

# STUDENT ENGAGEMENT PROTOCOLS

## Student Engagement Protocols

### Related policies and supporting protocols

1 These protocols should be read in conjunction with the related Student Engagement Policy.

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13 The University has the same commitment to student engagement activities for non-campus students as for those who attend face-to-face courses at a University campus. In some cases, there need to be variations to the standard methods of student engagement. These are described in these protocols.

### **Online Student Engagement**

14 To support the ongoing implementation of the Student Engagement Policy and protocols, the Student Association has an online site; *Atticus*. This section is

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18 The Student Association Clubs, Societies and Communications Coordinator strategically leads on clubs and societies within the Student Association and is the main conduit for all Student Association communications across all platforms.

18.1 The Clubs, Societies and Communications Coordinator is a permanent, full-time, position within the Association.

19 Student Members of Committees

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- 23.1 University-wide Student Consultative Events can be used to obtain responses from the entire student body. This tool is likely to be used on an *ad hoc* basis, rather than as a regular element of the student engagement process.
- 23.2 Consultative events can be used to cover a range of matters, including:
- < Programme design, development and closure
  - < University constitutional change
- 23.3 Consultation can be carried out through a range of methods, including online, face-to-face and by post.
- 23.4 It is likely that a consultative event will make use of other engagement tools described here, such as research questionnaires or the Student Association Representative structure. Advice should be sought from the Insight Manager as to the most appropriate method.
- 23.5 Students are provided with a clear timescale for the consultation including the deadline for providing their response and the point at which they will be informed of the outcome.
- 23.6 The results are collated and made available to students in an appropriate manner. For example, if the consultation has been carried out by e-mail, it may be most appropriate to inform students of the outcome by e-mail

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24.2 Focus Groups can be used to cover a range of matters, including:

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### 27 User Groups

27.1 User Groups can be established on an *ad hoc* basis for the testing of draft learning materials or systems and processes. User Groups are open to all students (including non-campus students).

### 28 Action Tracking

28.1 Each of the student engagement tools described above will lead to issues being raised. It is important that the University responds to and addresses these, and ensures that students are aware of actions taken.

28.2 In most cases, responses will be provided using the medium through which they were raised. For example, responses to issues raised at SSLC meetings

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V1.4		and Director of Programmes (External)	
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