

07/19/12 - Appendix 2

What the Students Association would like to see:

- That work addressing student satisfaction is inclusive of student views, and not as an afterthought when plans have already been drawn up.
- Students being able to raise complaints, without fear of it being detrimental to their studies. There needs to be a commitment to this from both the Student Satisfaction Group and the Student Voice Steering Group to address this, and this needs to be communicated student body.
- We believe that the working groups need to see regular reports about student casework, complaints and student support teams informing where student satisfaction is poor, and partnership on activities on how to address these – not to communicate about these on behalf of the OU.
- Involvement of elected representatives in faculty and institutional planning and activities for improving student satisfaction
- Understand that long term satisfaction, is just as important as short term satisfaction, and that DHEL should also be featuring
- Student Voice Volunteers should be given appropriate support and information from committee chairs (?) to contribute appropriately to their meetings when talking about student satisfaction
- The Student Support team being much more involved in addressing student satisfaction at the Satisfaction Improvement Working Groups
- Efforts made to address staff awareness of student satisfaction, and to work alongside the student voice steering group about developing a “Hearts and Minds” approaches to staff apathy.

What the OU can expect from the Students Association:

- Willingness to be invested in this with the Open University, with the understanding that we can improve student satisfaction together
- To collaborate with you when you are trailing new projects, that involve students in your work addressing student satisfaction
- To provide a student perspective, that seeks to be democratic and representative from the students that we have been elected to represent.
- Students will continue to discuss and keep each other in the loop, with providing training materials and resources when needed to support the collective knowledge to our volunteers and representatives.