The C E C is asked to:

i) receive a progress report on this Open University Project.

The Student Engagement Project team is currently taking forward a number of Open University initiatives through three individual work streams. These are:

- Student feedback and communication (including principles, policies and procedures for handling ad hoc student feedback and the development of a Student engagement communications strategy and student-facing website)

- Student engagement in curriculum design and learning design

- New models of student engagement (including student internships, student fellows, work shadowing)

The Students Association is being represented by four individuals, comprising students and staff members, on each of these projects. All work streams have held an initial meeting in recent weeks to discuss the nature of the projects and to scope out the work.

Scope of the work streams are as follows:

**Work stream A - Student Feedback and Communication**

a) To propose a mechanism for linking up the various channels from which student feedback is received in order to recognise key messages from students where they are coming through various channels (e.g. through OUSA, SEAM survey, NSS survey, module reviews, student consultation), to evaluate the feedback, facilitate joined up action, (including the necessary changes to policy and practice) and messaging on these issues, and to co-ordinate feeding back to students on action taken as a result of feedback.
b) To develop principles on the handling of ad hoc student feedback, with guidelines to units to reflect the following approach: that where students submit comments outside of normal feedback channels staff should acknowledge receipt of it, stating that attention will be given to it but to reiterate that the student voice is best heard through use of standard feedback channels. This will build on work already started under the Review of Complaints and Appeals Project to address the absence of a framework for routing and responding to ad hoc feedback consistently and the considerable variations in current practice; and

c) To respond to changing requirements of funding councils and the QAA with regard to student feedback including developing a more structured approach to new HEFCE requirements to identify and address early signs of student concern about the quality of the student experience.

d) To improve the communication of student engagement opportunities and outcomes to with the aim of:
   • Promoting The Open University to future students as an institution that values student engagement.
   • Involving greater numbers of students in quality improvement assurance and governance.
   • Enhancing the sense of the University as a community for current students.

Work stream B - Student Involvement in Curriculum Design and Learning Design

a) To assess the extent to which students are currently engaged in curriculum design and learning design.
b) To develop policies for student engagement in curriculum design and learning design where they do not already exist.
c) To develop standard mechanisms for engaging students in curriculum design and learning design.
d) To further develop student societies as a mechanism for deep learning, community building and student-faculty engagement.
e) To identify barriers to student involvements and mechanisms for overcoming these.

Work Stream C - New Models of Student Engagement

a) To investigate and report on the feasibility of offering recognition for student engagement through payment, reward or other means.
b) To investigate and report on the feasibility of student internships and/or student fellow opportunities at the Open University.
c) To investigate and report on the feasibility of offering one-off work shadowing opportunities for students.
d) To develop a fully costed proposal for a pump-priming scheme for new faculty or student-led student engagement initiatives, with submissions for funding to be approved by a joint student-staff panel.
There is now a suite of Forums in the Student Association Business area to facilitate conversations amongst those who are part of these projects in order to discuss issues raised at the individual meetings and to keep individuals informed as the different pieces of work progress.

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