

## International College Portsmouth ICP CPR QS8: Student Engagement Version 1.13

### 1. Introduction

This document sets out the Navitas UK policy and procedures for the formal engagement of students. Student Engagement is central to the vision, mission and operations of Navitas and its network of colleges. The encouragement of students as 'active' partners in their learning and in the systems and processes that influence their learning is considered fundamental to the development of mature learning approaches and life skills. It is the measured opinion of students, the 'student voice', that is essential to ensuring that the learning, teaching and assessment strategies, plans, people and operations are effective, reflective and appropriate.

### 2 Scope

This document covers information provided to students, student representation, and student surveys. The processes will apply in all Navitas UK Colleges.

### 3. Student Information

3.1 Responsibility for accuracy and completeness of information available to students is that of the College Director/Principal. All material in the public domain must comply with the Navitas brand requirements.

3.2 A set of consistent information about Navitas, Navitas UK, the College and the Partner University is available in the public domain for potential students, students and alumni. This information is provided in the form of a College prospectus/brochure, College flyers, and a College website.

3.3 College website content and updates must be approved by (i) the Quality and Standards Office UK (QaSO), and (ii) the Partner University marketing nominee, before it goes live, to check factual accuracy and alignment with publicity protocols.

3.4 College brochure content undergoes review and approval by (i) the Executive General Manager Navitas UK, and (ii) the Partner University marketing nominee prior to printing.

#### 3.5 Pre-enrolment Information

3.5.1 Prospective students who meet the entry criteria will be supplied with an Offer Pack which includes an Offer of Admission and an Acceptance of Admission Form. The latter details the pathway stages of study and makes explicit the regulations which apply at the College and partner University. Supplementary documents are appended to the Offer Pack providing information about:

- airport pick up services and costs
- accommodation provision, cost and application form
- student insurance
- information for parents and legal guardians concerning arrangements under Tier 4 and UK law for students under the age of 18 years at the time of proposed enrolment.

3.5.2 Once a student has been passed through the College verification process he/she is issued with a Provisional CAS Statement (PCAS). The PCAS allows a student to check that the information held by the College and which will be supplied to the UKBA, to support assignment of a CAS number for a Tier 4 Student (General) visa application, is correct and complete. Guidance on the visa process and a Pre-Departure Guide are also attached along with insurance documents (where purchased). Supplementary information concerning student travel to the UK, accommodation and any other helpful information may be attached.

## **4 Student Representation**

- 4.1 Students are formally represented in two College bodies: the Student Council, and the College Enhancement Team. Student membership of these two bodies provides an opportunity for students, in the case of the former body, to raise issues of immediate concern related to their study experience, and in the case of the latter body, to be involved in the substantive development and enhancement of the College student experience.
- 4.2 Student Council
- 4.2.1 Each College will establish a Student Council to provide an opportunity for the student body to raise day-to-day issues on any matter related to their present studies. This mechanism provides important feedback to the College, partner University and Navitas UK to be considered as part of periodic reports and annual monitoring.
- 4.2.2 Membership of the Student Council is as follows:
- Chair
  - All student representatives.
  - At least one representative of College staff (academic and/or support staff)
- 4.2.3 The Student Council brings issues for consideration to the CSMT and the College Learning and Teaching Board.
- 4.3 College Enhancement
- 4.3.1 Each College operates a College Enhancement Team (CET) - see NPR QS6.
- 4.4 The role of 'Student Representative'
- 4.4.1 Student Representatives play a key role in providing observations, through listening to and collecting the views of their fellow students, on all aspects of the student experience. Student Representatives should not just be presenting the complaints, problems, and issues of their fellow students, but also contribute positive and constructive feedback from students to the College, including what works, what has been valuable or enjoyable, and what should be repeated or built on in the future.
- 4.4.2 Student representatives on the CET will be involved in discussions about the ways in which the College will develop and improve so as to enhance the student experience. In this way they will have direct influence over new policy and strategy, and quality assurance.
- 4.4.3 Student representatives will:
- actively seek out and represent the views of all the students they represent about their studies and their broader experience of the College;
  - help ensure that the student perspective is considered in all decisions and developments relating to the student experience;
  - endeavour to keep the students they represent informed on the outcomes of staff and student discussions.
- 4.5 Election of Student Representatives
- 4.5.1 Student representatives are elected by their peers in an election process which should take place within the first four weeks of the semester. The term of office of a student representative shall be the duration of a semester.
- 4.5.2 There should be at least one student representative per Stage of study.
- 4.5.3 The election arrangements shall be overseen by the College Academic Support Service staff.

## **5 Student Surveys**

- 5.1 There are four types of student survey: Module Surveys, Programme Surveys, Navitas Student Satisfaction Surveys, International Student Barometer Survey (I-Graduate).
- 5.2 Module Surveys.

Module surveys are undertaken in week 10 of the semester each time a module is run. A standard template used to ensure a consistent approach across the Navitas College network, but individual colleges may amend the template, within prescribed limits, to suit their learning environment and needs. The surveys utilise a 1-5 Likert rating scale with 1 being highly satisfied and 5 being highly dissatisfied. We are concerned if any question

returns a mean value in excess of 3 and investigate any question where the mean was greater than or equal to 2.5, where there is a sample of at least 5 responses. Explanations and possible remedies for any question area >3.0 are provided by the College Director and reported to the CLTB and AAC meeting for comment and discussion. Any questions that return a score of between 2.5 and 3.0 may also be noted in the AAC academic report depending on context and trends.

The template can be found in Appendix A.

### 5.3 Navitas Ltd Survey

Navitas Ltd requires that all students in Navitas Colleges across the world participate in an annual student satisfaction survey over the UK summer-autumn period which is administered on-line using Survey Monkey. The results of these surveys are collated by Navitas Ltd and distributed to colleges across the world for consideration and review.

### 5.4 International Student Barometer Survey

The International Student Barometer (ISB) survey is held every two years and participation in the ISB survey is a Navitas Ltd requirement. It allows the Navitas student experience to be benchmarked against other provision internationally.

### 5.5 Programme Surveys

Colleges also conduct surveys of student opinion at a programme level which provides information and feedback at a wider College level.. The programme survey is conducted in the 01 semester only. The surveys utilise a 1-5 Likert rating scale with 1 being highly satisfied and 5 being highly dissatisfied. We are concerned if any question returns a mean value in excess of 3 and investigate any question where the mean was greater than or equal to 2.5, where there is a sample of at least 5 responses. Explanations and possible remedies for any question area >3.0 are provided by the College Director and reported to the CLTB and AAC meeting for comment and discussion. Any questions that return a score of between 2.5 and 3.0 may also be noted in the AAC academic report depending on context and trends.

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### 5.6 Consideration of survey outcomes.

- 5.6.1 Key issues arising from student surveys are identified in College Learning and Teaching Boards and at the CEC, and an action plan prepared. This is then shared with students through the College Student Forum. Progress with the action plan is included in academic reports to AAC, and in annual college reports to the Navitas Quality and Standards Office. Colleges publish the outcomes of surveys and actions taken to address issues typically through the student portal and/or through posters.
- 5.6.2 Module survey outcomes inform annual monitoring reports.
- 5.6.3 The Navitas Learning and Teaching Committee reviews the results from all student surveys and considers areas for improvement as well as implementing enhancement activities.

## Appendix A

QS8: Module Survey Questions Template  
Appendix A

Module Survey Template  
Programme Survey Template