# Student Voice  Strategy

## 1/ Introduction and aims

What do we mean by 'student voice'?

Student voice is the overarching term to describe the many ways in which the RVC can gain insights from students that can be used to enhance education and the student experience. At its most basic level, student voice can refer to students as members of RVC committees and working groups or feedback captured via end of course surveys. This strategy sets out the overall aims and vision for capturing student voice in a variety of ways.

To maintain a high-quality student experience, it is essential that all students have opportunities to reflect on and evaluate their experiences of study and the wider service offering. To facilitate this, we use a variety of mechanisms with a view to learning from and responding to their feedback individually, collectively, to establish common issues and

ial in order to:

- x ensure that students are key participants in governance and decision making;
- x ensure that students are key participants in quality assurance and enhancement;
- x provide opportunities for students to become active participants in their learning;
- x foster collaboration between students and staff.

Throughout this Strategy, the student experience encompasses the learning, teaching and assessment experience and the wider student experience, including the experience of student support services.

Students contribute valuable and diverse perspectives and are not a unified group. As such there will be a range of student voices within the RVC. All conversations with students should recognise that our student body diversity is a strength and that students will have varied views on issues. When seeking feedback from students, colleagues should ensure that conversations are inclusive and enable all students to participate so that as many student voices as possible may be captured.

Students' views of their RVC experience and student voice mechanisms are an essential part of the RVC's Quality Assurance and Enhancement framework as laid out in RVC's Student Engagement in Quality Assurance and Enhancement policy. This strategy seeks to align this policy with        e   x   s      .a   n   d        E      s   f          .

## 4/ Principles for student voice activities

Our principles for student voice activities tell us how we will achieve the strategy.

1. Enhancement -focused
   Ensuring each student has multiple ways (surveys, representation, focus groups, panels, polls, etc) to contribute their voice to an improved educational and student experience at the RVC.

2. Inclusive of all RVC students
   All student voice activities are inclusive and accessible for all RVC students.

3. Contributes to a culture that values and shares positive practice as well as identifying areas for improvement.
   All feedback should be valued in its role to drive positive change and should strive to consider how this can best be achieved.

4. Provides student voice opportunit ies to respond, reflect and develop .
   Feedback and student voice activities should provide timely opportunities for feedback of different kinds, whether this is reflecting on recent activities through surveys; capturing more immediate feedback through representation, and polls; or using the student voice in panel activities (focus groups/surveys) to plan new developments for the curriculum or aspects of the wider student experience.

5. Is transparent and communicated effectively
   Student voice activities are a two-way process between students and the RVC. When collecting data from students it is essential to be clear why the data is being collected; how it will be used and by whom. Equally important is the need to communicate effectively when decisions or changes are made as a result of student feedback (ie closing the loop).

6. Adheres to data protection regulations and policies.
   Any activities that involve the gathering and storing of data must adhere to RVC policies around the collection and storage of personal data and to UKDPR guidelines. This includes ensuring the use of RVC supported technologies (such as survey and polling tools). Where feedback results are shared, steps should be taken to protect respondent anonymity unless the student or students have consented to share their feedback without anonymity.

## 5/ Measuring Success – How will we know we are achieving these principles?

We'll measure our success using both internal and external methods:

x Improved engagement and participation with RVC student voice activities
x Increased number of students applying to be Course Representatives, Digital Learning Champions, Student Ambassadors, etc
x Increased participation in Student Services feedback opportunities
x Increased participation in James Bee Student Led Educator awards
x Decrease in the number of student complaints
x External measures such as the Student Barometer, NSS. PTES, PRES and TEF award.

## 6/ Role and Responsibilities

| Students | x Provide open and constructive feedback |
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| | student provide feedback on may pertain to curricular developments, student services or other planned developments of the student experience. |

## Contact

For more inf

## References

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