



NMITE – Student Engagement Strategy 2023-2026

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1. Introduction

- 1.1. This document sets out NMITEs approach to student engagement. Developed in consultation with students and staff this strategy outlines avenues of student engagement and how we will work in partnership to achieve inclusive, responsive, collaborative, and transparent student engagement activities.
- 1.2. We recognise that our students have experiences and perspectives on NMITE’s model of contemporary learning and therefore are in a unique position to offer valuable and fresh insights into student life at NMITE.
- 1.3. Student engagement activity at NMITE is diverse. We actively encourage students to participate and engage across all aspects of their provision; taking purposeful steps to engage students individually and collectively as partners in both ensuring and enhancing the quality of the student experience.
- 1.4. In writing this strategy, NMITE has been guided by the Office for Students Conditions of Registration (B2.2) and the UK Quality Code Advice and Guidance on Student Engagement published by the QAA, particularly that student engagement should involve “the meaningful participation of students in quality assurance and enhancement processes, which results in the improvement of their educational experience as well as benefiting the wider student body, institution, and sector.”¹

¹ UK Quality Code for Higher Education Advice and Guidance on Student Engagement (2018 p3). Quality Assurance Agency, UK. Available online at <http://www.qaa.ac.uk/quality-code> [Accessed 1 June 2023]



- 1.5. This Student Engagement Strategy has a lifecycle of three years and spans the period– 2023-2026. This will allow student voice initiatives and NMITE processes to become fully embedded and evaluated.

2. Vision and Mission

Our Vision

As a new institution with co-creation at its heart; our **vision** for student engagement at NMITE is for students to be partners in their own learning and be instrumental in the development, assurance, and enhancement of the quality of their own and others' student experience.

Our Mission

To make this vision a reality, our **mission** is to proactively encourage and empower students to participate individually and collectively across all aspects of their NMITE experience, and that the commitment and collaboration between students and staff contribute significantly towards the achievement of the [NMITE Strategic Plan 2023-2028](#) – Engineering a New Future.

3. Roles and responsibilities

- 3.1. NMITE is responsible for working in partnership with its students by providing engagement opportunities across all programmes and localities to enhance all aspects of the student experience.
- 3.2. Students are responsible for ensuring that they provide feedback and raise issues with NMITE staff. They are encouraged and expected to raise any issues - pastoral or academic - with staff at the earliest opportunity in person, by electronic means or via the Student Liaison Group.
- 3.3. NMITE staff are responsible for ensuring that they listen to student feedback and where appropriate and/or possible take necessary actions to resolve any issues raised or reporting issues that merit wider/further discussion within the management and committee structure at NMITE.
- 3.4. NMITE staff leading programme development and/or enhancement are responsible for ensuring there is a progressive and robust partnership with students in the programme development phase. In this context, students can be those at NMITE, potential students, students at other institutions and alumni.
- 3.5. The Director of Student Lifecycle has overall responsibility for implementation and effectiveness of the Student Engagement Strategy, with oversight of this sitting with the Quality Assurance Committee (which in turn reports to Academic Council).

4. The different avenues for engagement

This section of the strategy describes the ways in which NMITE students have a voice and can engage with and participate in NMITE's quality assurance and enhancement activities and provide feedback on their experience as a student at NMITE.



4.1 Student Liaison Group

- 4.1.1 The Student Liaison Group (SLG) is a sub-committee of the NMITE Student Union. Its core membership and chair is elected from Student Union officers, although all students can attend meetings which will be held on a 2 monthly basis.
- 4.1.2 The purpose of the SLG is to provide regular opportunities for all student to provide feedback about any aspect of their student experience, to provide feedback and work collaboratively with NMITE staff to action changes and improvements to the institution.
- 4.1.3 The Director of Student Lifecycle is a co-opted member of the SLG and will triage feedback from the group and direct to the appropriate department.
- 4.1.4 The chair of the SLG will be invited to attend the Executive Board on a bi-annual basis to provide an over-view interim and year-end report on the SLG's activities during the period.
- 4.1.5 The SLG has a shared responsibility to ensure feedback of responses and actions is shared with the whole student body.

4.2 Student Representatives on NMITE committees

- 4.2.1 Student participation as elected representatives in NMITE's decision-making structure, working closely with in the governance mechanisms that assure and enhance the student experience ensures that students' interests are recognised and valued. Student representatives act as a sounding board for emerging issues and as a source for areas that might benefit from targeted feedback or enhancement work; student representatives are encouraged to proactively raise issues through discussion with the committee chair.
- 4.2.2 Student representation is facilitated on the following NMITE committees:
 - i. Board of Trustees
 - ii. Academic Council,
 - iii. Equality, Diversity, and Inclusion Strategic Advisory Group
 - iv. Programme representative from each of NMITE's degree programmes. Programme Committees will include representatives from each programme's year of study².
- 4.2.3 It is important to note that the student representative on the Board of Trustees will be registered with Companies House and has full Director responsibilities in line with those of all Trustees. This will be fully explained to any student wishing to stand for election to this position and discussed with the elected student representative during their induction to the Board.
- 4.2.4 There will be instances in which student representatives need to step out of agenda items which fall under reserved business, and this will be made clear to them during

² Year of study to mean each FHEQ level.



their induction to their role and will be at the discretion of the Chair of the relevant committee. Reserved business would normally be confined to discussions that address issues where students or academic staff could be identified, but other situations may occasionally arise.

- 4.2.5 The Director of Student lifecycle in liaison with the Company Secretary and Senior Quality Assurance Manager will be responsible for working with elected student representatives to ensure that appropriate training is in place to support them in their roles.

4.3 Student Feedback through Surveys

- 4.3.1 Surveys can offer valuable insight into student life, through a format that works synergistically with qualitative and quantitative data. Surveys offer the opportunity to gather quantitative data that can form a basis for longitudinal and cross-cohort comparison, anonymous participation, and the opportunity for high levels of response. The Quality Assurance Committee approve the content of all student wide surveys.

- 4.3.2 A standardised programme survey is conducted with NMITE students at the end of each completed FHEQ level of study. These surveys are administered through the Quality Office. Programme Leaders are responsible for responding to programme survey results and actioning this response at Programme level. The Quality Assurance Committee maintains oversight of these responses and may action a response to any institution wide issues that emerge from surveys.

- 4.3.3 NMITE also use the following surveys:

- i. NMITE @ 3months – first year students only
- ii. Post-counselling survey
- iii. ‘NMITE Pulse’ (via MyNMITE) for polls and agile gathering of views on a specific topics
- iv. Annual Institution-wide Survey – covering all non-academic service provision.

- 4.3.4 The Student Lifecycle Manager is responsible for monitoring these and ensuring that any wider issues that emerge are reported through the committee structure as appropriate. A bi-annual Student Experience report is provided to Quality Assurance Committee in October and April, results on these surveys will be included.

- 4.3.5 When particular issues emerge through channels such as Student Liaison Group, elected student representatives, programme committees or external examiners, targeted surveys about the relevant issues may be conducted for students on a particular programme or the whole student body. Any such survey must be approved by the Chair of the Quality Assurance Committee.

- 4.3.6 The National Student Survey (NSS) is a nationwide data collection exercise sponsored by the Office for Students that gathers the experience of graduating undergraduate cohorts. The NSS gathers students' opinions on the quality of their



courses which helps to inform prospective students' choices and provide data that supports universities to improve the student experience. Whilst the NSS is outside NMITE's responsibility or influence, NMITE staff will encourage final year students to participate. When institutional and programme results are released, the results will be considered and disseminated by the Quality Assurance Committee.

4.4 Qualitative Inputs from Student Forums and Working Groups

- 4.4.1 Students will be invited in cohorts to a face to face mid FHEQ level forum with members of the academic senior leadership team. These fora will be used to gain structured qualitative contributions from students as well as provide a free voice opportunity for student to raise any particular issues. They also provide a forum that contributes to NMITE closing the loop and feedback to students on actions that have been taken.
- 4.4.2 At other times, when design/review activities are taking place, student working groups will be used to gain structured qualitative contributions from students. It is important that such groups are run with rigour and that the outputs are captured and recorded effectively.
- 4.4.3 Any member of academic, student services or quality assurance staff can convene such a group, and this kind of collaboration is encouraged in NMITE's approach. Colleagues are asked to advise the Director of Student Lifecycle that such activities are taking place, in order that NMITE can maintain oversight of its student engagement work.
- 4.4.4 The Academic Director is responsible for ensuring staff undertaking such collaborative activities are adequately supported and trained in running a rigorous process and capturing input. Student representatives can also be excellent contributors in the design stage of such groups.
- 4.4.5 Such working groups should not be confused with the small-scale, regular 'regroups' with students that check module progress from the learner's perspectives and let educators understand how delivery needs to be adapted. These sorts of 'regroups' are implicit in effective teaching, and it is not the intention to erect barriers to this regular listening and reflection.
- 4.4.6 Where such activities are undertaken with the aim – or dual aim – of publishing research, the NMITE Ethics Policy must be followed.
- 4.4.7 Students will be offered compensation for the time they contribute to collaborative activities.

4.5 Additional student feedback platforms

- 4.5.1 Student can provide verbal or written feedback to the module lead, personal tutor or to a member of student services staff. If a response and actions are required, the member of staff should encourage the student to use the 'Student Voice facility via MyNMITE.



- 4.5.2 The module lead throughout the module is open to receiving and will proactively provide opportunities for students to provide feedback verbal and/or in writing.
- 4.5.3 Students can provide spontaneous feedback via the 'Student Voice' facility via MyNMITE. This is monitored regularly by the Student Lifecycle Manager who will:
 - i. ensure the compliment/concerns or suggestion is shared with the relevant department.
 - ii. acknowledge receipt, responses and progress of actions is reported directly to the student.
 - iii. ensure wider issues that emerge are reported through the committee structure as appropriate.
- 4.5.4 A physical suggestion box is situated in the Student Hub, student can post written comments/suggestions.
- 4.5.5 Students can provide feedback via 'Student Voice/MyNMITE or the physical suggestion box anonymously, however, direct responses to individual students and progress reports can only be provided if students share their name.

5. Closing the Loop

- 5.1 At the heart of student engagement and feedback is the commitment to using insight gleaned to enhance our approach and design and maintain a high-quality student experience. Making visible our responses to this input and data is key to any quality assurance and enhancement system. NMITE is committed to ensuring that students can always see the results of their work and, as time goes on, the impact of that contribution.
- 5.2 Where students are engaged in enhancement activities, a log will be maintained by the Director of Student Lifecycle and reported to the Quality Assurance Committee under a fixed agenda item at each meeting. This log will ensure that actions are identified in response to issues raised, and there is a clear line of responsibility for ensuring actions are carried out. An annual report on student engagement will be provided to the Quality Assurance Committee.
- 5.3 Ensuring that students are aware of all the above, processes and actions will be shared via MyNMITE and through our student representatives on the Student Liaison Group and other governance committees.
- 5.4 Led by the Director of Student Lifecycle, this strategy will be evaluated and reviewed in 2026 with contributions from current students and alumni, academic, quality and governance team colleagues.