



Student Voice Policy

1. Introduction

The Maldives National University (MNU) is committed in providing a high-quality student experience. To this cause, it is essential that all students have the opportunity to reflect on and evaluate their academic study and the wider service offering at MNU. This commitment to working in partnership with the students is articulated in the University's Strategic Plans. The University work in partnership with the students to:

- ensure that they are at the centre of governance, decision-making, and in quality assurance and enhancement;
- provide inclusive opportunities for them to become active participants in their learning;
- contribute to the attainment of the MNU's Graduate Attributes; and
- foster collaboration between students and staff.

2. Definition of Terms

Course(s): Refers to all short-term and long-term academic programmes delivered through all modalities.

Faculty: Institutes, centres, schools or other academic units with a major responsibility for teaching students.

Student Voice: Students' dialogue about learning and the wider student experience that is provided to the University via student surveys, through student representation in University Committees and through student participation and engagement in quality assurance and enhancement efforts.

University: The Maldives National University (MNU)

3. Statement of Policy

The MNU acknowledges that student perspectives on the University experience and student voice mechanisms are integral to the University's development, quality assurance and enhancement of their educational experience.

4. Scope

This policy is applicable to all students and staff at MNU.

Throughout this Policy, the student experience covers the learning, teaching, researching and assessing experiences, as well as the wider student experience, including the student administrative services and student support services.

5. Policy Implementation

The Vice-Chancellor will oversee and be responsible for the implementation of this policy.

6. Key Principles Underpinning the Policy

6.1 Focus on enhancement:

- a. Every student has a voice, whether via representation or other feedback channels, enabling students to be co-creators of an enhanced educational experience.
- b. The University should regard representation and feedback as valuable opportunities to celebrate strengths as well as to identify and share matters of concern. The student voice activities should enable both these facets to be captured.

6.2 Include all students:

- a. Student representation and feedback activities should be inclusive and accessible to all, ensuring greater engagement of students, through open, honest and balanced feedback.
- b. Students should have the opportunities to collaborate in the design and delivery of feedback activities.
- c. Students should be informed of the opportunities available to give feedback.

6.3 Adhere to ethical standards:

- a. Feedback mechanisms must be conducted with dignity and respect, upholding the University Values.
- b. Students should be able to give honest feedback with no undue influence.
- c. Any activities that involve the gathering and storing of data must adhere to the University's policies and guidelines.

6.4 Ensure transparency:

- a. When collecting student feedback, the purpose should be communicated to all students.
- b. Feedback gathered from students must be responded to on a timescale appropriate to student needs.
- c. When decisions are made, or changes are brought-in based on student feedback, this should be noted and explicitly communicated to the students via:
 - i. Emailing results/report to target students' University email;
 - ii. Report to student-related committees (e.g.: Student Union Wings) via University email;
 - iii. Posting on the MNU's LMS Moodle course home pages;
 - iv. Overview of the improvements in the course handbooks;
 - v. Summary of key results and actions on leaflets and flyers;
 - vi. Formal/informal meetings with student representative and Faculty Wings; or
 - vii. Summary of the implemented changes being shared at the orientation and included in the University Annual Report.

7. Roles and Responsibilities of Staff and Students

Role	Responsibilities
Students	<ul style="list-style-type: none">● Give feedback that is open, honest, timely and constructive.● Ensure that feedback is in line with the University's ethical standards and MNU Values.
Subject lecturers	<ul style="list-style-type: none">● Encourage and remind students to provide feedback on a timely manner.● Communicate to the students how student feedback impacts the subject teaching and learning and the pedagogies used.● Offer opportunities for students to provide feedback on their subject each term.● Ensure that every student has an opportunity to provide feedback.● Engage students in the design of feedback collection and explain how they may provide feedback on their subject.● Listen to student feedback and inform students on how and why their feedback was or was not implemented.

	<ul style="list-style-type: none"> ● Ensure that student feedback on the subject is utilised in the course review process ● Communicate the students' voices with the relevant staff
Course/Batch Coordinators	<ul style="list-style-type: none"> ● Offer one-to-one opportunities for students to provide feedback on their course each term. ● Ensure that every student has an opportunity to provide feedback. ● Engage students in the design of feedback collection and explain how they may provide feedback on their course. ● Listen to student feedback and inform students on how and why their feedback was or was not implemented. ● Ensure that all students provide feedback on the course enrolled.
Deans and Heads of Faculties	<ul style="list-style-type: none"> ● Set out the Faculty's systems and procedures for collecting course-level and Faculty-level feedback, ensuring that this Policy's guiding principles are adhered to. ● Ensure that all students have access to appropriate feedback mechanism at the course, and Faculty levels. ● Ensure student participation in the design of feedback mechanisms. ● Ensure that approaches to student feedback are documented and reflected on in the Annual Quality Report of the Faculty.
Policy and Quality Control Unit (PQCU)	<ul style="list-style-type: none"> ● Ensure all Faculty level and central level reports are collected. ● Analyse and identify patterns of feedback and make recommendations on ways forward as well as highlight good practice. ● Report all student voice activities of MNU, including Faculty level and Central level to the QAC.
Quality Assurance Committee (QAC)	<ul style="list-style-type: none"> ● Ensure that students have access to a wide range of venues and means for providing feedback. ● Review the Faculty's Annual Quality Reports to ensure that student voice activities are in line with the Policy's goals.
Faculty Committees	<ul style="list-style-type: none"> ● Provide avenues for the exchange of best practises and resources ● Advise on opportunities for improvement in the different facets of Faculty-level student engagement.

Student Support Services (SSS)	<ul style="list-style-type: none"> ● Guide students to the appropriate feedback channels. ● Ensure that the voices of all students are considered and heard. ● Communicate all forms of feedback from students to the relevant bodies at MNU.
MNU Students' Union (MNUSU)	<ul style="list-style-type: none"> ● Participate and contribute to the discussions at the Students Feedback Panel ● Guide students to the appropriate feedback channels. ● Ensure that the voices of all students are directed to the relevant MNU staff. ● Support the MNU community in building a quality culture.
MNUSU Wings	<ul style="list-style-type: none"> ● Participate and contribute to the discussions at the Students Panel ● Guide students to the appropriate feedback channels. ● Ensure that the voices of all students are directed to the relevant Faculty staff. ● Support the Faculty community in building a quality culture.

8. Frequency of feedback

This list is not exhaustive.

Mode of Feedback	Details
Subject and Teaching Evaluation (STE)	<p>Students should be given an opportunity to provide feedback on the subjects they are studying, each semester.</p> <p>This feedback is on the content of the subjects as well as on its teaching, learning and assessments.</p>
Course Evaluation	<p>All students enrolled in a course should be offered at least one opportunity to provide feedback.</p> <p>This may occur either in the midst of the course or at its end, or both.</p>
Student representatives / Student-Staff Liaison Committees	<p>All Faculty and University committees endorsed by either the University Council or Academic Senate should include student representatives.</p>
University-wide surveys	<p>Annual surveys on MNU student experience offer the opportunity to provide comments on a variety of topics as well as more general feedback on how the University functions.</p>

Student Panel	<p>This Panel is composed at the Faculty level (see Student Panel - Composition and Processes).</p> <p>Participation allows students to submit responses to particular questions and influence the design and delivery of services at MNU.</p>
Student Feedback Panel (SFP)	This SFP is co-organised by the SU Wings, together with PQCU and SSS (see Student Feedback Panel - Composition and Processes).
Have Your Say Mailbox	<p>Each Faculty should have a virtual or a physical Mailbox at an area accessible to all students.</p> <p>A similar Mailbox should also be available to all students at the Student Support Services.</p> <p>The Faculty mailboxes should be checked weekly, issues recorded, and addressed to at every Faculty Management Committee meetings.</p> <p>The SSS mailbox should be checked weekly, issues recorded and addressed to at the weekly Heads Division meetings.</p>

9. Monitoring student voice activities

Faculties should report to PQCU on their student voice activities in their Annual Quality Report and share it with all students enrolled at the Faculty.

PQCU should report all student voice activities of MNU, including Faculty level and Central level to the QAC.

10. Policy Review

This Policy shall be reviewed periodically to ensure adequacy and relevance to all University quality assurance interventions in its academic provision. The Policy shall be reviewed at least every five years or more frequently if the need arises.

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This Policy is adapted from the Student Policy of The University of Edinburgh and the Student Voice Policy of Dundalk Institute of Technology.