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