Learner Engagement Framework

Conor Murray-Gauld

History

College had a poor record on quality enhancement & student engagement in learning and teaching.

Animosity between teaching staff, students, senior management & students

There was no process of partnered approach to improving work.

No way to identify trends patterns or use evidence, ECSA worked anecdotally.

A way for both qualitative and quantitative data to be gathered by ECSA

The Beginning

ECSA wanted to formalise how it engaged with students about their learning experience.
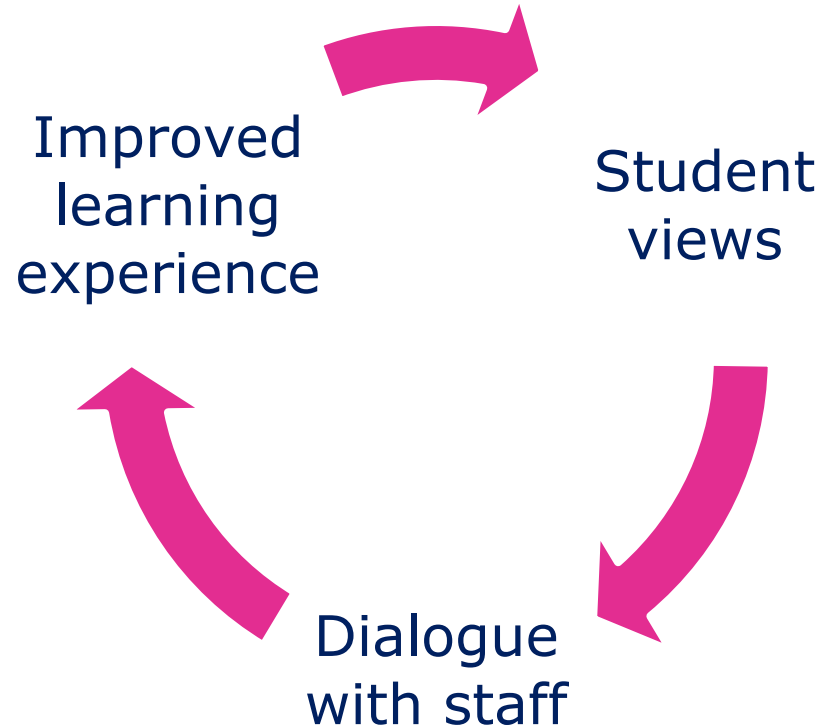
This would:

1. **Strengthen the student voice**

2. **Give ECSA & the college a greater understanding of student issues**

3. **Highlight the great work going on within the college with the aim of creating a 'Quality Enhancement culture'**
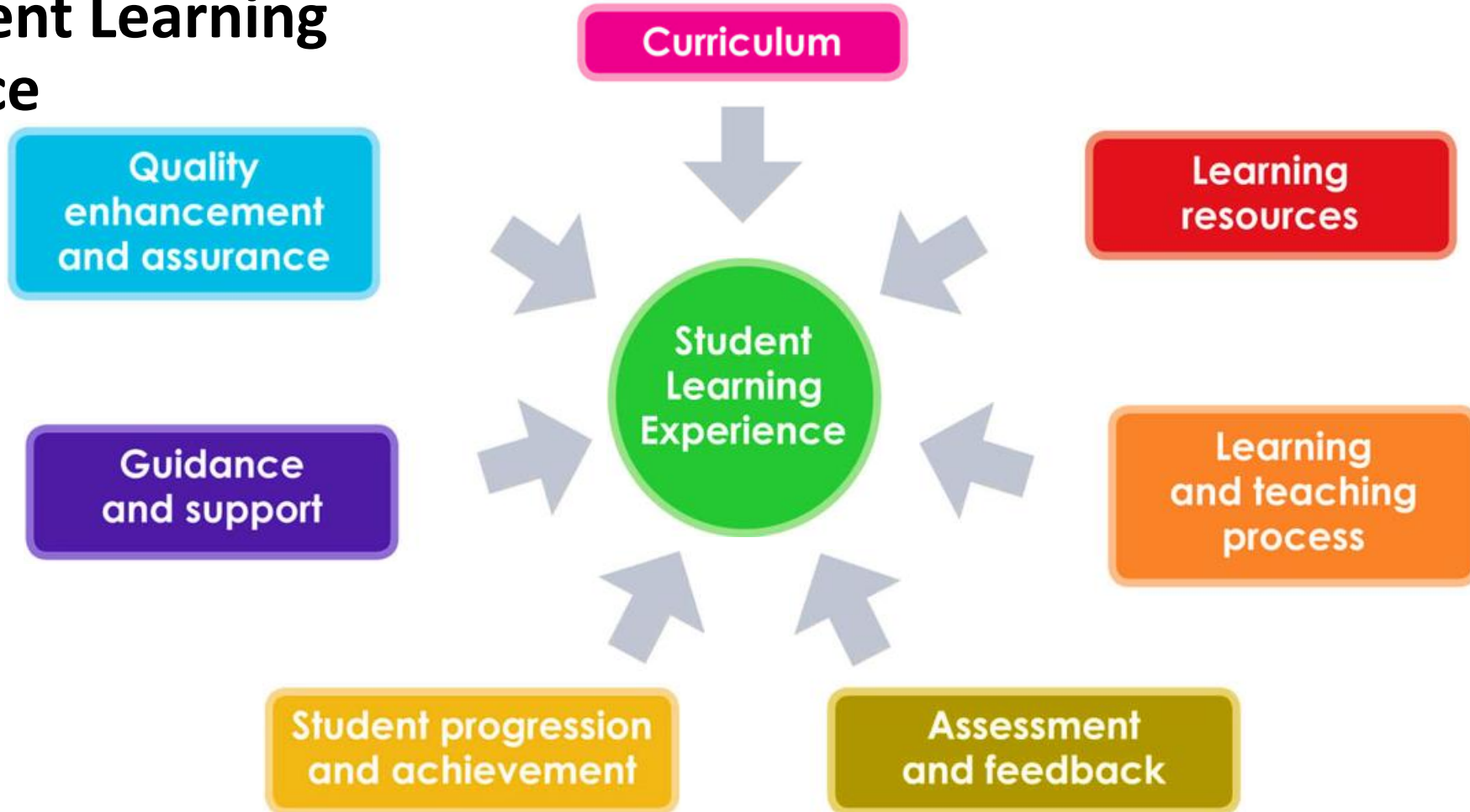
The Basic Premise

Improved learning experience

Student views

Dialogue with staff

Students are an expert on their learning experience

The Student Learning Experience

Curriculum

Quality enhancement and assurance

Learning resources

Guidance and support

Student Learning Experience

Learning and teaching process

Student progression and achievement

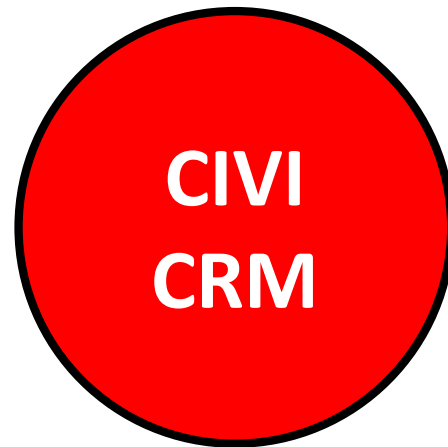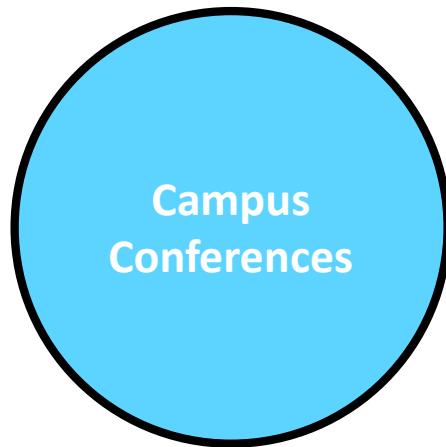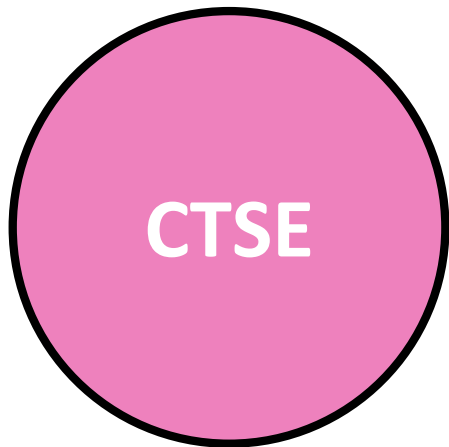Assessment and feedback

Learner Engagement Framework

Is a framework ECSA Developed with students to create a process to make the learning experience better. It is made up of 5 key parts:

CTSE

ECSA-llence awards

Campus Conferences

CIVI CRM

Student Executive

Learner Engagement Framework

- **Class Rep Campus Conferences** – Take place on each campus twice per semester and are themed on a student topic & help us create feedback reports for the college

- **Student Executive** – Part time, elected students who represent students on campus based issues

- **Course team Self Evaluation Days (Quality Department)** – students & staff getting together to discuss a course and how they can make it better in non teaching time.

- **Casework System** – Working on individual and class issues that can't be resolved at the classroom level

- **ECSA-llence awards** – A way for students to celebrate the learning & teaching they think is truly excellent

Key Developments

- ECSA have used LEF in its annual work cycle

- Quality Department have worked to integrate the work of ECSA into their work plans for the college

- Ran the first ever ECSA-llence awards

- Presented the framework as good practise to the sector

- LEF was nominated & won an NUS Scotland's Education award in 2016

- Culture change - 'Culture takes time'

- Education Scotland launched a new framework

Class Rep Training

- Delivered by Edinburgh college class reps who have been trained by sparqs.

- ECSA have launched its first ever online training available to all class reps via the website.

- Target to have 50 reps trained on it by end of term

STUDENTS' ASSOCIATION
EDUCATION

Edinburgh College
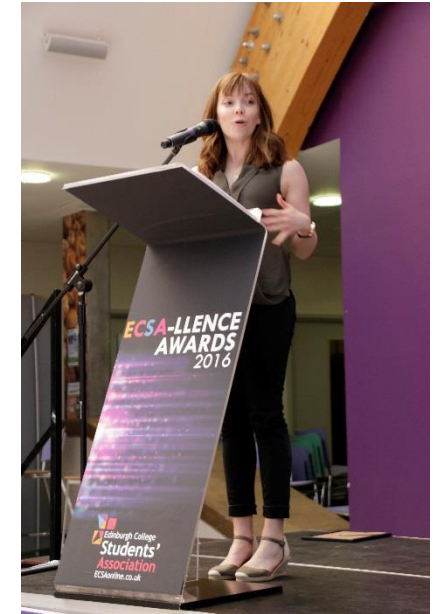Students'
Association

ECSA-llence Awards

- Launched in 2015

- First year had 266 nominations across 5 categories

- Emphasis on highlighting best practise but also allowing students to **critically evaluate** their learning experience

- ECSA hosted an award ceremony

- All staff who received a nomination where presented with a certificate

Conferences, Themes & Reports

- The themes of Class rep conferences in AY 16/17 are: Retention, Student Values, Evaluation (CTSE)

- The feedback from the students present helped shape work reports which where brought to the college on both campus specific and college wide issues.

- This is important because it
  1. It creates a clear process to document issues & possible solutions
  2. Accountability and transparency for students who feel empowered
  3. A feedback loop that can be closed to show students change does happen
  4. Students are contributing & leading sessions not just attending passively

Course Team Self Evaluation Days

- Launched in 2015 as a pilot project by the Quality Department to replace the course team meetings

- Focus on getting the right people in a room, having meaningful discussions and getting on with actions.

- February Class Rep conferences included a workshop on CTSE to prepare students to participate.

- Coordinated with Quality department to email every rep their specific CTSE Meeting for this year.

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Course Team Self Evaluation
Workshop Questions

Edinburgh College now runs 'Course Team Self Evaluation' days. These days are about getting staff and students in a room to talk about what is good about their course & what could be improved. This is then actioned to staff via action plans. These meetings can result in short term wins for students & long term changes to courses for next academic year. This sheet is to give class reps a template to write down some thoughts before attending your CTSE day meeting with staff. These events will take place in non-teaching time on either the 13th, 14th or 15th of February. This seen as a key part of your rep role and ECSA would encourage you to attend your specific meeting. The times of meetings will be communicated by email.

The 5 Key student Issues Identified by class reps at the November Class Rep Conference:

1. Not enough support in place for Mental Health
2. Funding issues
3. Not enough Student Support for learning
4. Poor College & course Organisation
5. Unreliable College Resources & IT

Course Title:
Course Group:

1. Think about semester one, have you experienced issues on your course that are related to any of the above issues or the learning experience in general? Individually note down any examples of issues, even if they have now been resolved.

Why is it important?

- Education Scotland's latest framework for evaluating colleges maps against our LEF.

- ECSA's new website & CRM system has allowed us to work smarter for students, providing evidence based campaigns to allow us to achieve change for members.

- Creating a quality enhancement culture & striving for a true 'partnership;' is a key aim for ensuring satisfied, engaged learners.

- This is how we demonstrate impact, make change and become sustainable. Proving our worth by affecting real change. 'Value added'

Future Development

- How can the work ECSA is doing can be used to improve the learner experience?

- How LEF will compliment and aide the college in adherence to the new framework and processes from Education Scotland?

- Future growth in engagement and participation in CTSE days & ECSA-llence awards.

- How a quality culture can continue to develop among staff and students?

Thank you

Any questions?

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