



## University of Brighton

### THE STUDENT VOICE

#### Getting your feedback about your academic experience

The University values the views and contributions of its students to help it monitor and enhance the quality of the student experience. Student feedback also helps the University recognise excellence in teaching and learning.

#### How you can tell us about your experience

There are many opportunities for students to tell us about their academic experience whilst studying at the University. This includes feedback about your experience of a course and your experience of our support services.

The main formal ways in which we collect and respond to student feedback is detailed below. There are also many less formal ways for students to provide feedback including; School Open meetings, student/staff forums, Course Leader meetings with course reps, completion of comment forms, or simply through the day-to-day interaction between students and staff. *Students are always encouraged to talk to their tutors as soon as any concerns arise.*

#### 1 Student surveys

Whilst at the University, students are asked to complete a number of surveys to provide evaluation and feedback about the modules and course studied. These include:

<i>Name of survey</i>	<i>Who completes this?</i>	<i>When is it completed?</i>
<b>University Welcome Survey</b>	This annual survey (piloting in 2017) is for new undergraduate students to provide feedback about their first four weeks of term.	On-line at the end of October
<b>National Student Survey (NSS)</b>	This annual sector-wide survey is for <b>final year undergraduate students</b> to provide feedback about their experience of the course overall.	on-line during Feb-April
<b>Brighton Student Survey (BSS)</b>	This annual internal course survey is for all <b>undergraduate students not in their final year</b> to provide feedback about their experience so far on their course.	on-line during Feb-March
<b>Postgraduate Taught Experience Survey (PTES)</b>	This annual sector-wide survey is for all <b>postgraduate taught students</b> to provide feedback about their experience on their course.	on-line during April-June
<b>Postgraduate Research Experience Survey (PRES)</b>	This biennial sector-wide survey is for all <b>postgraduate research students</b> to provide feedback about their experience, including their supervision experience.	on-line during March-April
<b>Module Surveys</b>	Feedback is collected by the School from <b>all students taking a module</b>	at the end of a module (end of term or sem)

Course and module surveys ask students about:

- the teaching, assessment and feedback on the course/module;
- the academic support and organisation and management of the course and;
- their overall satisfaction with the quality of the course.

There is also an opportunity to provide free text comments about any aspect of module or course.

### More information?

Information and promotion of student surveys is through Studentcentral, posters, emails and module/course tutors.

Course representatives and School Academic representatives encourage their peers to complete surveys. The Students' Union promotes student surveys through campus roadshows and information on their webpage.

## 2 Student representation

Student representation is an important way of fostering the student voice at the University. Each School has a *Student Engagement Champion* who supports Course reps and School Academic reps in their School and works in partnership with them to develop student engagement activities and encourage students to share their views and ideas.

Student representative	Election	What do reps do?
<b>Course representative</b>	<p>Elected by peers for each year of a course at the beginning of the academic year</p> <p><i>There are currently over 1000 course reps working across the University and Partner Colleges</i></p>	<p>The course rep scheme is coordinated by the Brighton Students' Union in partnership with the University of Brighton.</p> <p>If there is an issue or concern affecting your study and experience contact your Course rep. The course rep is a member of the <i>Course Board</i> (or Staff-Student Consultative Committee) and can raise issues on behalf of other students with the course team. Course reps also contribute to the discussion about the academic provision and student experience on courses at the Course Board.</p> <p>Course reps then provide feedback to students in their cohort on the outcomes of issues raised on their behalf.</p> <p>The Course Board considers the annual course monitoring report and action plan, and reviews progress on actions during the year.</p> <p>Course reps are an essential link between students and staff. They provide a key</p>

Student representative	Election	What do reps do?
		<p>contact point for staff to discuss the outcomes of student surveys and support the development of actions.</p>
<p><b>School Academic Organiser</b></p>	<p>The School Academic Organiser is a paid role by the SU. Students can apply for positions from the SU website</p>	<p>School Academic Organisers work with the Brighton Students' Union to improve the learning experience of students across the University.</p> <p>Each School has at least one School Academic Organiser who represents the views from courses belonging to the School at the <i>School Board of Study</i>. As members of the <i>School Board of Study</i> they are responsible for the representation of students on issues relating to their academic experience within the School. If there is an issue that you think may be impacting on students across your School or have an idea for ways to develop the academic experience in your school contact your School Academic Organiser.</p> <p>The School Board of Study considers and approves the annual School monitoring report and action plan, and reviews progress on actions during the year.</p> <p>School Academic Organisers also provide peer support to other School and Course representatives. They can also attend the Academic Zone Committee SU meetings and help make SU policy.</p>
<p><b>Student representatives on committees</b></p>	<p>Elected annually by the student body in the Spring term as part of the SU Student Leadership Team elections</p>	<p>Students are represented on a number of University committees including the Academic Board, Academic Standards Committee, Learning and Teaching Committee and Doctoral College Board. These committees have the authority to make decisions about academic issues, and student reps as members of the committees have a voice in the formal decision-making process of the University.</p> <p>Students are also part of Campus Action Teams which have responsibility for decisions to improve the quality of the student experience on each campus.</p>

### More information?

Further information about the roles, training, recruitment and election processes can be found on the [Brighton Students' Union](#) webpages. Being a student representative can provide an opportunity to acquire employability skills to include on your CV.

### 3 Student reviewers

Student reviewers are members of panels which approve new courses, review existing courses and take part in curriculum review events. Being a student reviewer means you get the opportunity to have a measurable impact on the student experience. The student reviewer is a paid role by the University. Being a student reviewer can help you to develop skills to enhance your employability potential.

Student reviewers require an ability to critically reflect upon the student experience of new and existing courses. Student reviewers are trained and supported and are given a full induction to the University's quality assurance process.

### More information?

Vacancies are posted on the [University of Brighton Vacancy service](#)

Further information and an application form can be requested from Nichola Mayer, Engagement and Information (Academic Services) [n.mayer@brighton.ac.uk](mailto:n.mayer@brighton.ac.uk) .

To apply for the post you must be:

- an undergraduate student with a least one year's experience of studying at the University of Brighton or
- a postgraduate student from any year of study with at least one year's experience of studying in higher education.

## 4 Student participation

There are many ways in which students can participate in the University's quality assurance processes, including:

QA process	What do students do?
<b><i>validation and periodic review of a course</i></b>	meeting with the panel ensures that the views and experience of students currently studying on a course are taken into consideration and can lead to enhancement of the course for current and future students
<b><i>Academic Health Course reports and action plans</i></b>	participating in School meetings with Course Leaders to scrutinise annual course reports/action plans ensures that students are able to scrutinise the actions that the Course has taken or proposes to take in response to student evaluation and feedback.
<b><i>focus/consultation groups</i></b>	being part of groups ensures that students can help develop <i>actions</i> from the outcomes of student surveys, suggest solutions and work in partnership with staff to help bring about change
<b><i>working groups</i></b>	<i>being part of groups</i> ensures that students help develop University/School proposals and Policy and that the student perspective is taken into account.

### More information?

Your School's Student Engagement Champion and your Course Leader can direct you to opportunities in your School for being part of quality assurance processes.

### How your feedback is used

Student feedback gathered through student surveys, student representation and student participation is considered carefully by tutors, course teams and staff in support services in order to improve the quality of courses and the services provided to students.

The outcomes from student surveys are considered at module, course, School and University level as part of the University's annual *Academic Health* process. Student survey outcomes are considered at Course Boards (or Staff-student Consultative Committee) with student representation and the progress of actions is regularly reviewed during the year. When courses are periodically reviewed, panels consider how the feedback from students has led to developmental action to enhance courses. Action plans are also prepared by Schools and Support Services and these are regularly reviewed during the year at School Boards of Study, which include student representatives, and Department meetings.

Following the publication of the Brighton Student Survey (BBS) outcomes, Schools hold briefing and feedback sessions with students to discuss the results and help develop actions

plans. You can support this by attending briefing meetings, forums or being part of a focus/consultation group.

### **How we tell you about how your feedback is used**

Student feedback informs change and improvements to courses and student services.

Information about the actions and improvements that are taken or are planned in response to student feedback is available through a number of channels, including:

- **Your Voice Matters**



- **Posters and plasma screens** around Schools and campuses
- **Student briefing and feedback sessions** such as 'Town Hall' meetings and induction sessions
- **Studentcentral** module and course areas (You said We did)
- **Course Boards** (or Staff-student Consultative Committees) and **School Boards of Study** attended by student reps discuss the outcomes of student surveys and actions
- **Course and School Academic Organisers** provide feedback to students.