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| **Strategic Aim** | **What Will We Do?** | **How Will We Do It?** | **How Will We Know We’ve Done It?** |
| Students feel part of a supportive institution.  *By providing a positive all-round student experience in addition to the academic experience.* | Encourage students to join and feel part of the University. | * Provide support with course choices, applications, finance, and accommodation and establishing relationships pre-admission – Schools Liaison activities/University Open Days/‘welcome’ information/keeping applicant warm activities. | * Annual review of Student Engagement Action Plan at SEG. * Updates/reports/meetings with HISA. * A measure of student numbers participating in events. * A measure of student-led activities and initiatives. * Student feedback and Red Button reports. |
| Encourage students to feel supported by the University. | * Communicate what student support is available – highlighting role of Online Counselling Service, Careers and Employability Centre, Red Button - via: induction information and university website. |
| Encourage students to participate in the life and work of the University. | * In partnership with HISA, students to shape and, where possible, lead on events and activities such as Freshers, charity events, community events and awareness raising campaigns. * In partnership with HISA, students to comment and shape induction programmes. * Encourage student participation in national competitions such as Converge Challenge. * In partnership with HISA, students to lead and participate in university clubs, societies and volunteering activities. |
| Widen student participation and remove any barriers to participation. | * Ensure all communication platforms are used to promote messages where appropriate. * Specific engagement with students joining from non-traditional backgrounds or entrance routes * Ensure student support is available and accessible to all students. * Engaging with students to find out what barriers exist. * Encourage students to apply for scholarships. |
| Celebrate student achievement. | * Recognise student engagement and contribution through the HEAR accreditation system for student reps and other eligible roles. * Celebrate student achievements at annual Graduation and Awards Ceremonies, including Students of the Year awards. * Highlight specific student achievements throughout the year by means of the various internal communication platforms and external media. |
| Students are engaged in their own learning.  *By encouraging students to be active partners in the learning process.* | Support students to be active partners in the learning process. | * Ensure students are aware of what academic support is available to them such as the Essential Student Skills Toolkit, Student Mentor Network, PATs and the Library service. * Encourage students to undertake work and voluntary placements, internships and scholarships relevant to their study. | * Annual review of Student Engagement Action Plan at SEG. * Updates/reports/meetings with HISA. * Numbers participating in mentoring activities. |
| Encourage students to develop an enthusiasm for the subject. | * Ensure opportunities for student choice in project work, assessment methods, dissertation topics etc. * In partnership with HISA support students to lead and participate in academic societies and clubs. * Encourage students to take part in furthering their experience and learning in their subject through the development fund. |
| Students work with the university in shaping the direction of learning.  *By working in partnership with students to bring about enhancements in their learning experience.* | Ensure students can influence course programmes and delivery methods. | * Ensure students can comment on their learning experiences – via Module Evaluations, university surveys, national surveys, HISA, Red Button. * Ensure students are involved in evaluating feedback and all outcomes and actions are agreed upon and shared. * Encourage Student Representatives to participate in sparqs Introductory Course Rep Training or equivalent to support them in their role. * Communicate the importance of student feedback and how it benefits the learning experience – ‘You Said, We Listened’ | * Annual review of Student Engagement Action Plan at SEG. * Review of Red Button annual reports * Annual review of Student Partnership Agreement |
| Ensure student feedback is linked to institutional strategies. | * Ensure subject-focused feedback links to the university’s learning and teaching development, HISA activities and with quality assurance and enhancement processes. * Ensure the University works in partnership with HISA to address the issues set out in the Student Partnership Agreement |
| Formal Mechanisms for quality and governance are in place.  *By ensuring student learning is central to decision-making, development and enhancement activities.* | Ensure student membership on university committees and project boards. | * Support students to have formal representation on committees etc and demonstrate the benefits to students in participating. * Make use of the ‘students on committees protocol’ to assist the induction of student members. * Ensure committee remits and inductions are provided and where possible pre-meetings are held between Chair and student members. | * A measure of student numbers participating in meetings/boards. * Updates/reports/meetings with HISA. * A measure of student numbers participating in elections – as candidates and voters. |
| Ensure the student representation system operates effectively. | * Encourage student representation through improved communication about the role and its benefits, drawing upon previous student experiences. * Encourage Student Representatives to participate in sparqs Introductory Course Rep Training or training equivalent. * Ensure student reps gather class opinion, feed back to their class following Rep/Committee meetings and pass on other appropriate information regarding university activities |
| Ensure HISA, local students’ associations \* and other representative structures are supported. | * Support HISA to increase awareness of the student association and the benefits it brings to all students. * Encourage students to engage with HISA elections and democratic processes. * Encourage students to attend HISA regional council. |
| Ensure student participation in institutional reviews. | * Ensure students are available to meet with inspectors or reviewers during reviews and are informed about the process and their role in that process. |
| Influence the student experience at national level.  *By supporting students to engage in educational policy at a national level.* | Encourage student participation at national student events. | * Ensure opportunities for student participation at national events such as NUS conferences etc is shared with students where appropriate. * Ensure the university supports students to take part in national events such as time away from study etc. | * A measure of student numbers involved and participating at a national level. |
| Encourage students to take on roles at a national level. | * Ensure recruitment opportunities, such as sparqs Associate Trainers, QAA and Education Scotland Reviewers, are shared with students. * Support students to become members of national committees or contributors at national academic conferences etc. |

\* Local students’ associations comprise: Inverness College Students’ Association, Perth College Students’ Association and SMO students’ association. References to HISA include local students’ associations.