

Purpose

To enhance the quality of the student learning experience at Massey University by ensuring students have the opportunity to inform University decision-making and provide feedback in support of quality assurance and enhancement of teaching and learning.

Policy

The University is committed to providing students with the opportunity to be involved, formally and informally, in student engagement activities at all levels of the institution. This commitment is demonstrated through:

- facilitating conversations about quality assurance and improvement via, for example, teaching and service evaluations, student surveys, class/qualification representatives and student participation on review panels;
- pursuing opportunities for staff and students to share their understanding of the learning environment, especially in areas most likely to impact student learning via, for example, evaluations of new initiatives, conducting focus groups on key topics, ensuring survey results are reported back to students with appropriate commentary;
- creating an environment where effective solutions can be identified for challenging issues via, for example, student representation on key academic and governance boards/committees, regular and direct communication with Students Associations’;
- providing resources that describe processes and pathways for student participation in decision making via, for example, student representation on committees, procedures for teaching evaluation; and
- ensuring that the outcomes of student engagement processes inform improvement priorities and their implementation on an ongoing basis by recording actions and assigning responsibilities for their completion.

And supported by:

- A range of transparent systems and processes that encourage student involvement, engage students in feedback processes, and inform improvements to the learning experience; e.g., providing feedback to students on evaluation findings, promoting student participation on governance boards and committees

