

OPEN UNIVERSITY STUDENTS ASSOCIATION

Central Executive Committee (CEC)

19 – 21 July 2019

STUDENT SATISFACTION IMPROVEMENT ACTION PLAN

The CEC is asked to:-

- i) **discuss** ideas to feed into the Action Plan for the Student Satisfaction Improvement Working Group

1. Background

1.1 The Student Satisfaction Improvement Working Group (SSIWG) was originally formed to address the National Student Survey (NSS) results, but now has a much broader remit to address student satisfaction more generally.

1.2 The group is intended to be very much a cooperative venture between the Association and the OU. It is jointly chaired by PVC Students and the Association President and has two further student reps as members.

2. Action Plan

2.1 At the June meeting of SSIWG, the group agreed that whilst some worthwhile work had been done (such as the Student Satisfaction event in January), there is a need to move to taking more concrete actions to improve student satisfaction

2.2 Whilst there was a general feeling that some of the work of the group so far, such as the Student Satisfaction event in January, has been worthwhile and effective, there is a desire for the group to move to taking more concrete actions to improve student satisfaction.

2.3 It was agreed that the student members of the group, aided and informed by other student representatives, took responsibility for constructing a revised Action Plan.

3. Relevant information sources

- 3.1 The group has an existing Action Plan, which has been modified over time. The version as of April 2019 is included as Appendix 1.
- 3.2 Appendix 2 is a copy of a document produced by the Head of Student Voice for the Student Satisfaction event in January, informed by the discussion of the student satisfaction paper that came to January CEC.
- 3.3 A consultation on student satisfaction took place on the University Students Consultative Forum in January
<https://learn1.open.ac.uk/mod/forumng/view.php?id=21455>

4. Suggestions

- 4.1 Using the information sources listed above, the CEC are asked to discuss:-
 - Which ideas and aspects from these documents should definitely be included
 - Whether there are any aspects of the existing action plan (Appendix 1) that should be abandoned
 - Any other ideas for the Action Plan
- 4.2 The CEC are also invited to suggest whether any additional input from students other than CEC members would be appropriate

Cath Brown
President