

## Using the quality framework to support retention and success?

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## BIS White Paper

'We propose a genuinely risk-based approach, focusing QAA effort where it will have most impact and giving students power to hold universities to account. All providers must continue to be part of a single assurance framework.....

...for those providers with a sustained, demonstrable track record of high-quality provision, we would expect to see significantly less use of full institutional review.'



## The new quality framework

- A risk-based approach to quality assurance
- Applying to all providers of HE with access to public funds
- Appraisal of past performance
- Variable intensity of review
- Use of the UK Quality Code
- QAA Concerns scheme
- Consultation on revised handbook – January-March 2013



## The first year student 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)



## NUS student experience survey

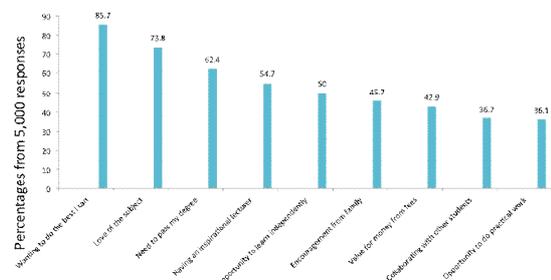
- NUS/QAA project
- Survey of 5,000 students in the UK
- Key themes:



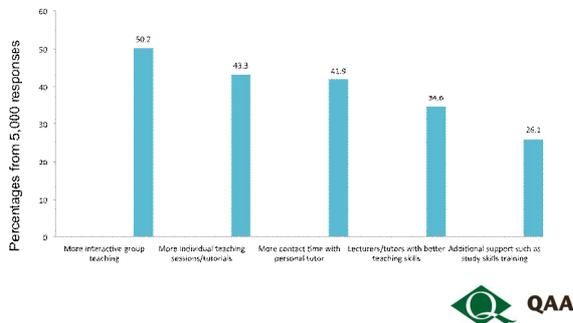
- Teaching quality
- Transferable skills
- Student voice
- Feedback and assessment



## What motivates students to learn?



## How could the quality of teaching be improved?



## 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.'



## Student experience in review

- Student reviewers are full members of review teams
- Role of QAA's Student Advisory Board
- Preparing a student submission
- Contributing their views directly to the review team
- Participating in meetings during the review visit
- Nominating a Lead Student Representative
- Contributing to action plans



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