

Student Engagement Staff Network

Thursday 12th February 2026

Welcome!



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Your sparqs team today



Amy Monks
Development
Consultant

Chase Greenfield
Development
Consultant

Shona Agnew
Development
Consultant

Hannah Clarke
Deputy
Director

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Ok team...

- You can use your audio or the chat box to speak.
- Mute your microphone when not talking.
- To speak, type * in the chat box or click the “raise hand” icon.
- If you are having any tech issues, post a comment in the chat.



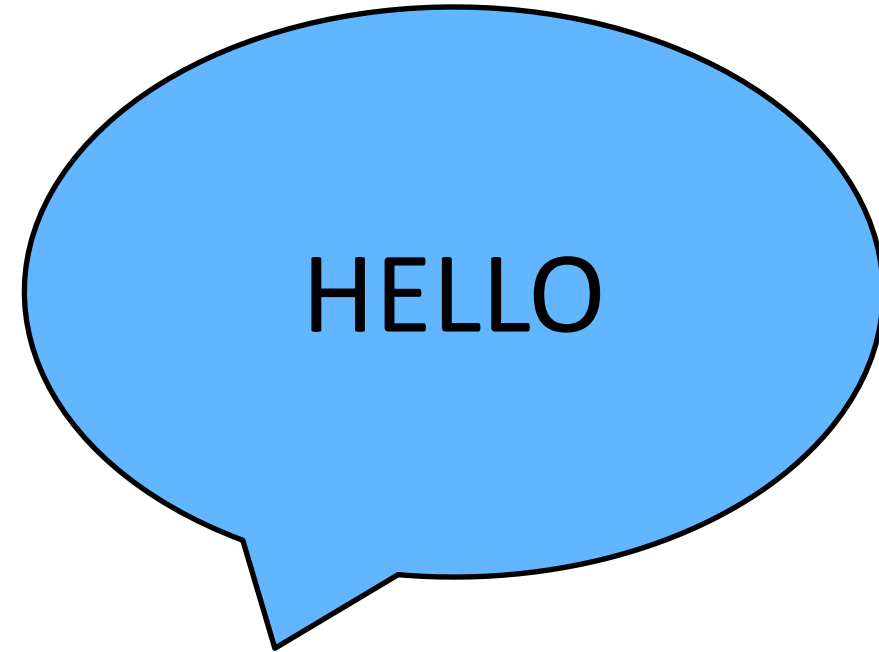
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About you

- Your name
- Your Institution
- Your role
- Favourite event in the academic year



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Agenda



- 10.00am - **Welcome and sparqs updates**
- 10.15am – **SESN Discussion
Strategic Approaches
to Partnership**
- 10.40am – **Complaints & Concerns
SESN Discussion**
- 11.00am – **Break – 10 mins**

- 11.10am – **Elections
Interactive Activity**
- 11.30am – **sparqs close**
- 11.35am - **Discussion/Q&A**
- 12.00pm - **End**

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PGR Experience Model



- sparqs is seeking perspective from Postgraduate Researchers (PGRs) across Scotland!
- Workshops on:
 - **Wednesday 11th March 2026** (with PGRs.)
 - **Wednesday 18th March 2026** (with supervisors/relevant staff, and agencies)
 - **Monday 27th April 2026** (with PGRs.)
- Asynchronous participation option also available
- Please help us spread the word to PGRs at your university!

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Upcoming Opportunities

- Mental Health & Wellbeing SLE Lens Focus Group
- Students' Association in TQEF - Working Group

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TOPIC Discussion



Chase Greenfield – sparqs

Strategic Approaches to Partnership

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Strategic Approaches to Partnership



- 1. How does your institution approach its Student Partnership Agreement (or similar)?**
- 2. How does your strategic partnership document intersect with quality documents (SEAP or TQER)?**
- 3. Does Scotland's Ambition for Student Partnership inform either your quality processes or your SPA?**

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TOPIC Discussion



Hannah Clarke – sparqs

Complaints and Concerns

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Complaints and Concerns - What's the difference?

Concerns

- **Scottish Quality Concerns Scheme**, administered by QAA Scotland
- At present, applies to **universities**
- Focused on **safeguarding academic standards** and improving the quality of student experience
- **Systemic issues**
- Concerns raised **would not receive an individual response**

Complaints

- **Scottish Public Services Ombudsman**
- Purpose is to ensure that the institution has **followed its own processes correctly and acted reasonably**

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Your institutions Complaints System – Discussion questions

How effective is the current system?

Do you have access to annual complaints reports?

How are these reports used in your role or by student representatives?

How does the complaints process align with and support the institution's representation system?

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Concerns Scheme– Discussion questions

What might the Concerns scheme look like in both Colleges and Universities?

How could representation systems work with the Concerns scheme?

Students' association or student representative involvement in a concerns scheme

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**Break – 10 minutes/ back at
11.10am**



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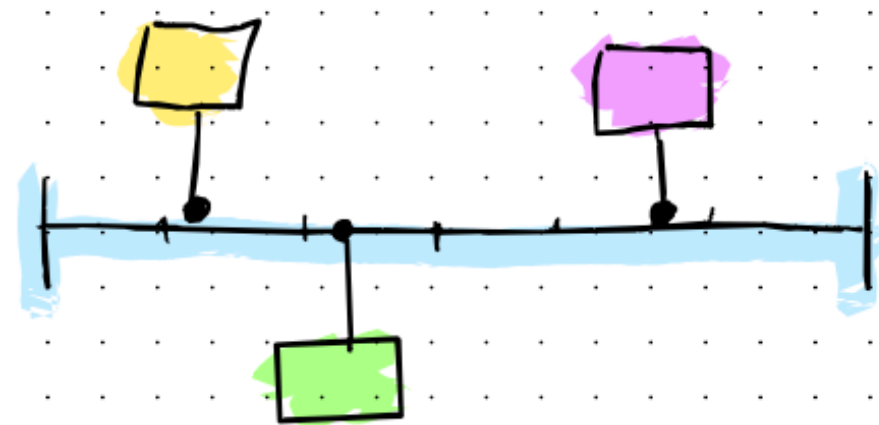
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Activity – Part 1 – Election Timeline



In the chat write the stages of your institution's election timeline. Consider:

- Promotion
- Nominations
- Campaign
- Voting
- Start dates
- Handover



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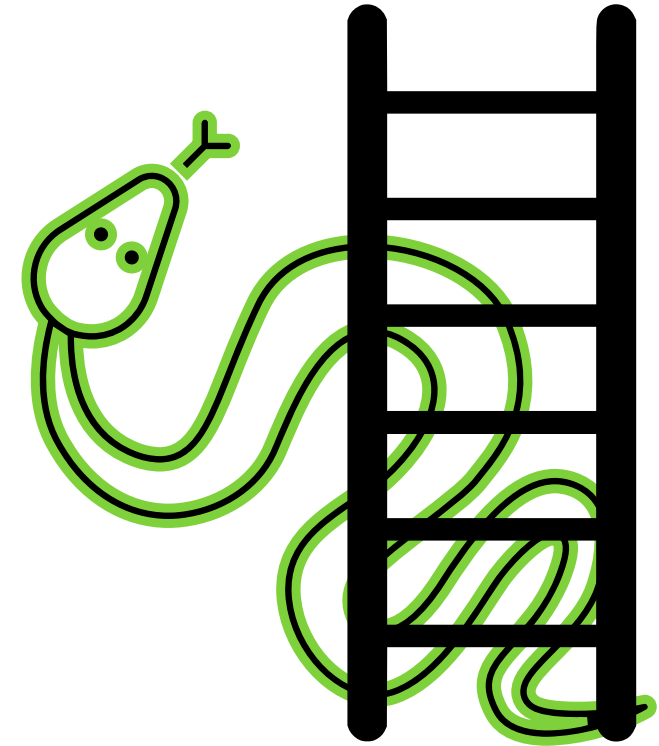
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Activity – Part 2 – Snakes and Ladders

In the chat put your 'snakes and ladders' for each of the following:

- Elections
- Officer Induction/Training
- Officer Handover



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Activity – Part 3 – Discussion Questions



How have you adapted elections processes in recent years to increase accessibility and participation?

What aspects of officer training most effectively prepare incoming officers for the realities of their roles?

What practical changes could make handover more efficient and impactful?

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Next SESN

Joint meeting
with NEON & STAG
Tuesday 12th May
10am – 12pm
In Person – Queen Margaret University



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Additional SESN?

Would another SESN meeting before the joint session in May?



Potential date end of April?

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While we have you...

- Complete the evaluation
- Remind your Officers to sign up for NEON!
Thursday 5th March -10.30am to 12.15pm
- Sign up to the sparqs articles
- Sign up to the [sparqsSESN Jiscmail list](#)
(and do use the list to chat and share!)

SESN EVALUATION 2025/26



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Discussion/Q&A



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Thank you

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