feedback

The receipt and consideration of feedback from stakeholders, particularly students, is an essential aspect of student voice forum and should be given high priority. Consequently, when planning and managing student voice forums:

- The meetings should be scheduled to enable student reps to attend. This should be done by selecting days when students are expected to be on campus if the intent is for the meeting to be in person. Times when students are being taught or are expected to be attending Students' Union Council should be avoided.

- Time should be provided for student reps to gather feedback from their peers during scheduled contact times in preparation for meetings, and to allow them to report back afterwards.

- New members (students and external stakeholders) should be offered an opportunity to discuss their role at student voice forum and explore how they can best fulfil this to the benefit of their peers and the course as a whole. A guidance sheet for students is available to assist in this, and the Students' Union provide training for student reps.

Distributing Data and Reports

Student voice forums are expected to consider reports on student feedback (survey data) and performance to inform monitoring and enhancement activities. It is important that all involved are able to take a full part in such review considerations. Consequently, reports including the student voice report are disseminated by academic administrators to student voice forum members alongside other papers at least 1 week in advance of the meeting.

Course team representatives will discuss their evaluation of reports at the student voice forum meeting, identify any emergent issues, and set out intended actions to address these. The student voice forum thus provides an opportunity for members to engage in constructive and critical discussion on these evaluations and plans.

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The central purpose of each meeting is the receipt and consideration of feedback, and the monitoring of how this feedback is followed up. To do this, the forum should seek to answer the following three questions:

> ⇒ **What do we need to do to (further) enhance the provision? (receiving feedback)**
> ⇒ **What have we done to improve and enhance the course and has it worked? (reviewing activity)**
> ⇒ **What are we doing, and what do we agree will be done either immediately or very soon? (action planning)**

The following guidance is pertinent to all student voice forum meetings:

- As full members of the meeting, the opinions of student reps and other external stakeholders are as valid as anyone else's. Their contribution is integral to the meeting and should be treated with respect.
- The course team should present to the meeting their own evaluations of data and plans for development, improvement and enhancement. The group reviews these, providing constructive feedback and making suggestions.
- Actions included in items reported to the group are added to the action plan – these might arise from external examiner reports, risk-alert reports, re-approval events, and course team evaluations. Further actions may result from discussion of feedback or to enable good practice to be expanded and disseminated. Care is taken to ensure that responsibility for the completion of actions is made explicit, and that clear and measurable success criteria are defined.
- All current items on the course action plan are reviewed, with progress recorded for each. Actions are only closed down if it is agreed that the intended outcome for the action has been achieved or is no longer pertinent. Actions which have not achieved their goal are considered in order to identify alternative or further actions to address the issue to be resolved.

After the meeting

Following the completion of the meeting, the minutes and action plan are completed as soon as possible for publication on the Brightspace course area for students' access by the academic administrator. The student experience ambassador will publish a student friendly poster highlighting key points from the meeting in the course area of Brightspace as agreed within the communication plan agenda item.

The minutes, action plan and student voice report are reported to the next School Academic Committee, highlighting for wider consideration any key developments, opportunities for enhancement sharing good practice and any significant issues. Where issues are deemed out of the control of the course team, these should be explicitly dealt with at the School Academic Committee, with the result of these discussions reported to the next student voice forum.