

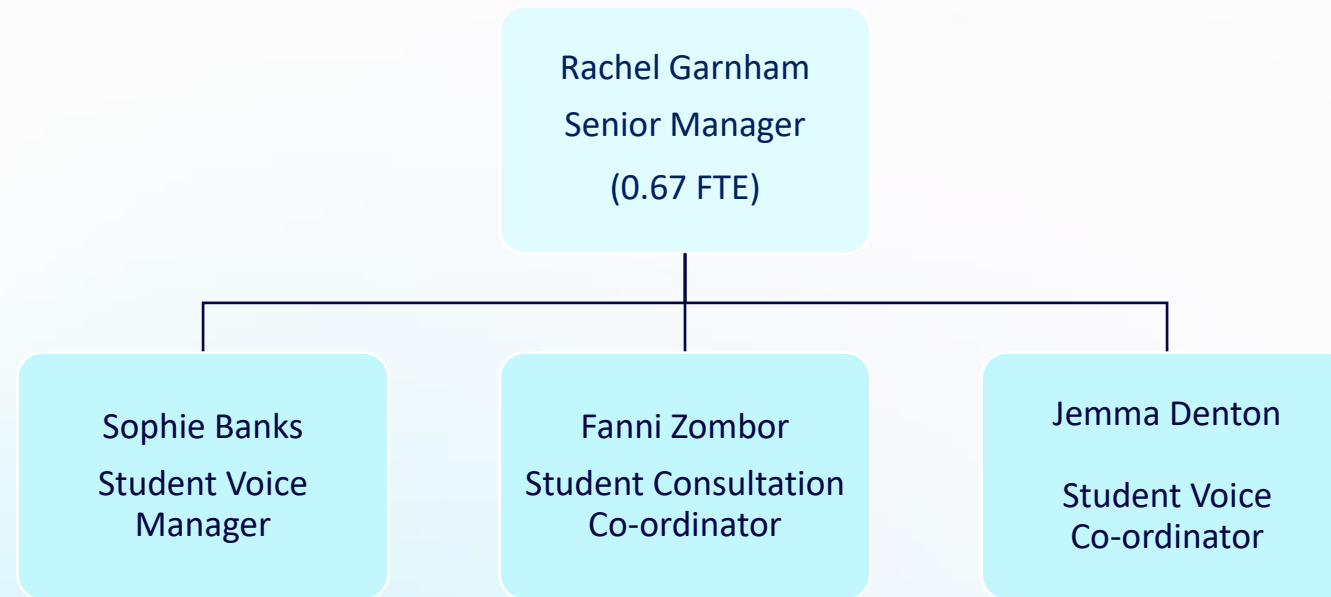
Student Voice at the OU

Engaging students in quality enhancement – a partnership model

“We actively support authentic student engagement in University decision-making, closing the feedback loop; and commit to building partnership between staff and students.”

Student Charter

Student Voice Team, Office of the Pro-Vice-Chancellor (Students)



Support and develop the **Student Engagement and Satisfaction Steering Group**.

Manage and run **Student Consultation** meetings, forums and panel

Manage and promote and the **Student Voice website, Student Voice Hub** and **Student Voice Week**

Manage the annual review and development of the **Student Charter** and **OU-OU Students Association Relationship Agreement**

Develop and implement the **Student Satisfaction and Student Voice Action Plans**

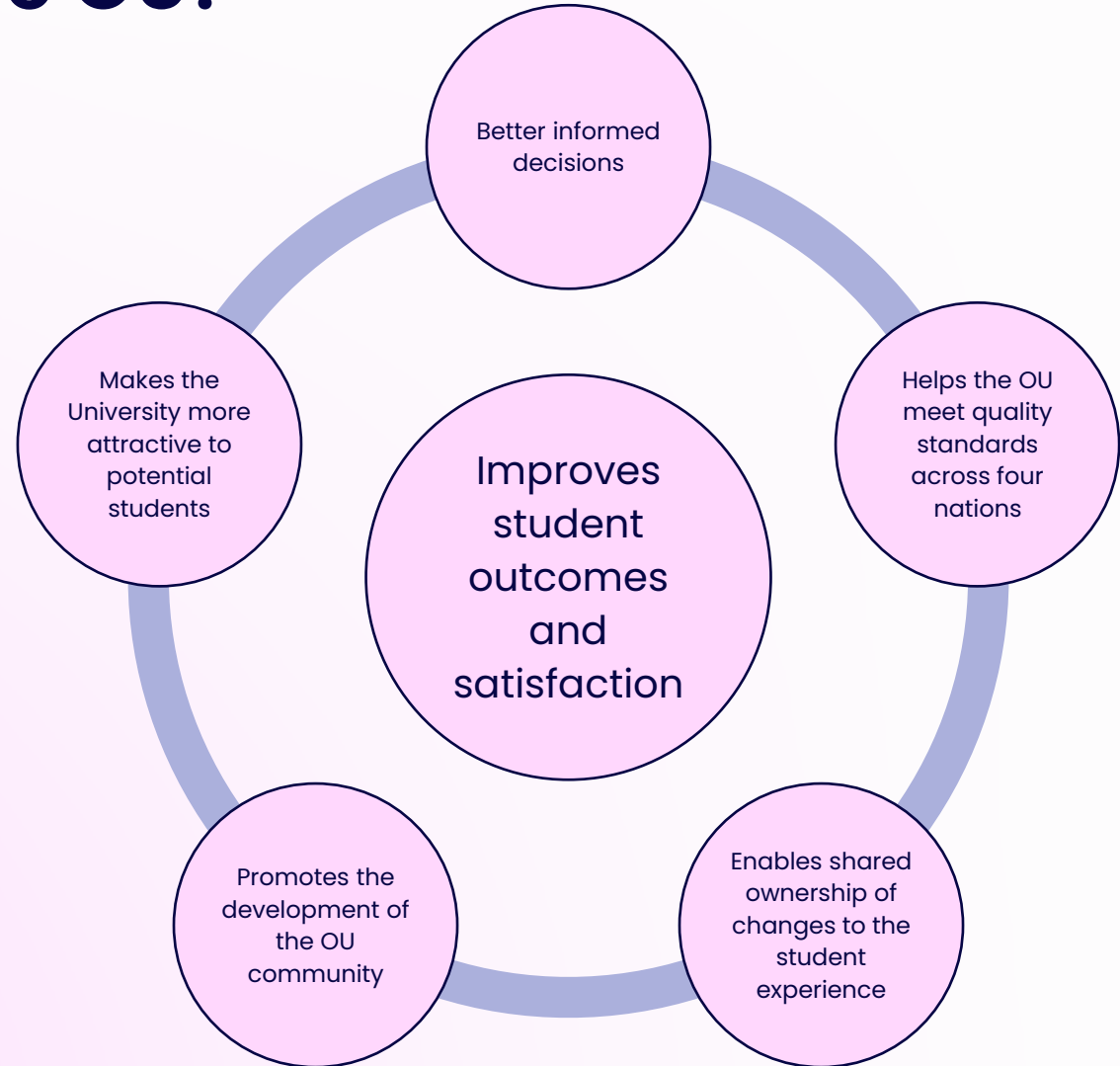
Contribute to the **National Student Survey** Taskforce

What is Student Voice at the OU?

- 'Student Voice' is defined at The Open University as student engagement in quality enhancement.
- It covers the ways in which students get involved, individually and collectively, in working with the University to improve how the University functions – from surveys to student-led projects.

Find out more:

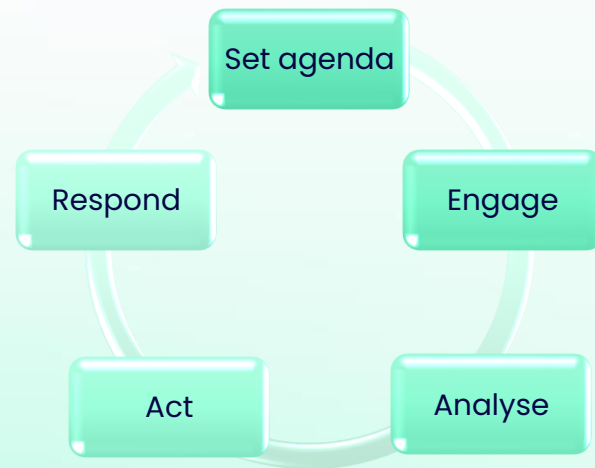
- <https://community.open.ac.uk/student-voice> (for students)
- <https://openuniv.sharepoint.com/sites/intranet-student-voice-hub> (for staff)



Framework for Student Voice at the OU

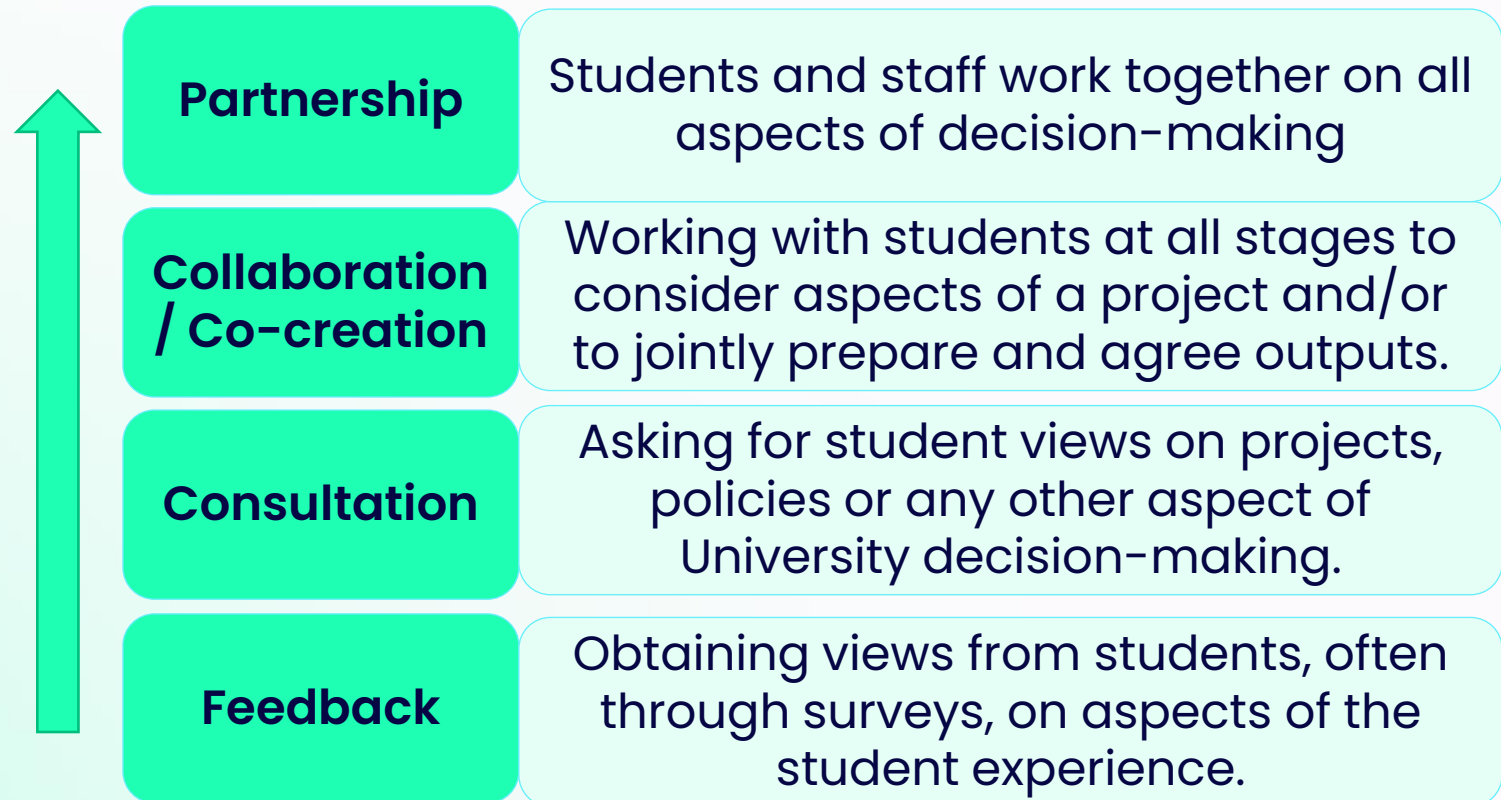
A partnership model

The cycle of engagement



We aim to provide opportunities for students to engage at all stages of the cycle of engagement, including in setting the agenda for Student Voice activities and ensuring that the University acts and responds.

The ladder of engagement



We aim to provide opportunities for students to engage at the level of the ladder that best suits them; to empower all students to take the next step in engagement; and to encourage all student-facing areas of the University to take the next step in developing engagement opportunities.

What does Student Voice at the OU look like?

Partnership working	<ul style="list-style-type: none">• Scholarship• Student Consultants	<ul style="list-style-type: none">• Student Consultation• Faculty/nation based initiatives
Representation	<ul style="list-style-type: none">• Governance committees• Other steering groups, project teams and Task and Finish Groups	<ul style="list-style-type: none">• Regular catch-ups between senior staff and Student Leadership Team members
Panels	<ul style="list-style-type: none">• Curriculum Design• Library Services• Student Consultation	<ul style="list-style-type: none">• Careers and Employability• Accessibility and Usability• OU in Wales
Surveys	<ul style="list-style-type: none">• National Student Survey / PG Taught and Research Experience• Internal Student Survey	<ul style="list-style-type: none">• Brand tracker• Real Time Student Feedback• Ad hoc / service-based surveys
Other activities	<ul style="list-style-type: none">• PGR Liaison group/ PGR Town Halls• User testing	<ul style="list-style-type: none">• Student research• Student interns

There are numerous examples of Student Voice activity all over the OU. Included here are some important elements of a complex picture.

Note: activities like Student Consultation and aspects of scholarship are run in partnership but engage with a much wider body of students.

Student Voice Action Plan

The aim of the Student Voice Action Plan is to increase awareness of, interest in, and involvement with Student Voice activities at the OU. There are six pillars of activity that support this aim:

Partnership

- To increase understanding and work towards embedding student partnership across student-facing areas of the University and at all levels.

Communication

- To promote a University-wide culture, across four nations and beyond, where the Student Voice is valued, and students know their voices are valued, in particular through increased emphasis on closing the feedback loop.

Inclusion

- To increase the numbers and diversity of students involved in Student Voice activities, to ensure that voices are heard from all sections of the OU student community.

Support

- To provide resources, and opportunities for sharing best practice, to ensure that staff and students are empowered to get the most out of Student Voice activities.

Innovation

- To consider opportunities for and encourage more, high quality, inclusive, innovative Student Voice opportunities to be developed.

Evaluation

- To improve the ways in which we monitor and evaluate the value and impact of Student Voice activities, including monitoring Student Voice activities across the OU and taking steps to ensure that the overall picture is fit for purpose.

Student Voice Action Plan priorities

National Student Survey

Sector results for full-time and part-time students - England teaching providers

Question	2017	2018	2019	2020	2021	2022	
	OU	OU	OU	OU	OU	OU	
	% agree	% agree	% agree	% agree	% agree	% agree	% disagree
23 - I have had the right opportunities to provide feedback on my course.	74%	75%	74%	75%	70%	67%	14%
24 - Staff value students' views and opinions about the course.	64%	65%	64%	67%	63%	61%	10%
25 - It is clear how students' feedback on the course has been acted on.	38%	40%	40%	43%	39%	38%	19%
Students' union							
26 - The students' union (association or guild) effectively represents students' academic interests.	44%	46%	45%	48%	43%	43%	6%

NSS Student Voice scores are reflected in the Postgraduate Taught Experience Survey and Brand Tracker.

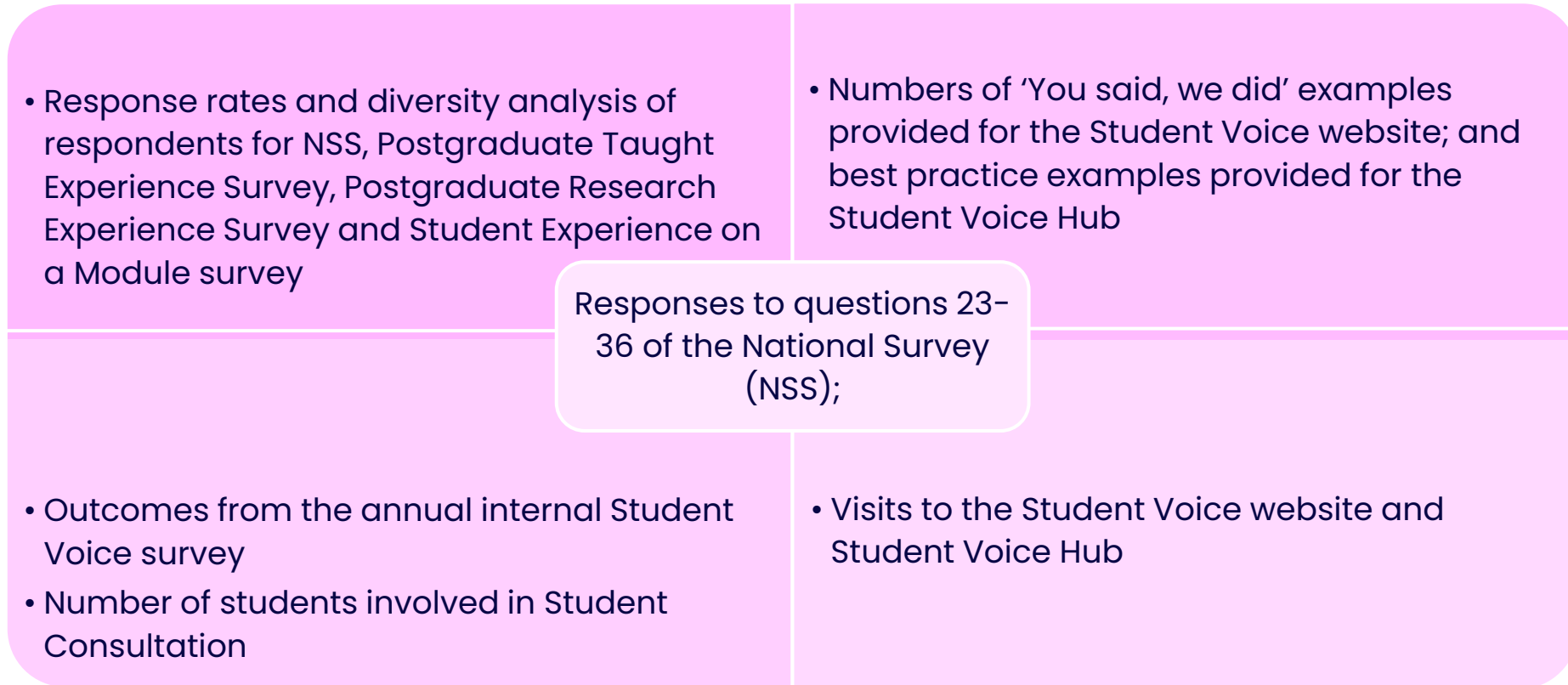
To address these, in 2022/23 we will prioritise:

- A relentless focus on engaging student-facing communications and activities, including closing the feedback loop and demonstrating impact, with a specific objective to increase survey response rates, and with a particular focus on engaging younger students.
- Developing the Student Voice toolkit for staff to provide the resources needed to support this plan's overarching aim, in particular by developing further guidance on recognition of student involvement in Student Voice activities, and developing our Community of Practice.

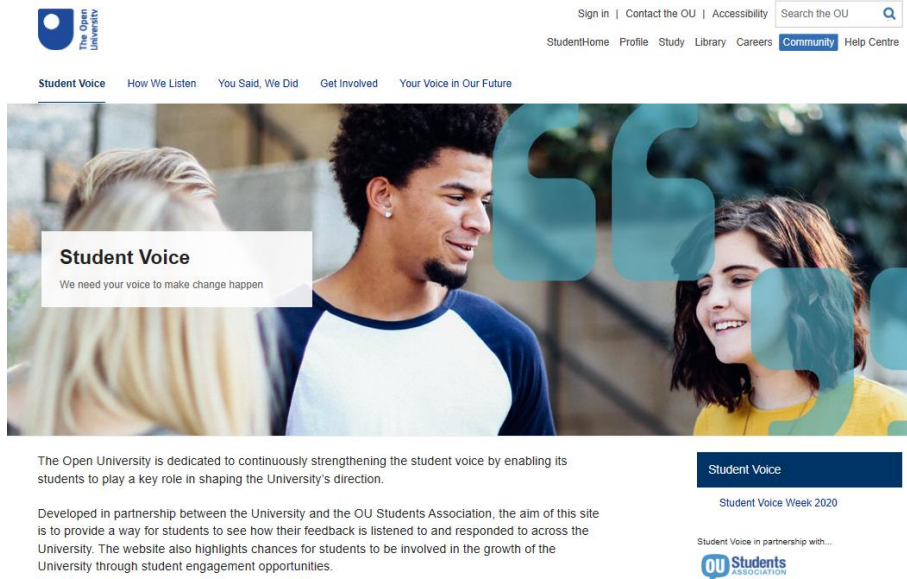
Evaluation

An evaluation plan for Student Voice at The Open University was agreed by Academic Quality and Governance Committee in Summer 2020.

Key measures are as follows:



Communicating Student Voice



The Open University logo is in the top left. Navigation links include Sign in, Contact the OU, Accessibility, Search the OU, StudentHome, Profile, Study, Library, Careers, Community, and Help Centre. A secondary navigation bar includes Student Voice, How We Listen, You Said, We Did, Get Involved, and Your Voice in Our Future.

Student Voice

We need your voice to make change happen

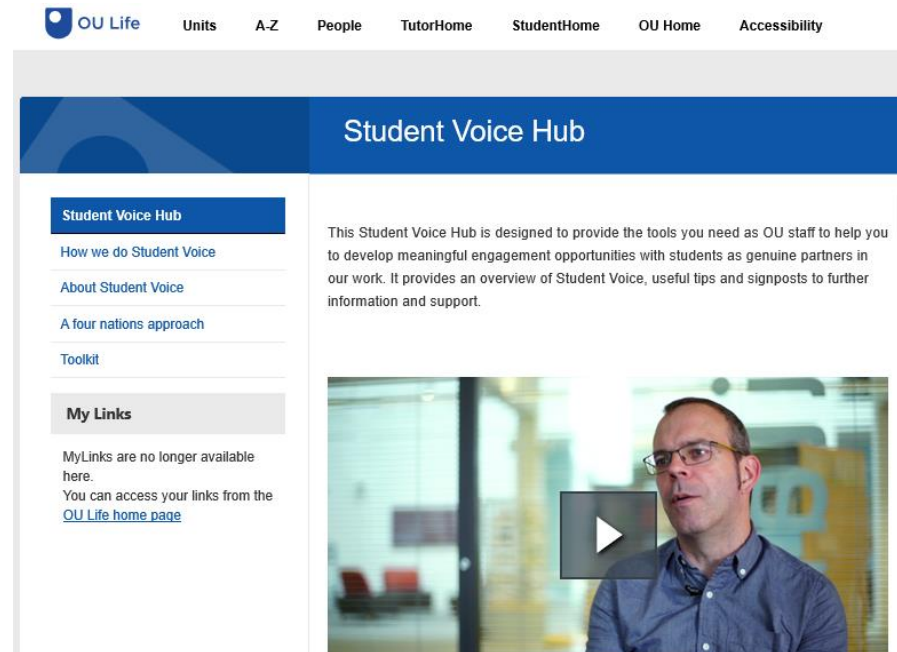

The Open University is dedicated to continuously strengthening the student voice by enabling its students to play a key role in shaping the University's direction.

Developed in partnership between the University and the OU Students Association, the aim of this site is to provide a way for students to see how their feedback is listened to and responded to across the University. The website also highlights chances for students to be involved in the growth of the University through student engagement opportunities.

Student Voice

Student Voice Week 2020

Student Voice in partnership with...




OU Life navigation: Units, A-Z, People, TutorHome, StudentHome, OU Home, Accessibility.

Student Voice Hub

- Student Voice Hub
 - How we do Student Voice
 - About Student Voice
 - A four nations approach
 - Toolkit
- My Links
 - MyLinks are no longer available here.
 - You can access your links from the [OU Life home page](#)

This Student Voice Hub is designed to provide the tools you need as OU staff to help you to develop meaningful engagement opportunities with students as genuine partners in our work. It provides an overview of Student Voice, useful tips and signposts to further information and support.

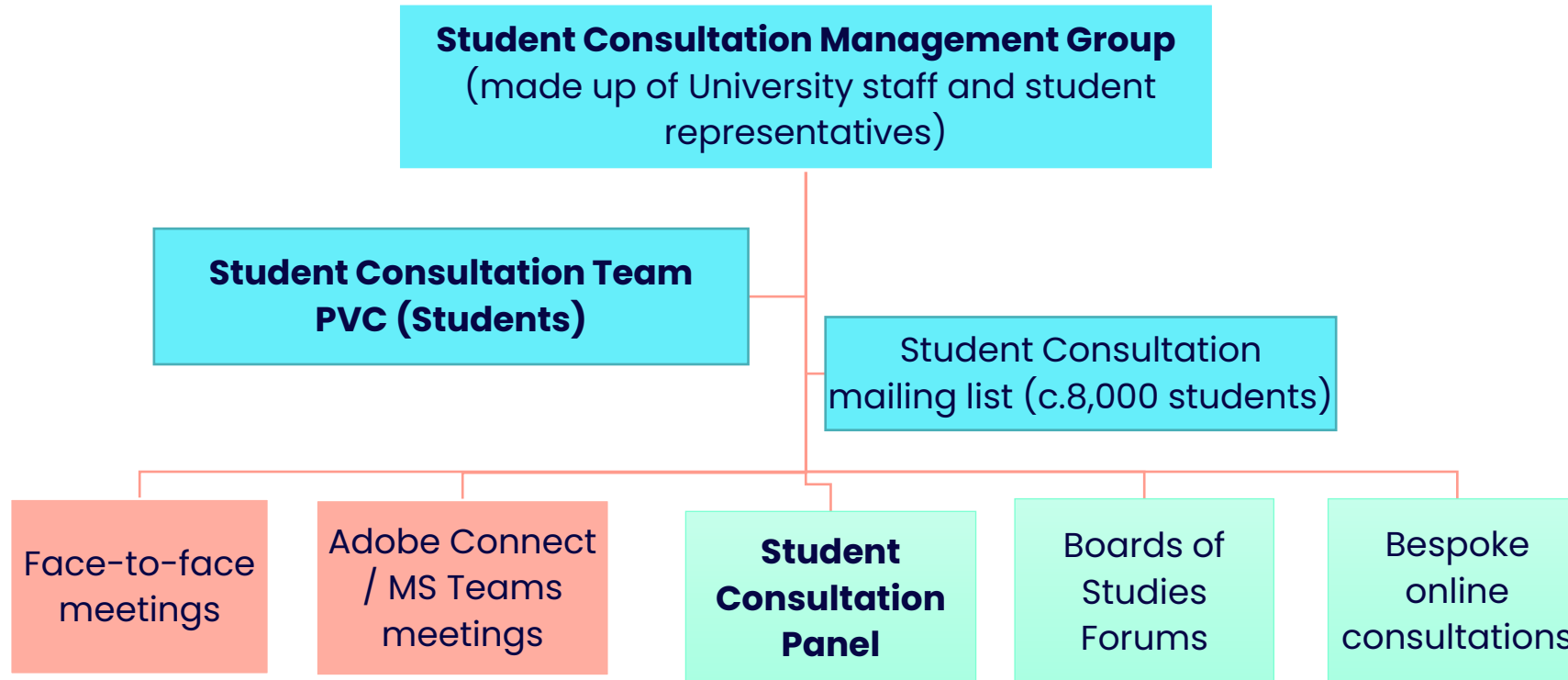


The floor is yours

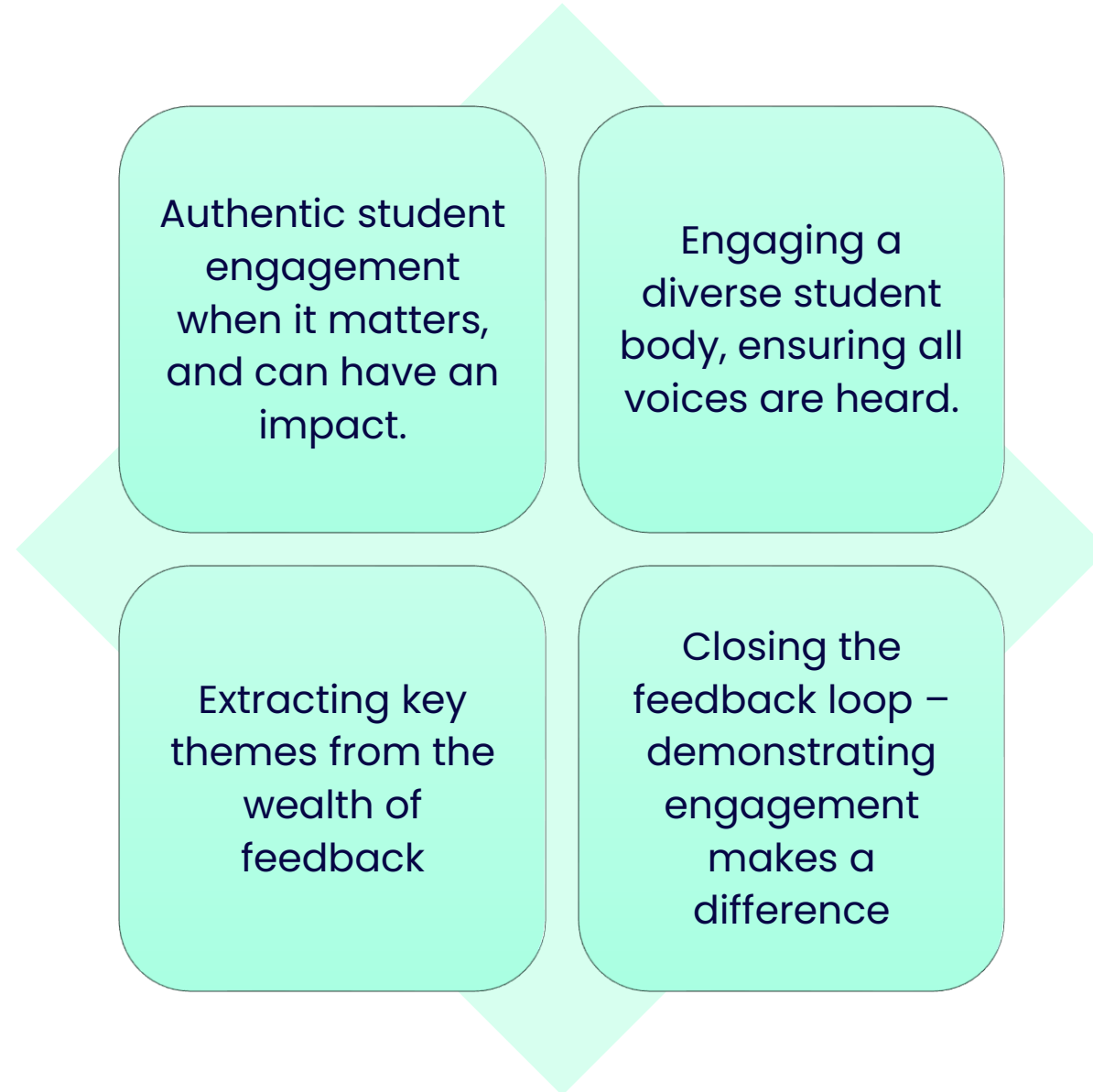
Student Voice Week
7 - 13 November



Student Consultation



Challenges



Thank you – any questions?



**The Open
University**