The Full Monty

A collaborative institutional approach to student engagement
Student Engagement

Working in partnership with students to improve the quality of what we do

• Institution-wide change, long-term strategic approach
• Primary focus is empowering staff to engage students
• Driven with the Student Union

Student Engagement Strategy 2012-16
www.lincoln.ac.uk/studentengagement
School of Sport and Exercise Science
Dan Bishop
SE at School Level

• SE Champion for each School
• Sharing best practice through colleagues working together at College & Institutional level
• School SE Development plan
  - Vision of SE
  - Reflection on current work
  - Development of key activities for forthcoming year
  - Sustainable SE activities

www.lincoln.ac.uk/studentengagement
Challenges, tensions & barriers

• Need to develop a culture to get a buy-in from both staff and students
  - Changing staff perspectives on working in collaboration with student’s
  - Difficulty in reaching out to students who don’t engage in School activities or their programme

• SE is for the long haul

• Time intensive

www.lincoln.ac.uk/studentengagement
University Library
Faye Cleminson
SE in a support department

I was given the role of champion

1. More Books
2. Library Student Advisory Group

Student Engagement Initiative of the Year 2014

Compliance plus for SE in Customer Service Excellence

www.lincoln.ac.uk/studentengagement
But you are a student facing support dept…

- **Human Resources**
  - Students on recruitment panels

- **Student Services**
  - Feedback changed services

- **Catering**
  - More interaction on menu choices

- **Finance**
  - Improved finance info based on feedback

- **Student support**
  - Employing interns to improve communication

- **ICT**
  - Students working on the service & projects

The change is happening!
Challenges, tensions & barriers

Student facing department with a manager who has bought into the strategy = 😊

Management structure that wasn’t quite ready = 😣 but it changed 😊

Cultural change – “what do students know?” = 😣 but it is changing 😊

There is a network of champions – so we share the load and the ideas = 😊 + Conversation 😊

Are we doing enough? Is there impact?
Student Perspective
Dan Richardson
Amanda Collins
Peer Mentoring

Why?
An ‘Older Brother / Sister’ Role

Benefits
- Mentees
- Mentors
Staff & Student Insight Scheme

- Pilot scheme launched in 2013
- 12 senior managers paired with 12 previously un-engaged students
- Year long scheme involving regular meetings between the manager and the student
Opportunities

- Seminars
- Lectures
- Lab Sessions
- Lincolnshire archive visit
- Executive Board Meeting
- Board of Governors
- Aurora Conference - Leadership foundation
- Local Enterprise Partnership Meeting
- Informal Coffee Meetings
Student Recruiters

- Student sits as a panel member on the interview panel on all student relevant roles.
- The student is an equal member.
Benefits

- Professionalism
- Access to a broader range of academic staff
- Short-cut to senior level
- Interview skills

Where to next?

- Aim to have students involved in up to 90 panels a year
- Teaching panels
WHO IN YOUR INSTITUTION IS MOST ENTHUSIASTIC ABOUT ENGAGING STUDENTS AS PARTNERS?