



UKMC Student Voice and Feedback

(UKMC Student Association Policy)

Date	Author	Summary of Changes	Version	Authorised
24/06/2025	Dr Abbas Mohammed	Establishes the framework for capturing, acting on, and reporting student voice across UKMC and partner institutions	1	Academic Board September 2025
Policy/Procedure Management and Responsibilities				
Policy/Procedure Owner	This policy is owned by the Student Experience Committee applies to all UKMC students, elected representatives, academic and professional staff, and institutional structures responsible for student engagement and feedback handling			
Equality Impact / Analysis	By EDI Committee (minutes Oct 2025)			
Authorised By	Academic board			
Effective From	September 2025			
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Version	1			
Internal/External	Student and Staff			
Document Location	UKMC Policies and Legislation			
Linked Documents	UKMC Student Association Documents			
Dissemination Plan	The policy will be distributed via Class Rep and Officer Induction sessions, Programme Handbooks, Academic and quality assurance briefings, Student Portal and UKMCSA communication channels			
Accessibility	Alternative formats on request. Email Quality@ukmc.ac.uk			

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Student Voice Strategy Statement

At UKMC, student voice is recognised as a strategic driver of academic enhancement, student success, and institutional development. We affirm the following commitments:

- Student voice is central to quality assurance and continuous improvement.
- We uphold a partnership approach with the student body, underpinned by mutual respect, shared goals, and democratic representation.
- UKMCSA is a critical facilitator of student voice, enabling structured feedback, engagement, and advocacy across the institution.
- This policy is designed to ensure that student views inform decision-making at all levels, in line with expectations from partner universities and external regulatory bodies such as QAA and OfS.

Purpose

This policy establishes how student feedback is:

- Gathered through structured and informal mechanisms.
- Shared with relevant stakeholders.
- Actioned at both programme and institutional levels.
- Communicated transparently back to the student body.

It supports a culture of openness, responsiveness, and partnership in learning and teaching.

Scope

This policy applies to:

- All UKMC taught programmes (Foundation, Undergraduate, Postgraduate)
- All UKMC campuses and partner sites
- All student representatives, including Class Reps and UKMCSA Officers
- All academic, professional, and support staff involved in quality and student engagement processes

Definitions

- *Student Voice*: Any formal or informal contribution made by students about their educational experience.
- *SSLC*: Student-Staff Liaison Committee, a structured forum for academic feedback.
- *Feedback Loop*: The process of gathering, responding to, and reporting back on student feedback.
- *Co-creation*: A collaborative process in which students and staff work together to shape curriculum or services.

Principles

- Student voice is a right and a responsibility.
- Feedback is welcomed in all forms, formal and informal, positive and critical.
- No student will experience disadvantage for sharing views respectfully.
- Feedback is responded to visibly and constructively.
- Student voice informs policy development, curriculum improvement, and student experience enhancement.
- Transparency and accountability are fundamental to maintaining trust in feedback processes.

Student Voice Structures

a) Class Representatives

- Two elected per academic group
- Lead Course Feedback Forums (minimum one per semester)
- Attend Student-Staff Liaison Committees (SSLCs)
- Report feedback to UKMCSA Officers via structured templates

b) UKMCSA Executive Officers

- Lead student voice in key areas: academic quality, wellbeing, inclusion, activities
- Participate in:
 - Programme Boards and Boards of Study
 - Academic Board (by invitation)
 - Strategic working groups and policy consultations

- Must issue a termly update to all students, summarising feedback themes and outcomes, published on the Portal and UKMCSA platforms.

c) Wider Student Body

All students are encouraged to contribute via:

- Module evaluations
- NSS or internal student surveys
- Open forums and town halls
- Informal feedback via email, drop-ins, or online forms

Feedback Mechanisms

a) Course Feedback Forums

- Convened by Class Reps once per semester
- Minutes submitted via a digital template (e.g. Google or MS Form)
- Shared with academic leads and UKMCSA Academic Affairs Officer

b) SSLCs

- Held once per semester
- Co-chaired by staff and student rep
- Develops and monitors an action log with named responsibilities and timelines
- Unresolved issues are escalated to Programme Boards or the UKMC Senior Leadership Team

c) Surveys

- Owned by the Student Engagement Lead and Quality Team
- Include: End-of-module surveys, Annual Student Survey, NSS style surveys.
- Results are:
 - Analysed collaboratively with UKMCSA Officers in a debrief session
 - Shared with staff through dashboards and summary reports
 - Stored securely in compliance with GDPR and institutional retention policy

d) Partnership Boards

- UKMCSA Officers gather student input and present key issues
- Must communicate outcomes back to students via reports or briefings

Communication and Reporting

a) You Said, We Did

- Published at least once per semester
- Jointly owned by the Student Engagement Lead and the UKMCSA Academic Affairs Officer
- Published via:
 - Student Portal
 - Moodle
 - UKMCSA website and social media
- Format: Bullet point summary of key themes and staff responses

b) Minutes and Action Logs

- SSLC and Programme Board minutes published on Moodle and the Student Portal
- Action logs updated termly with status and ownership

c) Student Voice Report

- Produced annually by the UKMCSA Academic Affairs Officer and Student Engagement Lead
- Must triangulate data from:
 - Module surveys
 - Rep reports
 - SSLC minutes
 - Informal feedback channels
- Includes risk themes, action outcomes, and strategic recommendations
- Presented to:
 - UKMC Academic Board
 - UKMC Senior Leadership Team
 - Partnership Boards
- A student-friendly version is also published

Escalation and Institutional Action on Student Voice

- Feedback themes from forums and SSLCs escalate to Programme Boards and Academic Board as required
- Each SSLC or Programme Board must maintain a visible action log
- Unresolved or repeated issues are escalated to the UKMC Senior Leadership Team for oversight and resolution
- Institutional policies and curriculum decisions must evidence where student feedback has contributed

Student Voice Impact and Effectiveness

UKMC commits to tracking the impact and effectiveness of all feedback mechanisms through:

- Participation metrics (e.g. survey completion rates, rep attendance, forum submissions)
- Evidence of change (e.g. timetable changes, module updates, student services improvements)
- “You Said, We Did” frequency targets (minimum once per semester)
- Annual internal review of data to inform quality enhancement cycles

Digital Student Voice Tools

- Course Feedback Forum records submitted via digital forms (Google/MS Forms)
- Anonymised Student Voice Submission Form available on the Student Portal
- SSLC action logs and outcomes uploaded to a shared digital repository
- UKMC is exploring an integrated Student Voice Portal for improved transparency and tracking

Student Partnership and Co-Creation

Student voice goes beyond raising concerns; it actively contributes to co-creation.

- UKMCSA Officers are invited to participate in:
 - Policy consultations
 - Curriculum design panels

- Strategic project groups (e.g. wellbeing, academic planning, campus development)
- Students may help co-develop initiatives such as:
 - New programme design
 - Academic calendar changes
 - Pastoral and academic support models

Monitoring and Review

The effectiveness of this policy and its processes will be reviewed annually by:

- Student Engagement Lead
- UKMCSA Executive Committee
- UKMC Quality Team
- Representatives of partner universities

The review will consider:

- Participation rates and engagement quality
- Impact of feedback on institutional enhancements
- Communication effectiveness and transparency
- Alignment with franchise university requirements and regulatory standards