
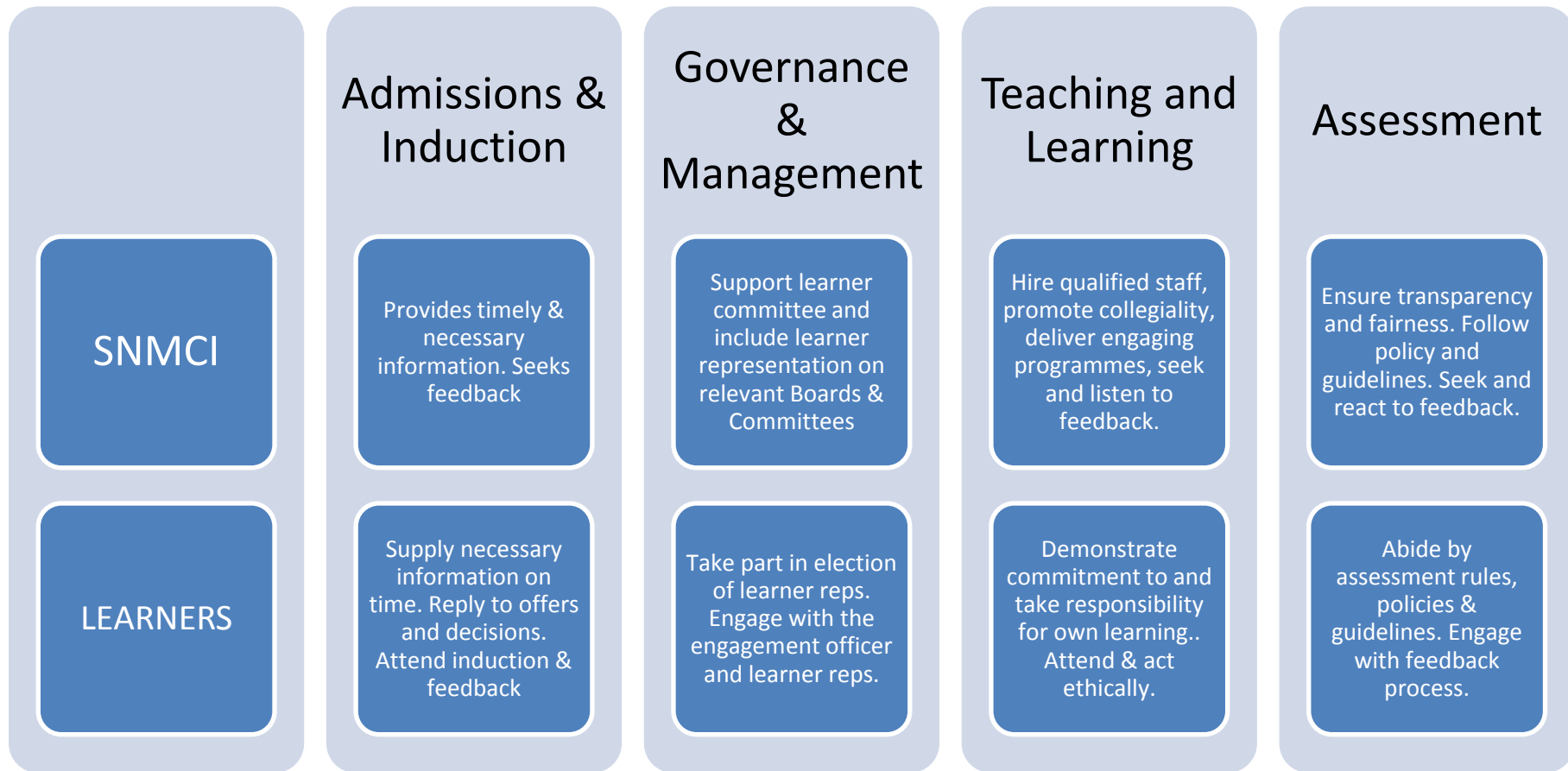


#	POLICY TITLE	POLICY AREA:	VERSION:	DATE ADOPTED :
	<b>7.1 STUDENT ENGAGEMENT</b>	SUPPORT FOR LEARNERS	2.0	AUGUST 2020



### **Introduction and Context**

Student Engagement is increasingly being seen as a defining characteristic of quality teaching and learning in higher education. Research indicates however that it is difficult to come to one definitive definition of student engagement, and that the meaning of student engagement shifts and changes across place and time. An institutional understanding of student engagement is shaped by the context in which it operates and by the meaning of 'non-engagement' (Vuori, 2014).

The purpose of this policy is to:

- Define SNMCI's position with regard to student engagement;
- To outline the areas where the student voice will be heard;
- To outline SNMCI and Learner responsibilities with regard to Student Engagement;
- To outline the procedures involved in seeking and responding to student feedback.

**SNMCI's sees Student Engagement as an on-going and staged process that firstly seeks to foster understanding between the College and the Learners. Increased understanding will allow for engagement and consultation, leading to some authentic opportunities for partnership and eventual student leadership.**



### **Policy Statement:**

- SNMCI sees student engagement as a process of including and empowering learners in shaping their own learning experience and is committed to working with all learners to empower them to develop the skills and confidence to be actively involved in this process.
- Student engagement is seen as a two-way process and learners are encouraged to work with SNMCI staff to increase understanding of what student engagement means and to promote a democratic learning community that benefits all.
- SNMCI recognises the importance of the learner voice in decision-making processes and offers spaces for consultation and communication in a range of ways.
- SNMCI recognises that listening and responding to learners will:
  - Improve services offered and ensure that quality assurance policies more genuinely meet learner needs
  - Inform strategic decision making
- Provide opportunities for students to gain confidence and become resilient learners
- Motivate learners to engage, thus improving participation, achievement, progression and retention.

- Learners will have the opportunity to offer insight in a range of areas including (not limited to):
  - Admission & Induction
  - Governance and Management
  - Teaching and Learning
  - Assessment
  - Support for Learners
- It is the responsibility of all SNMCI staff involved in programme delivery to support learners and to promote their involvement in a range of processes across the College.
- Opportunities for engagement will be provided by SNMCI in the following ways:
  - Learner Representation at Academic Board Meetings (QA 2.4)
  - Learner representation at Programme Committee Meetings (QA 3.13)
  - Elected learner representatives for each stage
  - Access to the Student Engagement Officer (SEO)
  - Access to the Learner Support Officer
  - Ongoing formal and informal feedback processes
  - Surveys (assessment/admissions/etc.) (QA 3.14)

**Staff Involved:**

All staff in principle;

Day-to-day: Admissions; Programme Directors; Programme Managers; Student Engagement Officer; Director of Quality and Academic Affairs (DQAA)

	<b>Person/s Responsible</b>	<b>Records generated to ensure evidence of follow through</b>
<p><b>Procedure Outline</b></p> <p><b>Admission and Induction:</b></p> <p><b>SNMCI:</b></p> <ul style="list-style-type: none"> <li>- Learners will receive.</li> <li>- Satisfaction levels with the admissions process and availability of information forms part of the first semester survey.</li> </ul>	<p><b>Admissions Programme Directors</b></p> <p><b>Chair Induction Committee</b></p>	<p><b>Results of Surveys</b></p> <p><b>Annual Reports</b></p> <p><b>Minutes</b></p>

<ul style="list-style-type: none"> <li>- Induction welcomes new and ongoing students to SNMCI and provides them with all necessary information in order to smoothly begin the new academic year.</li> <li>- On-going learners are encouraged to join the Induction Committee, to offer suggestions based on their own experiences</li> <li>- New learners will be surveyed following induction for possible improvements in the future</li> </ul> <p><b>Learners:</b></p> <ul style="list-style-type: none"> <li>- Are expected to supply all information required</li> <li>- To reply in good time to requests for additional information</li> <li>- To communicate their agreement or otherwise on RPL decisions, to the Admissions Office</li> <li>- To reply to all offers of places made by SNMCI</li> <li>- To attend induction activities</li> <li>- To take part in any survey designed to enhance policies and procedures in SNMCI</li> </ul>	<p><b>Admissions Office</b></p> <p><b>Enrolled learners</b></p>	<p><b>Results of Survey Agenda</b></p> <p><b>Minutes</b></p> <p><b>Feedback loop Correspondence with Admissions Office Attendance at Induction</b></p>
<p><b>Governance and Management:</b></p> <p><b>SNMCI:</b></p> <ul style="list-style-type: none"> <li>- The Academic Board will include a learner representative to encourage understanding of how the College works and understanding of the 'bigger picture' of management and governance.</li> <li>- Each stage cohort of a programme will elect a learner representative.</li> <li>- A Learner Committee will be formed with the guidance of the Student Engagement Officer.</li> </ul> <p><b>Learners:</b></p> <ul style="list-style-type: none"> <li>- Engage with the election of learner representatives</li> <li>- Engage with the Student Engagement Officer</li> <li>- Put themselves forward for nomination and/or discuss issues to be brought by the Learner Representative.</li> </ul>	<p><b>DQAA</b></p> <p><b>Learners SEO /Learners</b></p> <p><b>Learners</b></p>	<p><b>Induction</b></p> <p><b>Nominated Reps</b></p>
<p><b>Teaching and Learning:</b></p> <p><b>SNMCI will:</b></p> <ul style="list-style-type: none"> <li>- Hire highly qualified staff</li> <li>- Provide a range of learning activities and assessments to suit all learning styles</li> <li>- Promote collegiality between staff and learners and encourages a spirit of professionalism and support.</li> </ul>	<p><b>CEO</b></p> <p><b>DQAA</b></p>	<p><b>Results of surveys Annual Programme Reports Report of Student Engagement Officer</b></p>



<b>Support for Learners:</b> - The Student Engagement Officer (SEO) will act as a liaison, between learners and academic and management staff, to facilitate communication and organisation of student led events.	<b>SEO</b>	
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### Policy Control Sheet

<b>Policy</b>	<b>QA 7.1 Student Engagement</b>
<b>Version</b>	2.0
<b>Adopted/Effective</b>	August 202
<b>Supersedes</b>	N/A
<b>Monitoring/ Next Review Date</b>	Major review in conjunction with learners May 2020
<b>Responsible Officer(s) Designated Reviewer(s)</b>	Students; Student Engagement Officer;DQAA
<b>Scope</b>	College wide

### References

<b>SNMCI Policy area</b>	<b>7) SUPPORT FOR LEARNERS: QA Vol 2</b>
<b>Developed with reference to</b>	QQI (2016) <i>Core Statutory Quality Assurance Guidelines</i> QQI (2016) <i>Statutory Quality Assurance Guidelines developed for Independent/Private Providers coming to QQI on a Voluntary Basis</i> <i>Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), May 2015</i> National Student Engagement Programme (NStEP)
<b>Related SNMCI Policies / Forms</b>	QA 2.4: TOR Academic Board; QA 3.13: TOR Programme Committees; QA 3.14: Learner Feedback

### Revision

Revision Number	Revision Description	Originator	Approved By
1.0/08/2020	General review for blended learning	Office of DQAA	AB