# Supporting and promoting student retention and success

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# Student engagement

- Giving students the opportunity to get involved in quality assurance and the enhancement of higher education
- Student contributions to institutional reviews
  - Student written submissions
  - Lead student representative
  - Student members of review team
- NUS/QAA projects
  - Research into the student experience
  - Ensuring student-centred quality assurance
  - Bespoke support for students' unions

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# Enhancement theme - Scotland

Things that make a difference: lessons from the Enhancement Themes.

The first year

- Induction
- Personalisation
- Peer support
- The role of the tutor
- Retention
- Curriculum issues
- Assessment and feedback

[www.enhancementthemes.ac.uk]

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# IRENI – the first year experience

- Induction – continuation
- Supporting students' transition (including international students)
- Use of on-line facilities
- Monitoring and supporting progress
- Building relationships
- Support for learning – access to tutors
- Assessment and feedback
- Employability
- Information (including advanced information)

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# Quotes  What the reviewers said

- ‘Comprehensive and inclusive induction programme – social, pastoral and academic.  A lot of emphasis on academic skills and the need to avoid plagiarism even at year one.’

- ‘The University had carried out extensive work on the first year student experience for both home and international students and initiatives were brought together in a coherent way.’

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# Contd….

- ‘The University provides webforms to ensure that students have completed the necessary enrolment procedures and have access to the support they need.’

- ‘The University is developing information for applicants and new students through the Applicant Portal as well as through online resources.  These facilities allow self-service interactive access to a wide range of information for applicants and their parents/advisers.’

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# UK Quality Code for HE

The expectation:

Higher education providers take deliberate steps to engage students, individually and collectively, as partners to enhance their learning experience.

•Higher education providers, working in partnership with their student body, create an environment that is conducive to all students engaging in their learning and in quality systems, irrespective of their programme or mode of study or previous educational background.’

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# Quality Assurance Agency for Higher Education

www.qaa.ac.uk