

Introduction

Protecting our history and securing our future

Ruskin College has been providing life changing opportunities for adults with few or no qualifications since 1899. This ethos is central to everything that happens at Ruskin and must be protected and cherished. However, the world is changing rapidly and we must adapt and modernise to ensure that we remain relevant, stable and responsive. We must make sure that that we are producing students who can thrive in this changing world. If we want to continue enriching lives and improving our students' chances of success in an increasingly competitive environment we must review what we do, how we do it and what we offer.

The three-year strategic plan (2019-2025) '*Students First*' clearly sets out how we will respond to those challenges. It sets out our vision for preparing Ruskin for a changing world. We will do this by simultaneously protecting our history whilst securing our future. The ten 'Strategic Priorities' and actions in this plan are closely linked to the existing 'Strategic Aims'. This new clarity will enable the plan's progress to be monitored at all levels of the college.

Summary

Our Vision, Mission and Values

Our Vision

A society where everyone has access to a quality education regardless of their background, and the opportunity to fulfil their potential.

Our Mission

To provide the best level of education and inclusion opportunities to adults, particularly those who may be excluded or disadvantaged – and to transform the individuals concerned along with the communities, groups and societies from which they come.

Our Values

- **Students First** – Inspirational Teaching and Learning
- **Respect** – Valuing everyone all the time
- **Equality, Diversity & Inclusion** – Creating a supportive environment
- **Excellence** – Setting high expectations
- **Pride, Celebration and Loyalty** – Positive about studying and working at Ruskin

Student voice is about ensuring students are involved in every aspect of college life. Quite simply: 'Nothing about them, without them.' Student voice entails empowering learners by providing appropriate ways to listen to their concerns, interests and needs in order to ensure an excellent education experience for each and every student. It is also about building a sense of community between learners, academic and support staff, and senior management.

Student Experience Enhancement Strategy and Action Plan 2019/20

Introduction and Context

As part of our commitment to providing quality education and to further holistically understand and improve the student experience the College is committed to working in partnership with students. The College continues to do this through facilitating and fostering effective student participation and representation by ensuring the Student Voice (opinions and experiences) is recorded, considered, disseminated and requisite changes are made. The Student Voice is encapsulated in a variety of ways; formally, on academic matters through student representatives on College committees such as Programme Boards and the Academic Quality and Standards Committee (AQSC) and other structured processes such as end of module evaluations. Through other informal and ad-hoc fora such as the Student Committee and Student Conference which are opportunities for students to raise issues related to the broader student experience. Whilst the College is obliged to facilitate student representation, it is envisaged that the overall implementation of capturing the Student Voice will be the shared by the College and its students, represented by the Ruskin Students Union.

Objectives of the Student Enhancement Strategy are to:

- Put students first
- Raise student satisfaction and experience
- Enrich student support and achievement
- Enhance the reputation of the Institution
- Maximise the total student experience.
- To empower students as collective creators and partners in learning

Defining Student Engagement

- To provide opportunities for student engagement in programme and course revalidation.
- The College will develop a definition of student engagement in conjunction with the student body. This may be in the form of a student charter or contract disseminated to all students.

Principles of the Student Experience Enhancement Strategy

- Every Ruskin student has the right to raise any issues regarding the quality of their education or student experience directly with the College.
- All students will have access to a course representative.
- All concerns will be listened and responded to in a timely and appropriate manner and the College will work with the RSU to ensure consistency across the College.
- The College recognises the RSU as the representative body for all students
- The College will provide representation on all appropriate academic and non-academic committees so the student voice is heard.

Ways of Engagement

This will take place through opportunities to:

- Provide end of module feedback
- Participate in focus groups
- Attend student conferences
- Attend the student committee
- Engage with College surveys

Representation Training and Support

To provide focussed training for new student course representatives during October. This will look at the role of course representatives within the College enhancement process and inform continuing representatives about new Student Voice initiatives.

To provide briefings for course representatives prior to committee meetings. These briefings will be conducted by the appropriate committee chairs. Ensure that students are briefed on the representational structures at Ruskin College, this will occur during induction in October.

Informed conversations – Continuous Improvement

1. In order to improve communication with the student body the College will provide a regular conference to look at the issues with view to resolving them.
2. The College will establish a student enhancement page on the VLE where the results of surveys are conveyed.
3. Ensure that student feedback is responded to and the results of consultation are reported back.
4. An annual student experience enhancement report will be presented to the September AQSC.

Valuing the Student Contribution

7 Ways to have Your Say

1. Course Representation at Programme Boards and Committees & Student Conference.
2. Student Focus Groups and Meetings with SMT.
3. Student Surveys.
4. Compliments and Complaints.
5. Termly module feedback on learning, teaching and assessment
6. Elected student governors
7. Student Committee Meetings.

Annual Degree Awarding ceremony

All students will be encouraged to attend the annual degree awards ceremony at Ruskin College in October at which the success and contributions of all our students will be formally recognised. This will be accompanied by the awarding of college wide and programme specific prizes such as the one for a female student who has made an outstanding contribution to the college.