

**KCLSU QAA HER STUDENT WRITTEN SUBMISSION**

**Recommendations and Proposed Actions**

**STUDENT REPRESENTATION AND FEEDBACK FROM STUDENTS**

<p>KCL/KCLSU to work together to devise a student representation agreement/framework to:</p> <ul style="list-style-type: none"> <li>- Measure and champion student representation across King's</li> <li>- Install consistent principles and share best practice amongst all King's representation structures.</li> </ul> <p>Principles based on:</p> <p>Inclusivity – equality of participants and their level of influence</p> <p>Student Control – are faculty decision making processes student led?</p> <p>Transparency – are these decision making processes transparent?</p> <ul style="list-style-type: none"> <li>- Empower and support the development of student-led representative bodies/forums where they currently exist, while exploring all possibilities to create them were necessary.</li> </ul>	<p>Refer to the Director of Student Services as part of taking the KCLSU/KCL Relationship Agreement forward.</p> <p>Governance: College Education Committee (CEC) oversight</p> <p>KCL Lead – Director, Student Services</p> <p>KCLSU Lead – Vice Presidents Education (Arts and Sciences) and (Health)</p>
<p>Set up a joint agreement between each faculty, students and KCLSU as to who provides what support, who is responsible for each aspect of the work and the role and purpose of each stakeholder.</p>	<p>As above</p>
<p>Implement the successful outcomes of recommendations from the TSEP PGR Student Engagement Project in order to enhance PGR engagement and representation.</p>	<p>To be referred to Director of the Graduate School</p> <p>Governance : PRSS</p> <p>KCL Lead : Director of Graduate School</p> <p>KCLSU Lead : President KCLSU</p> <p>KCLSU Support: Engagement and Representation Co-ordinator</p>
<p>Ensure that students see how their feedback is used, what changes are made and how changes are being made in the long term. Increase communication to the student cohort outside of SSLCs and depending on student representatives to be the communication channel.</p>	<p>Refer to the Student Survey Management Group (SSMG).</p> <p>Governance – SSMG</p> <p>KCL Lead : Camille Kandiko-Howson</p> <p>KCL Leads : Vice Presidents Education (Arts and Sciences) and (Health)</p> <p>KCLSU Support: Student Advice Manager</p>

Engage students with development of solutions at a local and institutional level in response to the analysis of student data and feedback.	As above (SSMG)
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## ASSESSMENT AND FEEDBACK

Continue to commit resources to the CETL Assessment and Feedback project to purpose the project recommendations and broaden the number of programmes involved. This will inform the continued review and revision of assessment policies including timetabling of assessments across the programme and increasing the variety of types of assessment.	<p>KLI producing a think piece by the end of August on the outcomes from NSS relating to questions 5-9 to prepare for scoping a KCL/KCLSU joint project on assessment (from policy to feedback).</p> <p>Governance – Vice President &amp; Vice President Education to CEC</p> <p>KCL Lead – Director, King’s Learning Institute KCLSU Leads – Vice Presidents Education (Arts and Sciences) and (Health)</p>
Understand and address concerns from Disabled students (including specific learning difficulties), Black, Asian and women students about the fairness of assessment arrangements.	As above
Continue with snapshots of departments to ensure four week turnaround feedback policy is carried out.	As above
Continue to progress the Student Engagement with Assessment and Feedback project and ensure implementation across faculties of the successful findings.	As above
Understand and address concerns from disabled students that feedback is not helpful particularly at PGR level.	<p>KCL Lead- Director, King’s Learning Institute KCLSU Lead- President KCLSU</p> <p>Note interest of Director of the Graduate School in this.</p>
Ensure that subject specific marking criteria are clearly communicated. Enable students to access staff to discuss expectations.	As above
Ensure a clear link between feedback and marking criteria.	As above

## PLAGIARISM- **COMPLETED**

Through continued involvement in the Plagiarism Working Group ensure regulations are clear, simple and well communicated with rules around self-plagiarism.	KCLSU to review status of working group and report back.  KCL Lead : College Senior Tutor KCLSU Leads : Vice Presidents Education (Arts and Sciences) and (Health)
Ensure support with referencing and academic culture is embedded throughout the programme, particularly for those international students who are not able to attend induction sessions.	As above

## TEACHING

Continue to expand the support and formal training for teaching available through KLI to ensure consistency and standardisation of quality across all teaching staff.	Ongoing with KLI.  KCL Lead : Director, King's Learning Institute KCLSU Lead: Vice President Education (Arts and Sciences)
For KCL/KCLSU and GTA representatives to continue discussions around pay and conditions seeking a solution which supports the improvement of consistent teaching quality through the support of students who teach.	Ongoing  KCL Lead : tbc KCLSU Lead : President KCLSU

## SUPERVISION

<p>Increase support available to PGR students to manage supervisory relationships successfully:</p> <ul style="list-style-type: none"> <li>- Include advice on managing supervisory relationships as part of inductions for PGR students.</li> <li>- Ensure students are aware of who to speak to if they need support in managing their relationships</li> <li>- Provide clear guidance on the process and support available for switching supervisors</li> <li>- Provide more information to PGR students about other KCL support available to them outside of their supervisor.</li> </ul>	<p>Refer to the Director of the Graduate School.</p> <p>Governance - PRSS</p> <p>KCL Lead : Director of Graduate Studies KCLSU: President KCLSU and PGR Officer, KCLSU KCLSU Support: Engagement and Representation Co-ordinator</p>
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## LEARNING RESOURCES

Ensure that infrastructure and estates expansions keeps pace with expansion of	Refer to Vice President & Vice President Education
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<p>student numbers prioritising the provision of suitable, accessible and inclusive space for students in any decisions to further increase the size of the student body.</p>	<p>Governance – tbc</p> <p>KCL Lead : tbc KCLSU Lead : President KCLSU KCLSU Support: Head of Operations (KCLSU)</p>
<p>Continue to increase the use of lecture capture technology supporting staff to opt in. Investigate the use of closed captions on all lecture recordings to ensure full accessibility of teaching.</p>	<p>Refer to Refer to Vice President &amp; Vice President Education as part of taking Digital Strategy forward.</p> <p>Governance – tbc</p> <p>KCL Lead : Centre of Technology Enhanced Learning (CETL) Manager KCLSU Lead : Vice Presidents Education (Arts and Sciences) and (Health)</p>

#### COMPLAINTS AND APPEALS

<p>Keep under review the resourcing of the Student Conduct and Appeals Office to ensure student complaints and appeals can be completed without delay recognising the increase in demand and complexity in some cases. Consider a review of regulations which enables more local level resolution within faculties.</p>	<p>Five year data profile of time from submission of complaints/appeals to completed requested from SCAO (deadline 12<sup>th</sup> September).</p> <p>Convene task and finish group to review data and agree next steps including agreed service level standards.</p> <p>KCL Lead : Director, Students and Education KCL Leads : Vice Presidents Education (Arts and Sciences) and (Health)</p>
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#### CAREERS SUPPORT AND PROFESSIONAL DEVELOPMENT

<p>Increase support for students to access alternative careers, increasing the number of relevant events and the diversity of organisations at careers fairs.</p>	<p>Refer to Director of Academic Quality and Employability Services</p> <p>Governance – tbc</p> <p>KCL Lead : tbc KCLSU Lead : Vice Presidents Education (Arts and Sciences) and (Health)</p>
<p>Understand and address the under-representation of BME students, women and disabled students in professional development opportunities (presenting paper and posters at conferences and submitting to journals).</p>	<p>Refer to Director of the Graduate School</p> <p>Governance – PRSS</p> <p>KCL Lead : Director of the Graduate School</p>

	KCLSU Lead : Vice President Education (Arts and Sciences)
Ensure students have suitable opportunities to engage with placement reviews in order to increase consistency of quality and experience on all placements (confirmed as a health faculties related recommendation).	Set up a working party on placement experience – agree terms of reference/membership with KCLSU.  Governance – working party reporting to CEC  KCL Lead : tbc KCLSU Lead : Vice President Education (Health)

#### SUPPORT FOR DISABLED STUDENTS

Prioritise understanding and addressing disabled student satisfaction, implementing the recommendations of the SDS PG Survey and Student Interns Report. Ensure adequate investment into disability support in light of the disbandment of the Disabled Students Allowance.	To refer to the Director of Student Services.  Governance – Welfare Forum  KCL Lead : Disability Advisory Service Manager KCLSU Lead : President (KCLSU)
Develop clear processes for PGR students which are suitably tailored to the academic structure of research degrees to request reasonable adjustments that reflect the support taught students have through Mitigating Circumstances procedures.	As above KCLSU Lead: Vice Presidents Education (Arts and Sciences) and (Health)  Note the Director of the Graduate School will have an interest here.

#### INTERNATIONAL STUDENTS

KCL and KCLSU to work together to implement the recommendations from the International Student Experience research project.	Refer to the Student Survey Management Group.  Governance – SSMG / International Committee and CEC  KCL Lead : Director, Student Services KCLSU Lead : Vice President for Activities and Development and Vice President for Welfare and Community
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#### PUBLIC INFORMATION

Review the KCL website to increase ease of navigation and improve user experience.	Refer to Director of External Relations to brief KCLSU on work in hand.  KCL Lead : Director of External Relations
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