Will the new quality framework help enhance the student experience?

Stephen Jackson

QAA

Focus on student experience

- Defining the student experience
- Enhancement-led institutional review (ELIR)
- Institutional Review
  - Student Written Submission
  - Lead Student Representative
  - Student members of review teams
  - Thematic element – the first year student experience
- UK Quality Code
  - B5 Student Engagement

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NUS/QAA projects

- Research into the student experience
- Ensuring student-centred quality assurance
- Bespoke support for students' unions

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The new quality framework

- Students at the heart of the system
- Impact of student choice
- A framework – not just a method
- Risk-based approaches to quality assurance
- Focus on enhancement
- Provision of information
- Response to complaints and concerns

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What makes a difference?

- Contact time: quantity v quality
- Learning resources
- Student involvement - partnership

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