



# QUALITY ENHANCEMENT AND ASSURANCE HANDBOOK

2016 V6.3

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## Section 8: Student Evaluation and Feedback Mechanisms

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## **8. STUDENT EVALUATION AND FEEDBACK MECHANISMS**

### **8.1 Student Staff Consultative Groups**

Student Staff Consultative Groups are one of the principal mechanisms used within the University to evaluate the student experience on programmes, and to communicate to students details of actions resulting from the evaluation.

#### **8.1.1 Purpose**

The purpose of the Student Staff Consultative Group is:

- to act as an effective and representative consultative forum in which students and staff meet to discuss matters of mutual interest and concern arising from the content, teaching, and development of the programme, and any other aspects of the student experience at the University
- to provide an opportunity to obtain views representative of students on all levels and modes of the programme, and to take these into account in contributing to the programme monitoring and development processes
- to provide feedback to students on how the programme, or the University more widely, has responded to concerns raised by students.

#### **8.1.2 Operation**

The operation of the Student Staff Consultative Group should be as follows:

- groups are required by Programme Boards to meet at least once per trimester, in an informal environment, with hospitality provided by the host School
- the Programme Leader, acting on behalf of the Programme Board, will in the first instance make arrangements for the establishment of the group. The group will, at the start of each meeting, elect a Chair who should normally be a student. The Programme Leader will be responsible for convening meetings of the group
- the Programme Leader and Chair, in consultation with other group members, will provide an agenda for each meeting (an outline agenda is included in 8.1.4 below)
- groups are required to keep formal minutes (by a Clerk who is a member of staff) and should produce a record of actions arising from the discussions
- any issues referring to modules shall be passed immediately to the Module Leader for action in the first instance. Programme, School, and/or University matters should be passed to the relevant Head of Department, Programme Board, and/or School Board and, if appropriate, with the relevant University department
- the minutes and outcomes will be forwarded to the Programme Board (and any other relevant bodies) for information or action as appropriate. The minutes must contain sufficient detail for the Programme Board to be convinced that the group is operating successfully. The minutes will constitute the students' primary input to the annual monitoring process

- groups may be established which cover whole programmes, or a single level or levels of a programme. In some cases, groups may be established which cover combinations of programmes with close academic links
- in the case of programmes delivered at a distance, Programme Boards should make alternative appropriate arrangements, for example the use of web-based discussion sites or paper-based consultation processes.

### 8.1.3 Composition

The Student Staff Consultative Group should have a majority of student members over staff members. The composition of the Group should be:

- elected students representing all levels and programmes constituting the group (it is the Programme Leader(s) responsibility to make sure elections are conducted and the outcomes recorded among all relevant student cohorts at the start of each academic year)
- the Dean of the School or his/her nominee, responsible for administering the Programme(s), and/or the Chair of the Programme Board(s)
- the Programme Leader(s)
- appropriate members of the teaching staff, nominated by the Programme Leader(s)
- students, staff, and other individuals, such as employers associated with the programme, who are not members of the group, may be invited to attend and to participate in discussions.

The information in 8.1.2 and 8.1.3 above represents a template for the operation of Student Staff Consultative Groups. It is recognised that, particularly with part-time programmes or for programmes delivered via digital mode, some further flexibility may be required. However, all levels of each programme must have representation on a group. The Programme Board should arrange induction for class representatives at the start of each academic year in collaboration with the Students' Association.

### 8.1.4 Agenda

The following outlines a shell agenda for Student Staff Consultative Groups:

- apologies
- purpose of Student Staff Consultative Groups<sup>1</sup>
- performance indicators for programmes and modules
- minutes of the previous meeting
- review of the results of actions arising from the previous meeting
- matters raised by students
- matters raised by staff
- any other business.

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<sup>1</sup> At the first meeting of the academic session.

## **8.2 Module Feedback**

In addition to the Student Staff Consultative Group, **students currently utilise GCU Learn to provide feedback on modules. It is the responsibility of the module leader to ensure that such feedback is incorporated into the module evaluation process.**

## **8.3 Student Satisfaction Questionnaires**

In addition to the internal mechanisms for student feedback (SSCG and end of module evaluation mechanisms), the University receives feedback on the student experience via the National Student Survey (NSS). This is completed by students at most UK universities in their final year of undergraduate study. In addition, and in line with many UK universities, the International Student Barometer Survey is also run.

The University's Learning and Teaching Subcommittee and the Academic Policy Committee will each receive a yearly report from Schools and support departments on the actions taken in response to these surveys. In addition, the Academic Policy Committee will consider University-wide implications of the survey results.