CPR QS8 Student Engagement
Version 24_01 (NPR 22_01)

Contents

Introduction

This document sets out the Navitas UPE policy and procedures for the formal engagement of students.

Student Engagement is central to the vision, mission and operations of Navitas and its network of Colleges. The encouragement of students as 'active' partners in their learning, and in the systems and processes that influence their learning, is considered fundamental to the development of mature learning approaches and life skills. It is the measured opinion of students, the 'student voice', that is essential to ensuring that the learning, teaching and assessment strategies, plans, people and operations are effective, reflective and appropriate.

Scope

This document covers information provided to students, student representation, and student surveys. The processes will apply in all Navitas UPE Colleges.

Student Information

Responsibility for accuracy and completeness of information available to students is that of the College Director/Principal. All material in the public domain must comply with the Navitas brand requirements and those of the relevant University Partner, as appropriate.

A set of consistent information about Navitas, Navitas UPE, the College and the University Partner is available in the public domain for potential students, students and alumni. This information is provided in the form of a College prospectus/brochure, College flyers and a College website.

College website content and updates must be approved by (i) Academic Registry and (ii) the University Partner marketing nominee, before it goes live, to check factual accuracy and alignment with publicity protocols.

Prior to printing, College brochure content undergoes review and approval by (i) the relevant Navitas College marketing lead and (ii) the University Partner marketing nominee.

Pre-enrolment Information

Prospective students who meet the entry criteria will be supplied with an Offer Pack, which includes an Offer of Admission, an Acceptance of Admission Form and related Terms and Conditions. This documentation details the pathway stages of study and makes explicit the regulations which apply at the College and University Partner. Supplementary documents are appended to the Offer Pack that may be providing information about:

- airport pick up services and costs
- accommodation provision, cost and application form
- student insurance

Once a student has been passed through the College verification process, they are issued with a Letter of Acceptance by SRH University which allows applicants to apply for a visa where necessary. Guidance on the visa process and a Pre-Departure Guide are also attached along with insurance documents (where purchased). Supplementary information concerning student travel to the EU, accommodation and any other helpful information may be attached.

Student Representation

Students are formally represented in two College bodies: the Student Forum (sometimes known as the Student Council), and the College Enhancement Team. They may also be invited to governance meetings such as the Operational Advisory Committee and Academic Advisory Committee, as well as the UPE Academic Board. Student membership in these bodies respectively provides an opportunity for students, to raise issues of immediate concern related to their study experience, and to be involved in the substantive development and enhancement of the College student experience.

Student Forum

Each College will establish a Student Forum to provide an opportunity for the student body to raise day-to-day issues on any matter related to their present studies. This mechanism provides important feedback to the College, University Partner and Navitas UPE to be considered as part of periodic reports and annual monitoring.

Membership of the Student Forum is as follows:
- Chair
- All student representatives
- At least one representative of College staff (academic and/or support staff)

The Student Forum brings issues for consideration to the College Learning and Teaching Board.

College Enhancement

Each College will establish a College Enhancement Team (CET) - see NPR QS6.

The role of 'Student Representative' within the CET

Student Representatives play a key role in providing observations, through listening to and collecting the views of their fellow students, on all aspects of the student experience. Student Representatives should not just be presenting the complaints, problems and issues of their fellow students, but also contribute positive and constructive feedback from students to the College, including what works, what has been valuable or enjoyable, and what should be repeated or built on in the future.

Student Representatives on the CET will be involved in discussions about the ways in which the College will develop and enhance the student experience. In this way, they will have direct influence over new policy, strategy and quality assurance.

Student Representatives will:

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- actively seek out and represent the views of all the students they represent about their studies and their broader experience of the College
- help ensure that the student perspective is considered in all decisions and developments relating to the student experience
- endeavour to keep the students they represent informed on the outcomes of staff and student discussions

Election of Student Representatives

Student representatives are elected by their peers in an election process which should take place within the first four weeks of the semester. The term of office of a student representative shall be the duration of a stage of study (one or two semesters).

There should be at least two student representatives from across the College cohorts. If the total student population exceeds 200, there may be up to four student representatives.

The election arrangements shall be overseen by the College Academic Support Service staff.

Student Surveys

There are three types of student survey: Navitas Student Satisfaction Surveys, Navitas Module Surveys and College Surveys.

Navitas Student Satisfaction Surveys

Navitas Global requires that all students in Navitas Colleges across the world participate in an annual student satisfaction survey over the UK spring period, which is administered online using Survey Monkey. The results of these surveys are collated by Navitas Global and distributed to colleges across the world for consideration and review.

Navitas Module Surveys

Module surveys are typically undertaken from week 10 of the semester each time a module is run.

Colleges may use their own survey templates, but where Colleges utilise the Navitas Module Survey, central resources are made available including a link-building tool, with all data ingested centrally through the Power BI service.

The core questions of the survey can be found in Appendix A.

Data collected from the survey will be used in all automated reporting.

College Student Surveys

Colleges may conduct surveys of student opinion for their own local purposes on an ad hoc basis but are encouraged to utilise surveys prepared and hosted by Navitas, to facilitate comparisons across the division and to simplify the process of analysis.

Consideration of Survey Outcomes

Key outcomes and actions arising from student surveys are considered locally by each College and its University Partner through a range of forums, and are typically published through the student portal and/or through posters.

Module survey outcomes inform annual monitoring reports.

The Navitas UPE Learning, Teaching and Quality Committee reviews the results from all student surveys and considers areas for improvement as well as implementing enhancement activities.

Policy Review

This policy will be reviewed every two years by the Navitas UPE Academic Board unless there are internal or legislative changes that necessitate earlier review. The policy was last reviewed on 12 January 2023 and approved as a Chair's action on behalf of the UPE Academic Board.

Appendix A: Module Survey Questions

- The lecturer(s) created a positive learning environment
- The lecturer(s) explained concepts clearly
- The lecturer(s) often related the content to real life examples
- The lecturer(s) gave me helpful feedback on my work
- The lecturer(s) were reasonably available for consultation outside of class time
- The workload for this module was appropriate
- The expectations of the module were made clear to me
- The expectations of the assessments were made clear to me
- Physical facilities used were appropriate for the subject
- Online resources used were appropriate for the module
- This module is relevant to my future career
- Overall, I am satisfied with the module
- Do you want to give any further comments? (qualitative)