

Policy: **QUALITY ASSURANCE AND STUDENT ENGAGEMENT: PROCEDURES AND GUIDELINES**

Policy Title	Quality Assurance and Student Engagement: Procedures and Guidelines
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Responsible Office	Quality Assurance Office
Responsible Executive(s)	Students, all staff

Procedures and Guidelines for Student Engagement in QA

To identify a clear procedure of demonstration of students' involvement, the University has developed a mechanism, which allows them to express their views in a constant and systematic way.

Students can participate in university management and decision-making by applying to the Student Union and become a member of the following bodies:

University Council

Academic Council

Student Appeal and Complaints Committee

IQR Panel

Curriculum Development Committee

Application process

Application to the committees starts with applying through the Student Union.

These are the steps students have to follow to apply to committees:

1. Student Union has a form to fill in
2. Student Union calls for a meeting and approves candidates
3. Student Union submits names of student representatives to university body meetings (QA Office)

Roles and responsibilities of Students in Committees

Student-member receives **an invitation from University Committees** when a meeting is scheduled with the agenda of the meeting

1. **Student members are encouraged and entitled to attend** meetings (*or listen to recordings if couldn't attend*)
2. Asks questions, clarifies, gives opinion during the meeting
3. **Considers** issues of **agenda** from **student's point of view** (what is the effect on students, on his studies?)
4. **Reports** on the issue/s considered at the meetings of Student Union
5. In case of proposals, suggestions or questions, sends a request to the Committee Chair to be included in agenda



6. Student-member receives an **acknowledgement** from the Committee and **sends it for discussion** to SU (*Note: acknowledgement has to be received in 1 weeks' time maximum*)

If a student is a **member of IQR PANEL** as a temporary member, the following guidelines apply:

- Study mission of the event
- Read and understand the aim and objectives of the event
- Study QA requirements and criteria
- Study procedures and guidelines
- Identify role and responsibilities
- Be active and express opinion on the evaluation outcomes
- Report and discuss at SU meeting

Student Survey

PROCEDURE FOR STUDENT SURVEY IS AS FOLLOWS:

1. Fill in the forms of questionnaires **in the indicated timeframe**
2. **In 4 weeks'** time request for feedback from questionnaires
3. Report and discuss the outcomes at the Student Union meetings

AUM gives students full trust in order to accomplish the partnership, breaking the differences, generation gaps and stereotypes.

Resources:

- *In 1998, the Recommendation on European cooperation in quality assurance in higher education (EU 1998) drafted by the Council of the European Union and the European Parliament mentions **the involvement of the different parties concerned according to the purpose of the quality assurance** as one of the features that national quality assurance systems should be based on.*
- *2001, Prague Communiqué, **students are competent, active and constructive partners in the establishment and shaping of a European Higher Education Area.***
- *2003, Berlin Communiqué, **it is ultimately the active participation of all partners in the Bologna Process that will ensure its long-term success.** Students are full partners in higher education governance. Ministers note that national legal measures for ensuring student participation are largely in place throughout the European Higher Education Area. They also call on institutions and student organizations to identify ways of increasing actual student involvement in higher education governance.*
- *2005, Bergen Communiqué, adoption of the ESG. One of the 4 core principles the ESG are based on is that quality assurance takes into account the needs and expectations of students, all other stakeholders and society.*
- *2009, Leuven/Louvain-la-Neuve Communiqué, the necessary ongoing reform of higher education systems and policies will continue to be firmly embedded in the European values of institutional autonomy, academic freedom and social equity and will require full participation of students and staff.*
- *2010, Budapest-Vienna Communiqué, we note that adjustments and further work, involving staff and students, are necessary at European, national, and especially institutional levels to achieve the European Higher Education Area as we envisage it. We commit ourselves to working towards a more effective inclusion of higher education staff and students in the implementation and further development of the EHEA.*
- *2012, Bucharest Communiqué, we commit to supporting the engagement of students and staff in governance structures at all levels. Together with institutions, students and staff, we will facilitate a supportive and inspiring working and learning environment.*