



University of Brighton

THE STUDENT VOICE

Getting your feedback about your academic experience

The University values the views and contributions of all its students in order to help monitor and enhance the quality of the student experience. Your feedback can also help the University recognise excellence in teaching and learning.

How can you tell us about your experience?

There are many opportunities for you to tell us about your academic experience whilst studying at the University. This includes your feedback about your 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 you 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. *Please remember – we always encourage students to talk to their tutors as soon as any concerns arise.*

1 Student surveys

Whilst at the University, you will be asked to complete a number of surveys to evaluate and provide feedback about the modules and course you have studied. These include:

<i>Name of survey</i>	<i>Who completes this?</i>	<i>When is it completed?</i>
University Welcome Survey	This is an annual survey for new undergraduate students to provide feedback about their first four weeks of term.	on-line at the end of October
National Student Survey (NSS)	This is annual sector-wide survey for final year undergraduate students to provide feedback about their experience of the course overall.	on-line during Feb-April
Brighton Student Survey (BSS)	This is annual course survey for all undergraduate students (except those in their final year) to provide feedback about their experience on their course so far.	on-line during Feb-March
Postgraduate Taught Experience Survey (PTES)	This is annual sector-wide survey is for all postgraduate taught students to provide feedback about their experience on their course.	on-line during April-June
Postgraduate Research Experience Survey (PRES)	This is a biennial sector-wide survey for all postgraduate research students to provide feedback about their experience, including their supervision experience.	on-line during March- April
Module Surveys	Feedback is collected by the School from all students taking a module	at the end of a module

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 Organisers 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 Organisers 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 the reps do?
Course representative	<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 you can 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. 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. Course reps are an essential link between students and staff. They provide a key contact point for staff to discuss the outcomes of student surveys and support the development of actions.</p>

Student representative	Election	What do the reps do?
School Academic Organiser	<p>The School Academic Organiser is a paid role by the SU.</p> <p>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. They work with the SU to determine which of their School committees to attend and how to contribute to the scrutiny and enhancement of the student experience. They are responsible for the representation of students on issues relating to their academic experience within their 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>School Academic Organisers also provide peer support to Course representatives. They can also attend the Academic Zone Committee SU meetings and help make SU policy.</p>
Student representatives on committees	<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, University Quality and Standards Committee, University Education and Student Experience Committee and Doctoral College Board.</p> <p>These committees have the delegated authority to make decisions about academic issues, and student reps as members of the committees have an important voice in the formal decision-making process of the University.</p> <p>Student reps 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 useful employability skills to include on your CV.

3 Student reviewers

Student reviewers are members of University panels which approve new courses (validation), review existing courses (periodic review) 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 for student reviews on university panels 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 .

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 also many opportunities for students to participate in the University's quality assurance processes, including:

Quality Assurance process	What do students do?
<i>validation and periodic review of a course</i>	Students can meet with the scrutiny panel to talk about their experiences on the course. Students' views are taken into account by the panel and this leads to enhancement of the course for current and future students
<i>Academic Health Course reports and action plans</i>	Students can participate in School meetings with Course Leaders to scrutinise annual course reports/action plans. Students are able to scrutinise the actions that the Course has taken or proposes to take in response to student evaluation and feedback.
<i>focus/consultation groups</i>	Students can be part of groups that help develop <i>actions</i> from the outcomes of student surveys, suggest solutions and work in partnership with staff to help bring about change
<i>working groups</i>	Students can be part of groups that help develop University Policy/Regulations so that the student perspective is taken into account.

More information?

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

How is your feedback used?

Feedback gathered through student surveys, student representation and student participation is considered carefully by tutors, course teams and staff in support services. Student feedback informs change and improvements to courses and student services.

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.

How do we tell you about how your feedback has been used?

Information about the actions and improvements that are taken or are planned in response to your 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) attended by your course rep
- **Course reps and School Academic Organisers** provide feedback to students.