Code of Practice on Student Engagement and Enhancing the Student Experience

Code of Practice number	LT COP 004
Version:	1.1
Superseded Version:	1.0
Date approved by Management Committee	V 1.0 approved 29.07.14
Originator	Academic Registrar
Date for Review:	Jan 2016

Target Audience	
People who need a detailed knowledge of the Code of Practice	Director of Education; Student Representatives; Directors of Studies; Student Experience Officer; Research Degrees Administrator; Academic Registrar
People who need a broad understanding of the Code of Practice	Members of Boards of Studies; Staff in the Education and Training Department; Students
People who need to know that the Code of Practice exists	Academic staff

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1 Introduction and Context

1.1 The Liverpool School of Tropical Medicine (LSTM) is committed to working in partnership with its students in order to enhance the quality of their experience. This Code of Practice provides a framework for how LSTM ensures that the student voice is heard, listened to and responded to in an appropriate and timely fashion. Student representatives are central to this framework.

1.2 This Code of Practice is set within the context of the UK Quality Code for Higher Education Chapter B5 (Student engagement, June 2012) and Chapter B9 (Academic appeals and student complaints, April 2013).

1.3 Related documents are:
- LSTM Student Charter
- Procedure for Dealing with Academic Appeals (Taught Programmes)
- Procedure for Dealing with Academic Appeals (Research Programmes)
- Procedure for Dealing with Student Complaints
- Procedure for Programme and Module Evaluation
- Procedure for Consulting Students on Changes to Programmes
- Guidelines for Students on the Student Representation System

2 Scope

2.1 This Code of Practice applies to all LSTM students and alumni.

3 Roles and Responsibilities

3.1 Each programme/programme pathway should have a minimum of one and a maximum of two student representatives. The student representatives are expected to:

3.1.1 Attend training sessions on student representation

3.1.2 Gather student opinion and present it in an appropriate and objective form

3.1.3 Work with LSTM staff to identify effective practice, areas for enhancement and solutions to problems

3.1.4 Report to their peers the response of LSTM to their feedback

3.2 The Student Experience Officer and the Research Degrees Administrator will support the student representation systems for taught and research programmes respectively by the following mechanisms:

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3.2.1   Provide training and support for student representatives and for staff who deal directly with them

3.2.2   Facilitate the student representative election procedure (if necessary)

3.2.3   Introduce student representatives to the purpose, powers and procedures of all committees on which students have direct representation and their relationships within the LSTM organisational structure

3.2.4   Ensure that student representatives have access to necessary administrative facilities

3.2.5   Collect feedback from students by a variety of mechanisms and disseminate the results and any actions taken

3.2.6   Run the Higher Education Academy Postgraduate Taught Experience Survey and the Postgraduate Research Experience Survey and disseminate the results

3.2.7   Monitor and report annually on the LSTM student experience, including student satisfaction; student engagement; and the effectiveness of the student representation systems

3.3   The Academic Registrar will report annually to the Learning and Teaching Committee on student complaints and appeals.

3.4   The Director of Studies of a taught programme will ensure that:

3.4.1   Students have the opportunity to meet with the external examiner(s) in the absence of LSTM staff at some point during the programme

3.4.2   Students have sufficient opportunities to give feedback during the programme to allow ongoing adjustments to be made if appropriate

4   Overview of Feedback Mechanisms

4.1   LSTM will elicit feedback through a variety of formal and informal mechanisms, including student representatives reporting at formal committees (Section 5), feedback at focus groups (Section 6), completion of module/programme evaluation questionnaires (Section 7), through the personal tutorial system (Master's students), and via Progress Assessment Panels (Research students).

4.2   Directors of Studies and Module Convenors are encouraged to supplement the LSTM-wide systems with additional approaches as appropriate to their programme/module. These might include, but are not limited to, informal feedback during lectures or seminars; open discussions with the student body; or use of the 'Turningpoint' electronic response system.

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4.3   Since feedback from students is intended to enhance the current as well as the future student experience, the opportunity to provide feedback should be timely and ensure that students have the opportunity to provide feedback both during the programme/module as well as at the end.

4.4   Feedback should be sought periodically from alumni as a mechanism for evaluating the long term impact and appropriateness of a programme.

4.5   LSTM will encourage participation by students in internal and external review processes as appropriate.

5   Student Feedback at Formal Meetings

5.1   Meetings of the following committees provide opportunities for formal feedback from student representatives; Staff Student Liaison Committee (SSLC), the Programmes Board, Boards of Studies for taught programmes and the Research Programmes Board of Studies.

5.2   For all meetings, the Chair shall ensure that the student representatives are fully briefed on the purpose of the committee and actively encourage them to participate as full members in the business of the committee (except for reserved items that relate to individual students or other confidential matters).

5.3   The Terms of Reference of all committees will be reviewed at the first meeting of the academic year and published on the virtual learning environment (VLE). In general terms the roles of the committees will be as follows:

5.3.1   The SSLC gives Master's students the opportunity to raise and comment on general issues related to their overall student experience. The business covered includes, but is not restricted to, feedback on the previous year (e.g. the results of the PTES); the pre-enrolment and enrolment experience; student support services; general academic support (e.g. personal tutoring system); resources; and any issues on which LSTM might periodically seek specific feedback from the student body.

5.3.2   A Board of Studies oversees the planning, operation, management and development of a specific programme or collection of related programmes. The business covered includes, but is not restricted to, receiving and acting upon external examiner reports; collecting, reviewing and responding to evaluations of the programme, including feedback from students; making recommendations regarding any proposed changes to the programme or modules; and advising on resource issues that have a direct impact on the programme.

5.3.3   The Research Programmes Board of Studies is responsible for monitoring, evaluating and enhancing the experience for students undertaking postgraduate research degree programmes. The business covered includes, but is not restricted to, overseeing the operation and management

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of research degree programmes; collecting, reviewing and responding to evaluations of the programmes, including feedback from students; advising on resource issues that have a direct impact on the programmes; and reviewing annually the opportunities for students to develop research, personal and professional skills.

5.3.4   The Programmes Board provides a forum for communication and discussion between Directors of Studies of taught programmes. It aims to identify and promote opportunities for shared teaching, exchange of effective practice and development of cross-disciplinary initiatives.

6   Focus Groups

6.1   All students will have the opportunity to meet with the external examiner(s) in the absence of LSTM staff, either at the end of the programme or on a convenient date during the programme.

6.2   In order to assist student representatives to collect the views of the student body, students on credit-bearing programmes will be invited to attend student-led focus groups across the academic year. Student representatives will be given a template agenda, which they are encouraged to adapt as necessary, and asked to provide a short written report. This report will be used to construct the agenda for SSLC meetings and will also be discussed at the respective Board of Studies.

6.3   Students on professional programmes will be invited to attend student-led focus groups during the programme if feasible and/or will be given the opportunity to give ongoing feedback by other means.

7   Mechanisms for Collecting Anonymous Feedback

7.1   Students will be invited to evaluate programmes, modules and short courses using anonymous on-line surveys.

7.2   To elicit feedback at programme level for credit-bearing programmes, LSTM will participate annually in the Higher Education Academy Postgraduate Taught Experience Survey and the Postgraduate Research Experience Survey.

7.3   A specific response rate is not required for on-line surveys but the rate should be taken into account when evaluating the feedback and developing an action plan. Where feedback is low, the Director of Studies/Module Convenor should consider using an alternative approach to gathering feedback (Section 4.2).

7.4   Students may also give anonymous feedback and suggestions for improvement by submitting their comments to a 'suggestions box' located in the student common room.

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8   Feedback to Students

8.1   LSTM will ensure that students are made aware of the results of their evaluation and any actions to be taken. This will include current students, future students and alumni as appropriate. Methods of dissemination will include publication on student noticeboards, posting on the VLE and use of student email.

8.2   Directors of Studies and Module Convenors should consider student feedback obtained via all formal and informal mechanisms when completing the annual review of their programme/module.   The action plan arising from this review must be approved by the relevant Board of Studies and be made available to the next cohort of students via the VLE

8.3   Students will receive via the VLE a summary of their feedback together with the minutes of relevant meetings and actions to be taken by LSTM.

8.4   The Student Experience Officer and the Research Degrees Administrator will present the results of the Higher Education Academy Postgraduate Taught Experience Survey and the Postgraduate Research Experience Survey to the Programmes Board and the Research Programmes Board of Studies respectively and also make them available to current and incoming student cohorts through the VLE.

8.5   The report of the external examiner of a taught programme must be discussed by the Board of Studies and shared with students through the VLE.

9   Responding to Complaints and Negative Feedback

9.1   LSTM strives to ensure that students are provided with a high quality educational experience, supported by appropriate academic, administrative and welfare services and facilities. Students are expected to behave, both within LSTM and outside, in a manner that demonstrates respect for the organisation, its staff, fellow students and property and for other members of the local community.

9.2   If a student wishes to complain about any aspect of his/her experience in LSTM, the following will apply:

- *Procedure for Dealing with Academic Appeals (Taught Programmes)*
- *Procedure for Dealing with Academic Appeals (Research Programmes)*
- *Procedure for Dealing with Student Complaints*

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Annex of Modifications		
Version	**Date of issue**	**Details of modification from previous version**
1.1	30.01.15	Minor edits following review by Management Committee 29.07.14

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