The UofG Student Voice Framework

Our Vision

To develop a feedback culture of continuous learning and improvement for our academic programmes and courses and broader student University experience where:

- Students are engaged, equipped, confident, and comfortable to share honest and constructive feedback on their experience at the University at different points along their journey.
- The University can evidence that it listens, reflects, acts on, and communicates actions in response to student feedback powering improvement.
- Students are active partners in the creation, implementation, and evaluation of feedback mechanisms.

Principles

The guiding principles that will help us achieve our vision.

Co-created by students

- Students are active partners in the Student Voice.
- Students are given the opportunity and tools to contribute and shape University Student Voice processes in partnership with staff.
- Class representatives and SRC representatives are included when co-creating Student Voice mechanisms.
- Students have clear expectations of the value of their feedback and how it can shape their University experience.

Inclusive and participatory

- Student Voice mechanisms with themes, actions and outcomes are managed and evidenced through visible and clearly signposted University reporting structures.
- Equality, diversity and inclusion embedded in processes and actions.
- Ensure and evidence student views are key factors in decision-making and co-creation.
- Student Voice mechanisms engage students at different points in their journey.
- Different feedback mechanisms enable engagement that responds to the diversity of the student population.

Ongoing Dialogue

- Active listening and engagement by staff and students.
- Timely and responsive communications, which channel feedback received to the appropriate people.
- Active communications detailing and making visible plans, actions, and outcomes.
- Training for staff and students to promote feedback literacy.

Effective feedback mechanisms

- Constructive feedback that leads to concrete actions.
- Consistent and appropriate processes for students and staff.
- Timely collection and response from the appropriate member of staff.
- Guaranteed anonymity where possible.

Actionable and Measurable

- Feedback arising from Student Voice mechanisms is recorded to enable it to be used in the University's processes at local and institution wide levels.
- Robust data analysis allowing identification of short and long-term trends and actions at all levels
- Develop and share reports and action plans involving relevant staff and students.
- Evaluate and report student feedback and actions.

Want to get involved? Learn more about how you can be part of the student voice? Check out: https://www.gla.ac.uk/myglasgow/sld/studentvoice/