

STUDENT PARTICIPATION, ASSESSMENT AND FEEDBACK

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Description: New issue
Issued by: Quality Co-ordinator
Approved by: Quality Co-ordinator

1. **Subject** Student Participation and Feedback

2. **Purpose** The purpose of this procedure is to enhance the students' experience of learning and teaching and to monitor, review and contribute to the institutes quality assurance management system

3. **Scope** This procedure refers to the ongoing monitoring of programme delivery and the methods used in the assessment of learners.

4. **References** Quality Assurance Guidelines and Criteria for Provider Access to Initial Validation of Programmes for Higher Education and Training Leading to QQI Awards, [2013]
HET Core Validation Policy and Criteria [2013].
Quality Manual, section 4.7
Procedures Manual ref:
 - AP/407.20 Academic Council
 - AP/407.03 The Programme Committee
 - AP/407.07 Management of Modules
 - AP/407.11 Student complaints
 - AP/407.14 Monitoring of Academic Quality System
 - MS/409.01 Corrective and Preventive Action
 - SA/411.01 Control of Quality Records

5. **Documentation**
 - 5.1 Agenda for Student Forum ref: AP/407.10 – 7.7.1

6. **Definitions** Nil
 - 6.1 **Student Rep:** This term shall be used alternatively to describe the Student Representative who has been elected by the student cohort at the Student Forum represent their views and opinions to the Programme Committee.

7. **PROCEDURES**
 - 7.1 **Responsibility**
 - 7.1.1 The Dir. Academic Admin. shall be responsible for the implementation of this procedure.

7.2 Student Involvement in Academic Quality Assurance Systems

7.2.1 The Institute regards its students as the primary beneficiaries of and stakeholders in, its educational provision and its quality assurance system.

7.2.2 Students shall have a voice at all stages of the decision making process and their views and opinions shall be considered as the primary evidence on which the quality of teaching and learning is evaluated.

7.2.3 The direct contribution that students make to this, through providing feedback, advice and suggestions, has a significant role in the sustainability of the Institutes quality assurance system.

7.3 Feedback Mechanisms

7.3.1 The Institute values feedback of the learning process as a method of informing the student of how and where their learning and performance can be improved.

7.3.2 Feedback on learning is obtained from a variety of different sources: from of fellow students; Associate Lecturers; Academic Supervisors and others supporting the learning process such as guest lecturers and/or the student themselves.

7.3.5 A formal learner appraisal of subjects / modules shall be undertaken towards the end of the delivery of each module using the appraisal questionnaire: Student Evaluation of Modules, see procedure ref: AP/407.08 – *Student evaluation of modules*

7.3.3 In addition, the Institute module managers shall be encouraged to employ a wide range of assessment instruments and techniques [see procedure ref: 407.14 - *Monitoring of Academic Quality System*] designed to improve teaching and learning, such as:

- Assignments
- Discussion groups
- Questionnaires
- Peer and self-assessment of work against assessment criteria
- Multiple-choice questionnaires
- The 'Three Questions' technique
- Synergogy: Clarifying Attitudes Design; Synergistic Andragogy.
- Nominal group techniques

7.3.4 Assessment may also be carried out using validated published, international questionnaires [by University of Western Sydney] such as:

- The Students' Evaluation of Educational Quality (SEEQ);

7.4 Student Representation System

7.4.1 The Student Representation System is a partnership between the Institute for Supply Chain Excellence and the student body. It is founded on the belief that through effective representation, students become partners in their education, allowing a more active involvement in, and ownership of their learning.

7.4.2 The aim of the Student Representation System is to ensure that every student of the Institute is effectively represented by their student representative.

7.4.3 The Student Representative shall be elected at the Student Forum, held annually before the commencement of the academic year.

7.4.4 The Student Forum is intended to serve as a method for sharing good practice across all areas of the Institute, and to create a venue for students to meet and share opinions and views on the quality of service provision by the Institute.

7.4.5 One of the functions of the Student Forum shall be to elect a Student Representative.

7.4.6 All enrolled student shall be entitled to nominate candidates for the position of Student Representative, for election at the Student Forum.

7.5 Student Representative Responsibilities [Programme Committee].

7.5.1 In relation to their membership of the Programme Committee the Student Representative shall have the responsibility to:

- act as a communications path between the student cohort and academic staff
- provide constructive feedback to module managers and administrative staff
- contribute at meetings, in finding solutions to issues raised by students
- work with the Programme Committee on academic issues,
- support, promote and actively engage with initiatives that promote best practice and improving the academic experience.
- attend a work shop on the Institutes academic quality assurance system
- provide constructive feedback to Institute staff and work in conjunction with them, within and outside of formal meetings, to reach workable and mutually satisfactory solutions for students.

7.6 Student Representative Responsibilities [Student Forum].

7.6.1 In relation to their membership of the Student Forum the Student Representative shall have the responsibility to:

- report back to the Student Forum, responses on matters raised and other issues discussed at meetings
- chair the Forum for Students meeting to ensure; orderly conduct, fair and appropriate opportunities for all to contribute, suitable time allocation per item and determining the order of the agenda
- work with the Dir. Academic Admin. to complete the Annual Report for presentation to the Forum for Students.

7.6. The Student Representative shall work in partnership with teaching and academic staff of the Institute in order to improve the academic experience at the Institute for Supply Chain Excellence and shall:

- represent the student cohort on academic affairs
- ensuring that the student voice is listened to and are acted upon.

7.7 Meetings of the Student Forum

7.7.1 The Student Representative, with the support of the Administrator and the Dir. Academic Admin. shall be responsible for organising and managing meetings of the Student Forum. [See attachment 5.1 Agenda for Student Forum]

7.7.2 The purpose of the Student Forum shall be to:

- Provide feedback on issues raised by students
- Present updates on developments within the Institute
- Report on proposed changes/updates to the quality assurance system
- Present the schedule of modules for the coming year
- Present activities planned by the Institute in the coming year.
- Elect the Student Representative for the coming year.

7.4 Processing of academic quality assurance records:

7.4.1 The Dir. Academic Admin. shall be responsible for the processing of all academic quality assurance records.

7.4.2 When scheduling student forum meetings, the Dir. Academic Admin. shall ensure that time on the Agenda has been allocated for discussion and evaluation of the academic quality assurance system.

7.5 Management of academic quality assurance records

7.5.1 All records generated by the Student Forum shall be regarded as quality assurance records and shall be filed by the Administrator in the appropriate filing cabinets which have been set aside for the purpose of storing all such documentation. They shall be managed in accordance with procedures ref: SA/410.01. *Control of Academic Quality Assurance Records*

7.5.2 The information generated by the Student Forum shall held in the strictest confidence and shall not be disclosed outside the Institute except in the instance of requiring inspection by an Audit Team from QQI.

7.5.3 Access to the quality records system shall be controlled by the Administrator.

SAMPLE

Attachment 5.1

Agenda for Student Forum

Ref: AP/407.10 - 7.7.1

AGENDA

Annual Student Forum

Date:

Time:

Location:

Chair:

Attendance: [See attached List]

Issues to be addressed
<p>1. Report from the Student Representative</p> <ul style="list-style-type: none">1.1 Feedback on quality issues raised by student in their evaluation of modules1.2 Open forum on the feedback
<p>2. Information from Dir. Academic Admin.</p> <ul style="list-style-type: none">2.1 Update on developments within the Institute2.2 Summary of quality enhancement changes made2.3 Presentation of the proposed schedule of modules for the coming year2.3 Presentations of activities planned by the Institute in the coming year.
<p>3. Election of Student Representative</p> <ul style="list-style-type: none">3.1 Take nominations for the position of Student Representatives3.2 Provide a platform for candidates3.3 Election of the Student Representative for the coming year.
<p>4. A.O.B</p>
<p>5. Evaluation of Annual Student Forum meeting</p>