

Student Engagement in Quality Assurance and Enhancement Policy

2026/27

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1 Purpose of the Policy

1.1 Engaging students as partners is fundamental to the ethos of WU. Student Experience and Opportunities is one of three key themes within the University's Vision and Strategy 2030. The University's Vision and Strategy to 2030 and the Strategy for Supporting Student Learning and Achievement (SSSLA) which supports the University to deliver an excellent student centred experience, and continue to build on it's work with students as partners. It is the University's view that we work more effectively together with our students and WU is committed to putting students at the heart of what we do.

1.2 This Policy outlines how WU supports and enables students to have the opportunity to engage with and participate in quality assurance and enhancement activities and provide feedback on their student learning experience. The operational detail is contained in the Framework for Student Engagement (Section 8).

1.3 The policy has been developed jointly by the University and the Students' Union. The policy is considered and approved at Academic Board and Student Council.

1.4 In the development of this policy, the Quality Assurance Agency's UK **Quality Code 2024 Principle 2 - Engaging students as partners** has been considered and WU is committed to:

- Taking deliberate steps to engage students as active partners in assuring and enhancing the quality of the student learning experience.
- Ensuring engagement happens individually and collectively to influence all levels of study and decision making.

2 Scope

2.1 The Student Engagement in Quality Assurance & Enhancement Policy and Framework is intended to apply to all students studying for a Wrexham University (WU) award, including those students studying at one of WU's partner providers based in the UK and overseas, and online. Some specific student engagement activities may only apply to students studying at WU's own campuses, but equivalent opportunities will be made available for partner and online students.

2.2 The policy and framework will be regularly reviewed by WU, student representatives, and the Students' Union.

3 Definition of Student Engagement

3.1 WU defines student engagement as the process of taking deliberate and positive steps to empower and involve all students, in partnership with staff and each other, to shape their student learning experience. This includes individually (e.g. via surveys) and collectively (e.g. via student focus groups) and is underpinned by a commitment to ensure that all students, regardless of their background or location, have a meaningful ability to contribute with the purpose of assuring and improving the student learning experience for both current and future cohorts.

3.2 The student perspective and voice are critical to the quality of higher education, highlighting good practice and areas where enhancements could be made to the benefit of all. The University views the Students' Union as the collective voice of students irrespective of location of study.

3.3 Students studying at Wrexham University have a system of [personal tutors](#) (with an equivalent system for online students) and the informal and formal aspects of student representation, alongside a supportive approach to learning and teaching, promote a culture where students' views are welcomed at all levels; module, programme, faculty and university. The University is committed to communicating to students when and how their feedback has been acted upon, and if change is not possible, the reasons why.

3.4 Student studying at partner providers also have systems in place to provide informal and formal aspects of student representation to promote a culture where students' views are welcomed at all levels. Partner providers are committed to communicating to students when and how their feedback has been acted upon, and if change is not possible, the reasons why.

4 Wrexham Students' Union (Wrexham SU)

4.1 There are a number of ways in which students can share feedback and shape the way in which their Students' Union operates.

4.2 Student Council is a Wrexham SU Committee that sets Union policy and holds the sabbatical officers (President and Vice-President) to account.

4.3 The membership consists of elected part-time campaign officers. These officers are current students who undertake the role on a voluntary basis. They debate and vote on policy which shapes the work of the sabbatical officers for the academic year. This includes what issues the sabbatical officers should be addressing with the University to improve the student experience.

4.4 With permission University departments can attend Student Council to gather feedback about their service.

4.5 WSU sabbatical and Student Council officers also gather feedback through a variety of mechanisms that feed into University committees.

5 The Student Charter

5.1 The Student Charter, developed jointly by Wrexham University and Wrexham Student's Union sets out what the University and students can expect from each other as partners in a learning community.

6 Course Representative System

6.1 The course representative system, developed by Wrexham Students Union in partnership with Wrexham University ensures that every student is represented and/or has the opportunity to feedback at programme level. Course reps play a key role in gathering the views of students which can influence improvements at programme and University level and are supported by training.

6.2 Course representatives must be democratically elected by students and must not be selected by members of staff, elections are facilitated by Wrexham Student's Union. The number of course representatives elected varies depending on the size of the cohort. The decision of how many course representatives should be elected must be made by the student body. Programme Leaders must ensure that the details of the elected course rep are publicised on the course VLE page.

7 Impact of Student Engagement

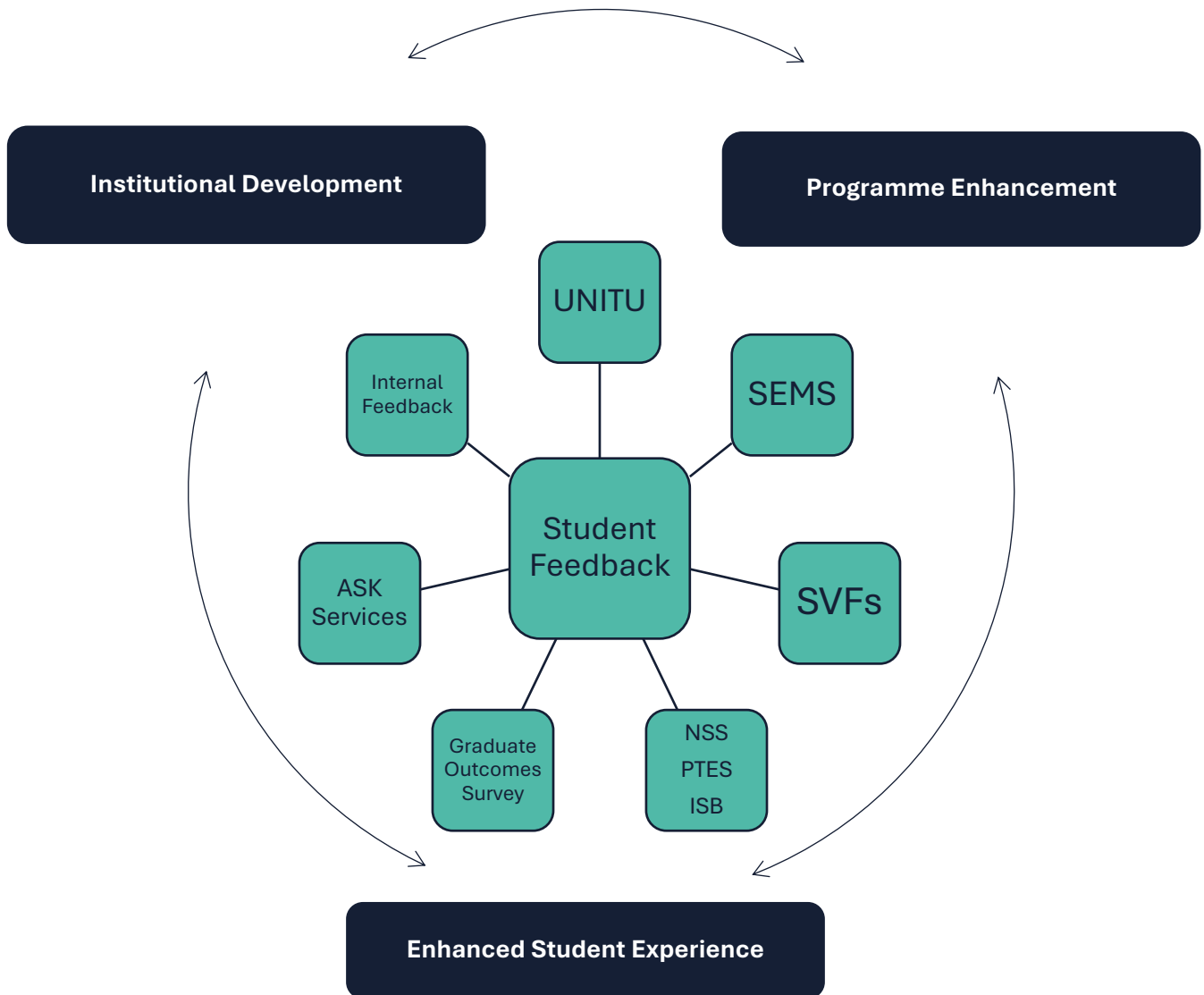
7.1 There are many ways in which students can share their views and feedback, which support and inform decision making and enhancement of the student educational experience.

7.2 The figure below shows how student feedback supports programme enhancement and Institutional developments which leads to an enhanced student experience.

7.3 The institution reports on enhancement resulting from Student feedback through it's governance structure.

7.4 Student Voice Forums provide the opportunity for the University to share actions resulting from student feedback.

Figure 1: Impact of Student Feedback



8 Opportunities for Student Engagement

8.1 The list below outlines some examples of the opportunities for students to participate on an individual and collective basis, please also refer to the student feedback mechanisms detailed in section 12.

- Stand for nomination as a course representative
- Stand for nomination in the Students' Union elections to become a part-time or full time officer
- Volunteer as a student representative on University committees
- Share feedback and ideas via an online feedback system (UNITU)
- Engage in programme feedback mechanisms, such as Student Evaluation of Modules (SEMs) and Student Voice Forums (SVFs) to share feedback, views and ideas

- Engage with external surveys, such as National Student Surveys (NSS), Postgraduate Taught Experience Survey (PTES), International Student Barometer (ISB) and Graduate Outcomes Survey.
- Participate in working/project/focus groups on specific issues, such as programme revalidation, policies and procedures reviews or other quality enhancement activities.
- Engage in external audits and institutional inspections, such as Quality Enhancement Review (QER) and PSRB reviews.
- Volunteer as student reviewers and participate in the design and approval of new programmes
- Talk informally to lecturers, personal tutors, student representatives, Student Union Officers and professional support staff (Ask Services)

8.2 The University promotes volunteer opportunities with Wrexham Students Union and Employability and Careers team.

9 Benefits of Engagement for Students and Wrexham University

9.1 In seeking student views Wrexham Students' Union (WSU) and the University are guided by the core values of excellence, inclusion, collaboration, transformation and ensures that students are at the heart of any decision-making process.

9.2 Student engagement is important to continuously develop the quality of learning, teaching and the support environment, highlighting areas of good practice and where enhancements could be made. The student perspective is essential to identify what works well and helps identify areas that can be improved.

9.3 Enables students to shape, improve and enhance the learning, teaching and overall student experience, for current and future students and those who will study in the future.

9.4 Students develop transferable key skills (like engaging with complex ideas, oral communication, decision-making and working in teams), enhance their CV and increase their employability skills.

9.5 Enables students to be partners in their education. Staff and students work in partnership to create solutions, creating a community of partnership working sustainability.

10 Training and Support

10.1 Training is provided for staff and students regarding student engagement processes and is done collaboratively between Wrexham University and the Students' Union.

Role	Training	Resources/Support
Course Reps	Induction Training Annual Conference	MsTeams site Course Rep handbook
Student Reviewer Student Committee Representatives	Induction Training	Student Volunteer handbook Named Mentor Additional support as required
SVF Chairs	Chair's training	Agenda guide
Personal Tutor	Annual Conference	Learning and teaching Hub
Programme Leader	Internal Course	Learning and teaching Hub

11 Recognition and Celebration of Student Contribution

11.1 Wrexham University and the Students' Union recognise the value of student contributions and feedback by sharing the impact of their feedback on enhancing the quality of the student experience.

- The University shares action taken as a result of Student feedback on the University website, under [Student Voice](#).
- Wrexham SU update students on improvements made as a result from their feedback on the UNITU board 'Together we changed'
- Programme Teams provide updates to students about programme enhancement resulting from student feedback.
- All student feedback is considered as part of the Continuous Monitoring and Enhancement of programmes process.
- Enhancement resulting from student feedback is discussed and shared at Student Voice Forums (SVFs).
- NSS results are analysed and discussed at Committee level and Programme level. Feedback results support and inform enhancement, at programme level and institutional level. Action plans are monitored at Faculty Leadership Team (FLT), Student Survey Steering Group (SSSG) and Quality and Standards Committee (QSC).

11.2 Where students have actively engaged in wider University quality assurance processes, their contribution is recognised and celebrated in the following ways:

- 'Recognition of Engagement in HE Enhancement and Quality Assurance' module awarded to those students who volunteer as Student Reviewers and/or Committee Representatives.
- Nomination for an Annual Students' Union Award.

12 Equalities Diversity and Inclusivity

12.1 Wrexham University will ensure any representatives, groups or panels reflect the diversity of the student body.

12.2 Reasonable adjustments will be made to ensure opportunities to engage in quality enhancement activities are accessible to all students.

12.3 Wrexham University strives to be a supportive and trauma-informed university in the design and operation of all our processes and procedures. If you need adjustments to access this procedure or have any other comments to make on the accessibility, wording or any part of this procedure, please do email us on quality@wrexham.ac.uk.

13 The framework and mechanisms for student engagement

Feedback Method	When	Types of Feedback	How	How we use this information	Where is this reported
UNITU	Anytime	Programme and Operational feedback. Messages can be posted anonymously or by a named account.	Online tool	The tool captures feedback which is sent immediately to the relevant individuals / departments. Course Representatives, Student Union and Programme Leaders monitor and respond to feedback. This method is often used to raise and resolve concerns informally. Course Representatives use UNITU to identify common issues and raise these at SVF meetings. Feedback is reviewed as part of the Continuous Monitoring and Enhancement of Programmes (CME)	Unresolved matters are monitored by the Student Union and will be escalated to QSC. CME reports and action plans are reported to the Faculty for review and QSC.
Student Evaluation of Module (SEMs)	At the beginning of a module and at the end of a module	Anonymous short questionnaire/survey for every module relating to the learning, teaching, assessment and resources.	Online questionnaire	The Module Leader uses information to identify trends and identify improvements at module level. Actions resulting from your feedback are considered as part of Continuous Monitoring and Enhancement of programmes.	CME action plans record and monitor progress and are reported to the Faculty and QSC .
Student Voice Forums (SVFs)	One per semester	Programme feedback and operational/stud	Online or In person Meeting	SVFs have clear reporting lines and identify relevant staff members	Completion of SVFs is monitored by the Faculty or Academic Partnerships

Feedback Method	When	Types of Feedback	How	How we use this information	Where is this reported
		ent experience feedback.		who are responsible for progressing any actions. Minutes are published and the student body are made aware of any outcomes Feedback supports Continuous Monitoring and Enhancement of programme(s) and feeds into institutional level discussions where appropriate.	Committee (for collaborative partners). CME reports and action plans are reported to the Faculty and QSC .
National Student Survey	Once per year (eligible UG students only)	National survey conducted to gather statistics on provider performance	Online survey	The NSS is independent of the University and answers remain anonymous. The NSS provides the opportunity to give honest feedback about what it has been like to study at the university. It is an influential source of public information about higher education and can help shape the future of courses and the university for current and prospective students. Feedback obtained from NSS data is reviewed by the University at institutional and programme level. It is a crucial part of Continuous Monitoring and Enhancement of Programmes and Programme Life Cycle procedures.	Institutional data is analysed to identify areas for development and inform programme or institutional action plans and is reported to SSSG, QSC and Academic Board . CME reports and action plans are reported to the Faculty and QSC Programme teams carry out a self analysis report as part of revalidation of programmes, this includes consideration of student feedback in the development of the revise programmes and is reviewed by the Validation Panel .

Feedback Method	When	Types of Feedback	How	How we use this information	Where is this reported
Postgraduate Taught Experience Survey	Once per year (eligible PG students only)	National survey conducted to gather statistics on provider performance	Online survey	Institutional data is analysed to identify areas for development and inform programme or institutional action plans.	Learning and Teaching Quality Committee and Academic Board
Graduate Outcomes Survey	Once per year (eligible students only)	National survey conducted to gather statistics on Graduate Outcomes	Online survey	The Graduate Outcomes survey asks eligible students who have recently gained a qualification at WU about the work and /or further study they are doing shortly after graduation. The University used this information to promote courses.	The information is useful to advise current students about the opportunities that might be available to them and to see trends in graduate employment.
ASK Services/Target Connect	Anytime	Any feedback relating to student experience raised via ASK Services/Target Connect	Through discussion, email or via other online communication channels	Feedback will be shared with the appropriate department where applicable to support early resolution if any issues.	Information will be shared to enable issues to be resolved or to support enhancement of the student experience.
Informal Feedback	Anytime	Any feedback relating to your student experience raised informally with Course Reps, Committee Reps, Programme team, Support	Through discussion, email or via other online communication channels	Feedback will be shared with the appropriate department or via the appropriate formal student feedback mechanisms so that issues can be resolved.	Course Representatives speak on behalf of their peers in SVF meetings. They may also raise issues on UNITU or with Programme staff on behalf of students. Committee Representatives attend Institutional level meetings and can raise operational and institutional

Feedback Method	When	Types of Feedback	How	How we use this information	Where is this reported
		staff, or Students Union			level issues on behalf of the Student body Students can raise issues directly with any member of programme team or professional services support staff. Students can raise issues directly with any member of the Student Union. The Student Union represent the student body at various institutional meetings.