

## ARDEN UNIVERSITY QUALITY ASSURANCE DOCUMENT QA 89 - STUDENT VOICE POLICY

### INTRODUCTION

1. Arden University is committed to ensuring that its student voice is fully represented and embedded in decision making. We should embed co-creation with our students in a variety of ways throughout the University, including collaborating with the Arden University Students' Association. This policy statement outlines the principles of that approach.
2. Staff at Arden University will work in partnership with students to:
  - Ensure that students are central to governance and decision making
  - Ensure that students are central to quality assurance and enhancement
  - Provide opportunities for students to become active participants in their academic experience
  - Foster collaboration and community between students and staff in all areas
  - Promote opportunities to engage with Student Voice & be accountable for proactively actioning change for and with students
3. We define Student Voice at Arden University as authentic, consistent and relevant opportunities for students to provide ideas, opinion or constructive feedback on the breadth of their experience at Arden University, leaning into their lived experiences before and during their journey at University. Student Voice should not be performative or tokenistic, and requires equitable support, guidance and development for any engaging with the opportunities we offer. Additionally supporting Student Voice is the responsibility of all colleagues at Arden University.
4. There are various mechanisms that we currently have across the University to capture, listen and action student feedback or understand student opinion. This include but should not be limited to; formal surveys (regulator or internal), focus groups on specific topics, involvement in project groups, Unitu feedback platform and student representatives at various levels (University wide to Programme).
5. Wherever possible, we should consider the promotion of multiple scale opportunities to provide student feedback i.e. the National Student Survey alongside the release of Module Evaluation Surveys, to ensure we have maximum engagement and limit feedback fatigue.
6. Due to the diverse nature of our operating model and student population, we need to consider how we navigate and provide opportunities for in-person and online engagement, and where possible, recognise that time a student has provided with a relevant incentive.
7. In collaboration, Arden University and Arden University Students' Association, provides a structured opportunity for Student Voice through the Student Representation model. This is a volunteer opportunity for students to represent their academic programme, interest, or mode of study, alongside our Full-Time elected Student President. These roles are designed with the purpose to be a key advocate for student opinion in their relevant space, and as leadership figures to engage with a variety of opportunities where possible. To note, as these roles (except the Student President) are voluntary, we must recognise and provide

equitable support for our student's time commitments, workload and responsibilities.

8. Arden University Students' Association (AUSA) is currently in development but is designed with the purpose to support representation at all levels and high quality advocacy for students, based on their changing needs and the world around them. AUSA play a pivotal role in partnership with all University colleagues, to effectively contribute to decision-making and influence in the University, through promoting student interests.

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