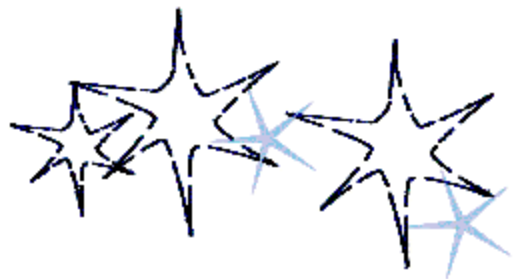


# Student Involvement in Quality

Eve Lewis

Head of sparqs





## **Aim: To explore student involvement in quality, why it is important, what it involves and how to support it**

By the end of this session you will:

- Be able to describe why student engagement in quality is important.
- Be able to list important features in developing student engagement in quality.
- Have considered the Scottish quality enhancement framework and the role of student engagement within it.
- Have considered the concepts of ‘partnership’, ‘student-led’ and ‘apathy’ and be able to describe a theory related to each.





## Representation

“Representation must never be seen, except in strategic and practical terms, as an end in itself.

Too many union officers see it as a question of communication and merely sitting on the appropriate committee.

The purpose of representation is to secure educational and social change.”

*Digby Jacks, 1974*





# Scottish Student Engagement Framework – key principles

Student engagement is a vehicle for change:

- In the students themselves.
- In the student experience.
- In the institutions.
- Across the Scottish Higher Education sector.





# Building Blocks for Student Involvement in Quality Assurance

**Informed voice**

**Recognition and reward**

**Training and support**

**External monitoring**

**Feedback mechanisms**

**Opportunities to participate in review**

**Effective representative structures**

**Development and sharing of practice**

**Joint commitment and understanding**

**Opportunities to participate in decision making**

**Equal access to evaluative and management information**





# Student Engagement - not a new thing

- 1986 – NUS produced first class rep training pack.
- 1990's – professionalisation of student academic representative function.
- 1996 – 30 SU staff supporting educational representation.
- Mid 1990's – enterprise in Higher Education project led to more staff development and further focus on training.
- 2002 – Quality Enhancement Framework – student engagement a key pillar.
- 2003 – sparqs.





# Scottish Quality Enhancement Framework

Enhancement Led Institutional review.

Institutional Led Subject review.

Student Engagement.

Enhancement themes.

Public Information.

Underpinned by academic infrastructure which includes subject benchmarks, codes of practice and external examiners plus external quality measures, e.g. professional accreditation.





## Student Engagement

- A good institution works to increase student engagement – part of the judgement.
- Formal role in external process – student reviewer.
- Training for class reps and membership of committees (mapping report).
- Cultural Change – Learning from ELIR, raising the bar, advocating student engagement.







## What we do

- Training and support for student reps both within institutions and at a national level – to participate in quality mechanisms and L+T discussions.
- Support for individual institutions to enable them to develop effective structures and support for student engagement.
- National projects to support the development of student engagement.
- Input on a national basis to the development of student engagement across Scotland and internationally through research, policy development and sharing of practice.





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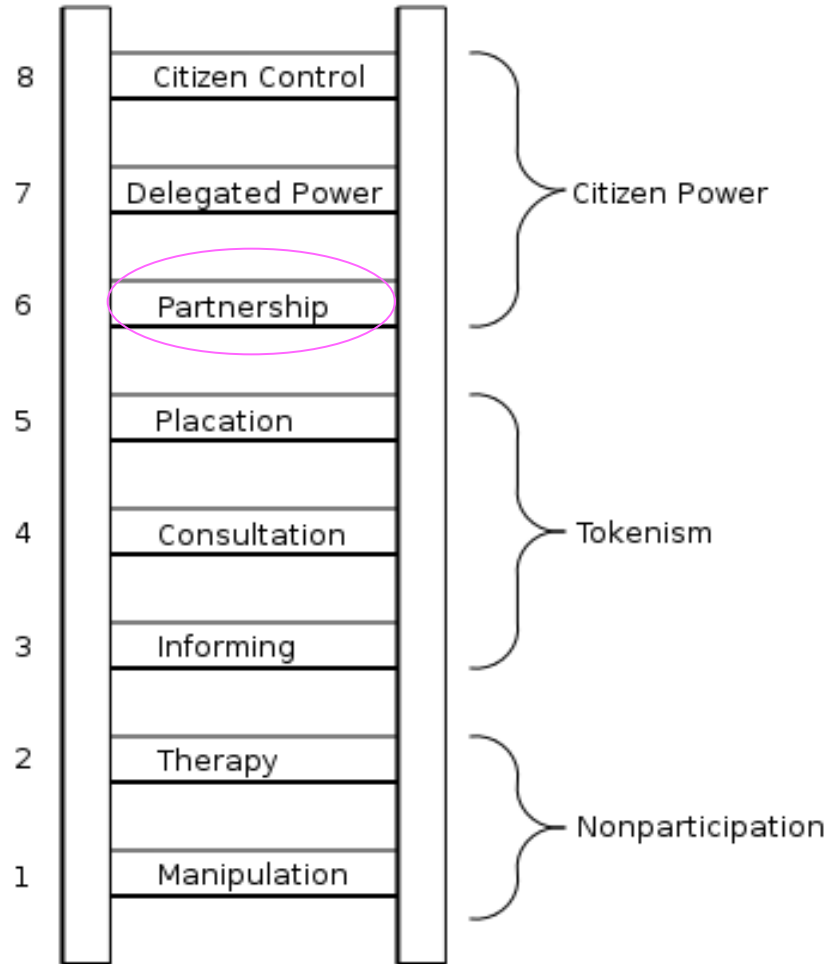


## Scottish Student Engagement Framework – key principles

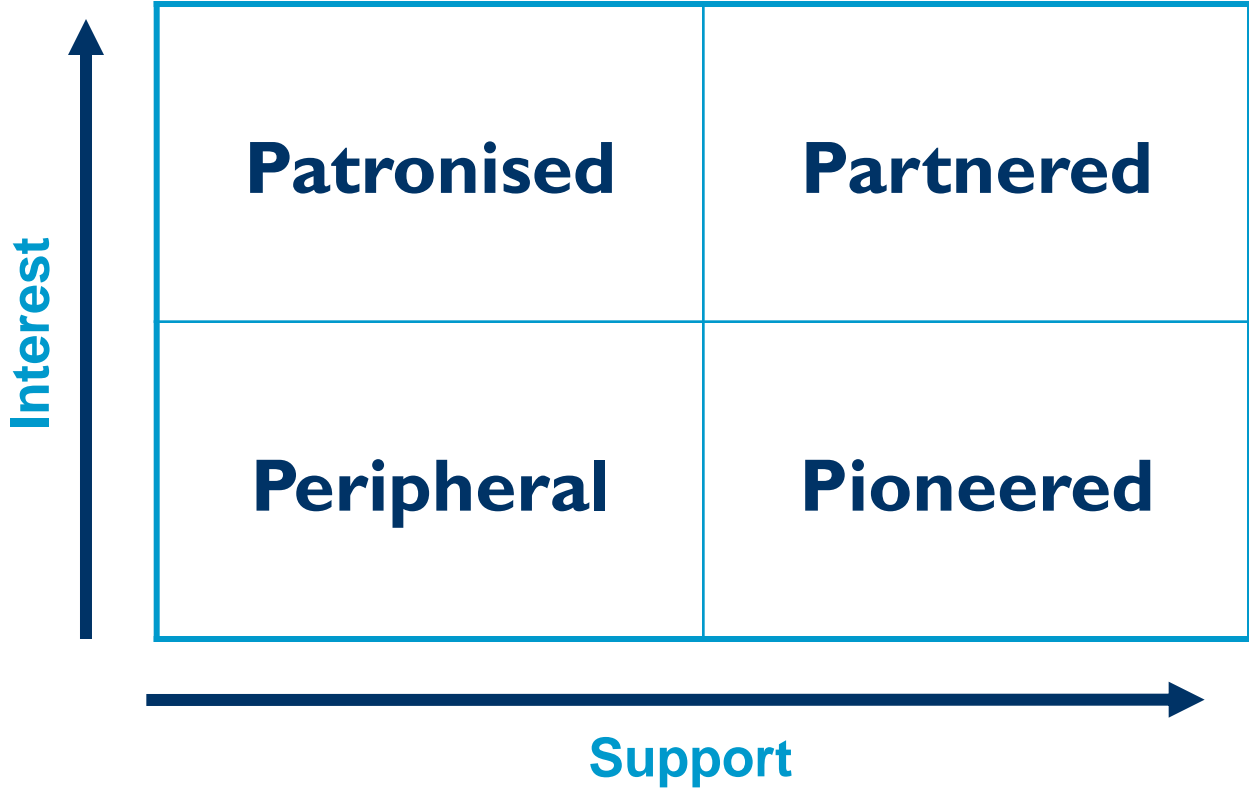
Partnership is a key concept – students have an equal role in shaping their experience which when fully realised goes beyond feedback, problem solving and membership of committees, to opportunities for real enhancement.



# A Ladder of Citizen Participation - Sherry R Arnstein

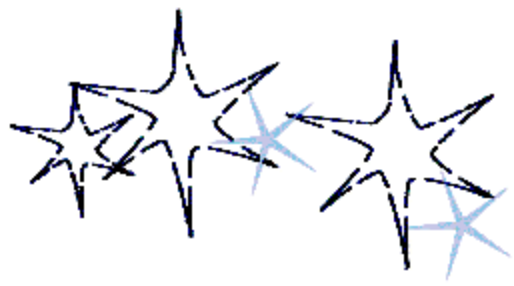


# Cadogan Matrix of Institutional / Student Union Relationships



Peter  
Cadogan





**But what about student apathy?**



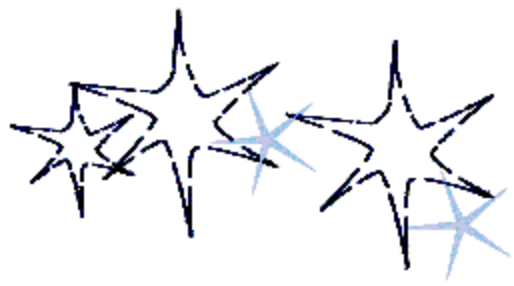
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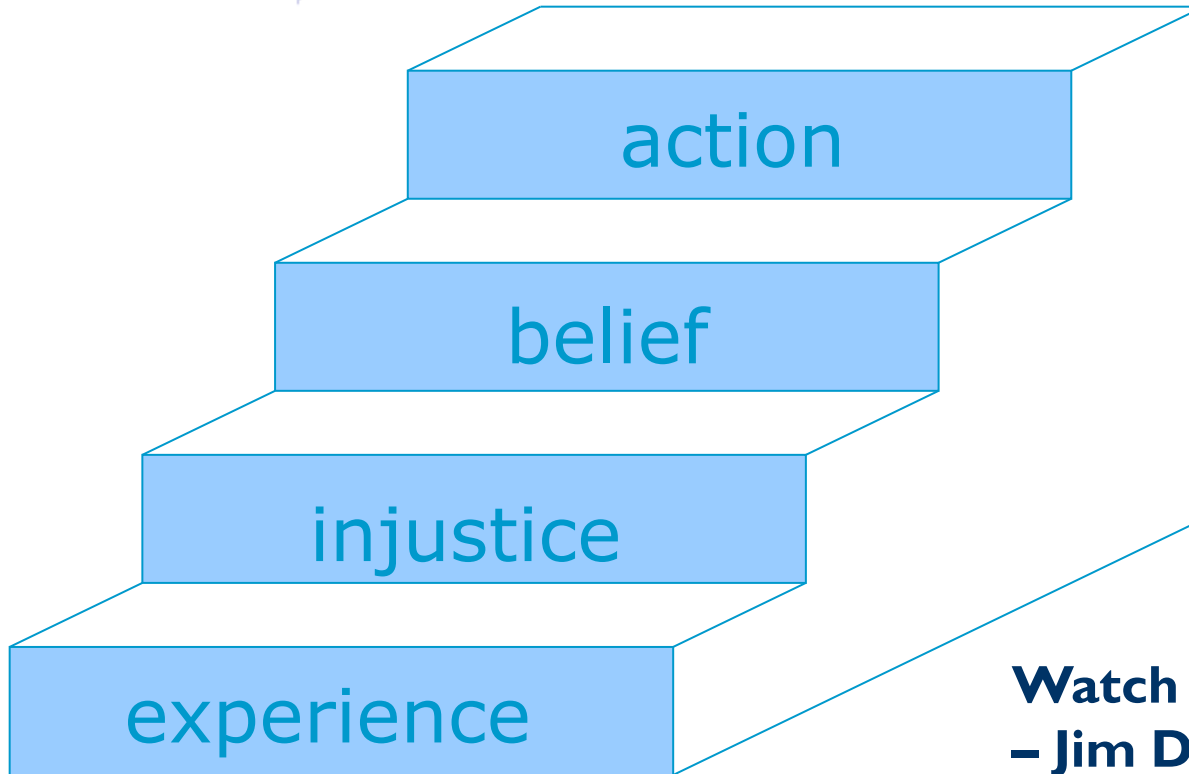


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# The Apathy Staircase



**Watch on YouTube**  
**– Jim Dickinson introduces**  
**the Apathy Staircase**

