



Student Engagement in Quality Assurance

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Policy Owner: QAE Manager (Student Engagement)

Quality Assurance and Enhancement

Version	Effective From	Amendments	Equality Analysis	Stakeholders Consulted (e.g. Disability & Dyslexia Team, Policy Review Group)	Approval Date	Author	Date for Review
1.0	01/09/2023	This policy was simplified and links were made to processes and existing processes.	15/05/2023	The policy was circulated to the Policy Review group, EEC members and wider university service departments in April 2023	14/06/2023	Dom Jethwa	07/07/2025

This Policy is reviewed by Education & Experience Committee and approved by Academic Board



1 Purpose and Scope of the Policy

1.1 Purpose

- 1.1.1 The purpose of this policy is to define formal processes by which UEL students are encouraged to work in partnership with the institution to improve the student experience.
- 1.1.2 All students are encouraged to engage with these processes individually and collectively and via their representatives to ensure the quality and enhancement of all aspects of the student experience.

1.2 Scope

- 1.2.1 This policy applies to the student experience of all students enrolled on undergraduate and postgraduate taught courses offered by UEL.
- 1.2.2 This policy examines formal processes however, informal student feedback is also encouraged.
- 1.2.3 Partner and External Organisations delivering courses through and/or in conjunction with UEL are expected to provide student engagement opportunities at course and institutional level in line with the UEL Student Engagement Partner Pack.
- 1.2.4 Student Engagement opportunities on short courses are beyond the scope of this policy, however, course leaders on short courses should ensure appropriate processes for student feedback are available.

2 Policy Statement

- 2.1.1 UEL is committed to engaging with all our students to continue to improve the quality of all aspects of the student experience.
- 2.1.2 UEL's Student Engagement processes are actively promoted to students.
- 2.1.3 UEL students belong to a diverse population and Student Engagement processes are monitored to ensure their inclusivity.



2.1.4 UEL continuously monitors and responds to feedback given through Student Engagement processes and the actions taken in response to student feedback are noted via Quality Assurance processes ([see section 3](#)).

2.1.5 The effectiveness of each of UEL's Student Engagement processes is monitored.

2.2 Working in partnership with the Students Union

2.2.1 UEL Students' Union Officers are invited to contribute to the development of academic policy via the membership of working groups, institutional committees and project groups.

2.2.2 A student representative appointed by the Students' Union will normally form part of the panel for Departmental Academic Reviews.

2.2.3 The Students Union supports the Course Committee process via training and support for Course Representatives. Course Representatives are elected to provide feedback on the experience of their cohorts in Course Committees (see Student Engagement in Practice within the Quality Manual, Part 16 Student Engagement [section 3.1](#)).

2.3 Working in partnership with external organisations

2.3.1 Apprentice student feedback is additionally obtained via periodic tripartite progress review meetings between UEL, apprentices and their employers.

2.4 Confidential and Anonymous Feedback Processes

2.4.1 Module Evaluation Questionnaires give the opportunity for individual feedback. These are conducted termly by Quality Assurance and Enhancement for Taught, Work Placement and Dissertation modules. Students' feedback in these surveys is confidential, results are aggregated before the data is disseminated to the Module Team and wider institution. Student details will not be shared unless written feedback breaches University policies or raises concerns about the wellbeing of a student or anyone else.



- 2.4.2 Anonymous feedback on students' overall experience is sought at Course and Institutional level via external surveys including, but not limited to, the National Student Survey, the Postgraduate Taught Experience Survey and the Postgraduate Research Experience Survey.
- 2.4.3 Report and Support captures anonymous feedback on incidences of Bullying and Harassment.
- 2.4.4 Students enrolled on apprenticeship courses will also undertake an anonymous Apprentice Learner Experience Survey every year.
- 2.4.5 It is the student's responsibility to ensure that any free-text comments in surveys do not identify individuals.

2.5 Quality Processes incorporating Student Feedback

- 2.5.1 Student feedback is actively sought and incorporated throughout our educational quality processes including Module Development, Course Approval, Course Modification, Continual Monitoring, the External Examiner system, in Academic Review, in Collaborative processes with other institutions and in external Quality Monitoring.

2.6 Responses to Student Feedback

- 2.6.1 Timely responses to Student Feedback are given via mechanisms appropriate to level of feedback received, including but not limited to; email, Moodle or Teams, in Course Committees, School and Institutional Committees, through meetings and via institutional communication channels.

2.7 Monitoring of Report and Support

- 2.7.1 Feedback from Report and Support is analysed institutionally via monthly reports so intervention can be made when required.



3 Links to other Institutional Policies and Procedures

3.1 Internal Procedures

This Policy relates to the following institutional processes defined in UEL's Quality Manual.

Part 3 – Module processes

Part 5 – Approval and validation of award-bearing courses (non-collaborative)

Part 6 – Module and course modifications

Part 7 – Continual monitoring process

Part 8 – Periodic academic review

Part 9 – The external examiner system

Part 10 – Approval and quality assurance of short courses

Part 11 – Collaboration with other institutions

Part 15 – Student Engagement

4 Definitions

Student engagement - in this policy student engagement relates to the opportunities provided for students to provide feedback on their experience.

Student experience - the entirety of each student's engagement with the university encompassing academic and non-academic interactions.

Students - All UEL undergraduate and postgraduate students including students on apprenticeships.