
9c Student Engagement for Collaborative Partners

9.1 Overseas Campuses

Student Representatives

- 9.1.1 Overseas campuses are required to have student representatives equivalent to those at the Hendon campus. Campuses can access advice and materials for student representative training by contacting pvgs@mdx.ac.uk.

To ensure student representation systems best match the local environment and conditions, the student representation system at overseas campuses may be adapted if there are democratically elected student representatives for every programme taught at the campus. These representatives should receive appropriate training and are members of the relevant Programme Voice Groups and other committees (for example campus forums).

Programme Voice Groups

- 9.1.2 Overseas Campuses are expected to implement the same arrangements as described for in house programmes as outlined in **section 9a**. The only additional requirements for campus links relate to membership of the Programme Voice Groups which are detailed in **appendix 9d**.

Campus Forum

- 9.1.3 The purpose of the Campus Forum is to ensure that there is an effective channel of communication between students, staff and Campus management and provides a forum for discussion on the non-programme specific aspects of student experience on campus.

Campus Forum is non-compulsory and run at campuses where the structures and environment means it is an effective tool for engaging students in providing feedback and in the decision-making process of the campus. Campus forum should cover all students and activities undertaken by the Campus except for programme specific teaching issues (dealt with at the Programme Voice Groups or equivalent).

Terms of reference, membership and operational issues such as meeting regularity are determined by the campus management through appropriate decision-making channels. Minutes should be circulated to all members and made available to the Academic Partnerships Office within 4 weeks of the meeting. Issues, actions and outcomes raised at meetings should be included as part of the Educational Monitoring & Enhancement process (Section 8).

Surveys

- 9.1.4 The Student Engagement & Enhancement team in the Centre for Academic Practice Enhancement (CAPE) provides an online survey for overseas campuses and results and threshold response rates are in line with the NSS or PTES (section 9b).

The questions used for programme feedback at **overseas campuses** where the survey is operated by CAPE are the same as those used for either the NSS or PTES, with additional questions as required for each campus. This allows the University to have the same measure of student opinion from students. For overseas campuses, programme feedback mirrors the NSS, which allow results to be considered in the same way as for those programmes operating in the UK, postgraduate surveys use questions from PTES. (See section 9).

Overseas campuses run Module surveys which provide students with an opportunity to evaluate the delivery and content of each of their modules. CAPE supports the processing and retention of results data for the campuses, as requested. To protect the anonymity of students the publication of results is dependent on a programme attaining a minimum number of responses and/or response rate. These publication thresholds are detailed on the staff intranet pages: <https://www.intra.mdx.ac.uk/key-information/student-feedback>. Results are distributed to the relevant contact(s) for further circulation.

9.2 Franchised and Joint Programmes

Student Representatives

- 9.2.1 Partner institutions are required to have student representatives equivalent to those at Hendon campus. Partners can access advice and materials for student representative training by contacting pvgs@mdx.ac.uk.

Programme Voice Groups or Equivalent

- 9.2.2 Franchise and Joint programmes are required to implement identical processes to those at Hendon, and may use the Programme Voice Group or alternative names to suit local requirements. The only additional requirements for collaborative links relate to membership of the Programme Voice Groups which are detailed in **appendix 9d**. Meetings for collaborative partners are held at the collaborative institution or at Hendon based on local requirements.

Surveys

- 9.2.3 Franchised programmes should operate an equivalent survey or feedback mechanism at programme and module level. CAPE provides a Programme survey for franchised programmes. Results and threshold response rates are in line with the NSS or PTES (section 9b). The questions and thresholds used for programme feedback at **franchised and joint programmes** where the survey is operated by CAPE are the same as those used for either the NSS or PTES. This allows the University to have the same measure of student opinion from students. **Joint U.K.**

programmes would normally be in scope for NSS and PTES as part of the Hendon campus survey arrangements.

- 9.2.4 Module surveys provide students with an opportunity to evaluate the delivery and content of each of their modules. Joint partners are required to operate equivalent module surveys to those at Hendon campus. Franchised partners are required to have an equivalent survey process.
- 9.2.5 All collaborative partners are expected to report on student feedback and actions taken via surveys through the Educational Monitoring and Enhancement Review process.

9.3 Validated Programmes

Student Representatives

- 9.3.1 Partner institutions are required to have student representatives equivalent to those at Hendon campus. Partners can access advice and materials for student representative training by contacting pvgs@mdx.ac.uk.

Programme Voice Groups or Equivalent

- 9.3.2 Validated programmes are expected to have a system of student representation which allows students to feedback to the institution on their experience during their studies. These arrangements are approved at the point of institutional approval and the Student Engagement & Enhancement Manager should be informed of any processes and changes.

The only additional requirements for collaborative links relate to membership of the Programme Voice Groups which are detailed in **appendix 9d**. Meetings for collaborative partners are held at the collaborative institution.

Surveys

- 9.3.3 Validated programmes are not required to operate the same surveys as Middlesex but are expected to operate equivalent student feedback surveys at programme level.
- 9.3.4 Validated partners are expected to report on their surveys through the Educational Monitoring and Enhancement Review process.

9.4 Ethical Considerations of Student Feedback

- 9.4 Student feedback in any form is important to improving the student experience, it is therefore important that feedback (both formal and informal) received is treated confidentially, transparently and with integrity. It is important that both staff and students are aware of the way in which student feedback is considered and reported by the University, and this applies to collaborative partners.

All the student engagement processes at the University and its partners aim to include opportunities for participation for the Middlesex student population as a whole, use feedback provided in an open and non-discriminatory way, and provide details on how the feedback has been used as outlined in this section.

Feedback should also be considered with local Data Protection Laws and guidelines from the University (See Ethics Guidelines and University Data Protection Policies for further details), and meet the ethical considerations outlined in sections 9, 9a and 9b.

The inclusive approach to Student Engagement and Voice outlined in section 9 and the student survey approach outlined in section 9b apply to all collaborative partners and overseas campuses.