PUBLISHED MAY 2023

GUIDE TO WRITTEN SUBMISSIONS

























BPP University Students' Association

FOREWORD

This Student Written Submission serves as a comprehensive report adeptly triangulating key data points across BPP University including student surveys, focus groups, town hall meetings, student representative interviews and Student Staff Liaison Committee feedback into one high level document.

Whilst other universities and students' unions produce such a document once every six years, our Student Written Submission is unique in that it is produced annually, which is acknowledged as good practice in the sector-by-sector bodies including the Quality Assurance Agency. We know it takes significant time, energy and effort to produce such a report, however, every moment is worth it as it helps articulate the continuous improvements that have been made and also helps identify improvements that are required in order to continue providing a world class student experience.

Students and student representatives take pride in reading and supporting the Student Written Submission as this document goes to the heart of the sector theme of 'Students as Partners'. The submission follows a thematic approach covering areas highlighted in surveys such as the National Student Survey, providing invaluable comments at each stage of the student journey.

As always, great thanks must be given to our Student President and our Student Voice Representatives who have helped with this Student Written Submission and continue to do themselves and BPP proud.

I trust this Student Written Submission is useful in summarising the student journey at BPP over the last twelve months for BPP to continue to go from strength to strength. My team and I would welcome any feedback or comments on this submission, and I can be reached at **HajraBabariya@bpp.com**



Hajra
Babariya
Group Head of Student Affairs

CONTENTS

5-6
STUDENTS' ASSOCIATION BOARD OF GOVERNERS

7-8
WELCOME FROM THE PRESIDENT

9
SOURCES OF FEEDBACK

10-15
STUDENT VOICE REPRESENTATIVES

16-17
UPDATE ON PREVIOUS RECOMMENDATIONS

18-28
FEEDBACK ON THEMATIC TOPICS

- ONBOARDING
- TEACHING ON MY COURSE
- COURSE ORGANISATION AND MANAGEMENT
- ASSESSMENT AND FEEDBACK
- LEARNING RESOURCES
- STUDENT VOICE

29-30
TOGETHER WE CHANGE

31-32
EQUALITY DIVERSITY & INCLUSION AT BPP

33-36
EDUCATION SERVICES AT BPP

- LEARNING SUPPORT & INCLUSION
- SAFEGUARDING
- LIBRARY
- CAREERS
- PRO BONO
- STUDENTS' ASSOCIATION

37
STUDENTS' ASSOCIATION MAGAZINES

38
STUDENT LED STAFF AWARDS

39
STUDENT ACCOMMODATION SERVICES

40
RECCOMENDATIONS

41
FINAL WORDS



Laila
Barbe

Chair of Board of Governors

STUDENTS' ASSOCIATION

BOARD OF GOVERNORS...

It gives me great pleasure to say that I was part of the team that launched BPP's Students' Association in 2011 and helped draft our first Student Written Submission (SWS) in 2012. As Chair of the Students' Association Board of Governors, I am immensely proud of the impressive enterprise that it has developed into and the incredibly capable team who drive it forward.

The SWS is a key tool for the Students' Association and indeed BPP University, working in partnership to make continuous student centric improvements on its continued journey as one of the top Education providers. Over the last 10 years we have achieved immense success as a result of the annual document and seen improvements in many areas in direct response of the SWS recommendations, for example; ceasing to withdraw student results where students have outstanding debt, bringing Undergraduate Exams back to face to face in our BPP centres and providing BPP laptops for these to be sat on, implementation of a student query case management system and most recently; significant investment from BPP to launch a new One Customer Service team to further improve student support and query resolution.

Well done and thank you to all the Student Representatives and the Students' Association team, who I know have worked hard to pull together student feedback that represents a diverse student body. I look forward to working through the improvement initiatives and am confident that this submission will be received by the University with a continued openness to listen and act upon the students' recommendations.

WELCOME

FROM THE PRESIDENT

The Students of BPP University and the Student President would like to extend thanks to BPP staff for playing an active role in maintaining relationships with the student population and working tirelessly in efforts to continue to improve the student experience at BPP. A special thank you to the Vice Chancellor, Tim Stewart, Pro Vice Chancellor, Juliette Wagner, the Group Head of Student Affairs, Hajra Babariya and the entire Senior Leadership Team for their continued support throughout the academic year.

The various schools and support teams also deserve praise for modelling their day-to-day interactions with students, based on feedback sought, using the innumerable feedback mechanisms BPP has put in place. The library team has made noticeable changes to its online platform with its Single Sign On feature which again came from student feedback. The Business School has opened a quiet study space equipped with computers and printers as a direct response to student feedback. Students at the Manchester campus pointed out the need for front facing student support, and to that end, the Customer Experience team has made this a reality by providing a space on the 5th floor.

50 Student Voice Representatives were recruited across every school to cover most programmes. This is a diverse group which includes: international students, domestic students, those from different gender identities, cultures, religions, and race, providing diversity of thought and balanced feedback that is inclusive to all.

The Student Voice Representatives represent their peers at university boards and committees and have participated in 21 focus groups since their appointment in October 2022. The students appreciate how closely they work with staff at every level of BPP and believe this puts them at an advantage because of the experience they gain from those interactions. These Student Voice Representatives will continue to get the training and development required to be effective in providing high levels of feedback.

This submission highlights multiple positive areas throughout the document and makes three formal recommendations. BPP has previously responded to these with swift and decisive action which makes students feel that their contribution this year will no doubt continue the legacy of students working with BPP to improve on their experience. The students are positive about their future at BPP knowing that their opinions and feedback are actioned where possible.



CASEY
Joseph

SOURCES OF
FEEDBACK

BPP University has a comprehensive range of effective feedback mechanisms which have been used to triangulate student feedback as part of the evidence base for this Student Written Submission. BPP's ethos of 'Students as Partners' and 'Together we Change' continues to resonate with both students and staff and these themes are paramount in enabling us to complete this submission successfully. The extensive evidence base for this document includes, but is not limited to, the following sources of feedback:

- Student Staff Liaison Committee (SSLC) minutes
- Feedback from Student Voice Representatives including that of the cohorts and programmes which they represent.
- Thematic focus groups
- Student Written Submission Away Day
- Daily Pulse Survey
- A review of the previous Student Written Submission
- Direct feedback from students:
  - Welcome Lunches
  - Students' Association Events
  - Students' Association Website: www.bppstudents.com

STUDENT VOICE
REPRESENTATIVES
2022/2023

BPP Students' Association's Student Voice Representatives are a team of dedicated students who are passionate about the student experience and are eager to provide insight into matters which affect the whole student population. These students, who are at the pinnacle of their educational career, find the time to go above and beyond the call of duty to support their peers and BPP University in innovating the educational experience.

The Student President, Casey Joseph, has continued the tradition from previous years of selecting a diverse body of students to represent the student voice effectively to ensure diversity of thought in all feedback mechanisms in which they participate. The Students' Association has representation across programme, centre, mode of study, level of study, nationality, background, race, gender and sexual orientation and we are proud to showcase them below:

A student quote:

"It is empowering to be given a chance to make a change"

BUSINESS SCHOOL



Aamir Sohail
MSc Accounting and Finance (ADAF)



Thi Dac Nguyen
MSc Accounting and Finance (ADAF)



Muhammad Umer
MSc Managment with Project Managment



Zaroon Tariq
MSc Accounting & Finance



Oluwatobi Ibironke
MSc Managment with Digital Marketing



Ahsan Safeer
Msc Accounting and Finance



Ajaz Hasham Malik
Bsc (Hons) Accounting and Finance



Alija Gurung
Bsc (Hons) Accounting and Finance with Digital Business



Sarfaraz Khan
BSc Accounting & Finance (Hons)



Hardil Thukral
MSc Managment with Data Analytics



Muhammed Fawad
BSc Accounting & Finance (Hons)

Sania Saleem
MSc Management with Project Management



Md Tanzir Ul Islam Chowdhury
MSc Managment with Data Analytics



Nazish Parveen
MSc Management with Project Management



Sadiqa Fathima Nadeemullah Hussainy
Management with Project Management



Surakshya Kandel
Bsc (Hons) Accounting and Finance with Digital Business



Farheen Rasheed
MSc Accounting and Finance ADAF



Abisha Sharma
MSc Management



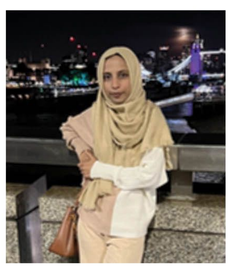
Gurucharan
MSc Management



Omotayo Olaiya
MSc Managment with Data Analytics



Vivek Govindbhai Panchal
MSc Managment with Data Analytics



Zarqa Ayub
MSc Accounting & Finance ADAF



Iftaker Ahmed
BSc (Hons) Accounting & Finance



Namrata Sharma
MSc Accounting & Finance AD3Ex

BUSINESS SCHOOL:



Usman Nawaz
MSc Management with Data Analytics



Tahir Hussain
MSc Accounting & Finance ADAF



Yavnisha Bye Veerappa
MSc Accounting & Finance ADAF

NURSING SCHOOL:



Naomi Knight
Child Nursing



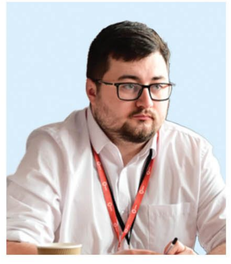
Jessica Dexter Halliday
Nursing Degree Apprenticeship



Phoebe Davis
Adult Nursing



Chowdhury Md Kamrul Hasan
Msc Healthcare Leadership



Harry Cowdrey
Adult Nursing Degree Apprenticeship



Mariana Raquel Oliveira Pedro Aguiar
Foundation Nursing Degree Associate Apprenticeship



Dhimple Patel
Child Nursing

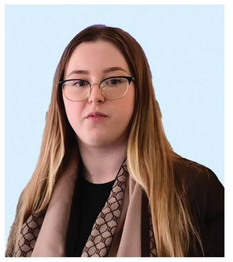
LAW SCHOOL:



Amelia Vickerstaff
Law Foundations Course



Jing Min Ong
BTC PLS - Bar Training Course with Professional Legal Studies



Danielle Holmes
Legal Practice Course



Chandeep Singh Kundi
BTC PLS - Bar Training Course with Professional Legal Studies



Daniel Scrase
LLM Law & Legal Practice (LFC)



Khairat Abubakar
Legal Practice Course



Tori Stammers
Solicitor Apprentice



Amy Marren
Solicitor Apprentice



Hafsa Arif
SQE - Solicitors Qualifying Exam



Xue Qin Yap
BTC - Barrister Training Course MSc

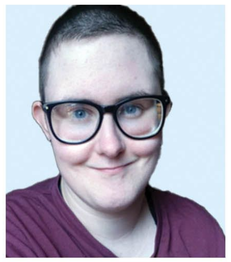


Bethany Thompson
Solicitor Apprentice

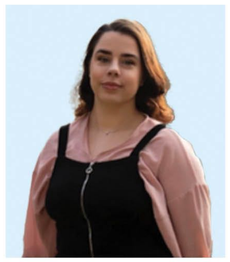


Rachael Clapham
LFC - Law Foundations Course

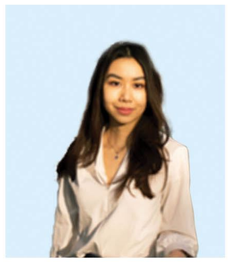
LAW SCHOOL:



Nico Margett
SQE - Solicitors Qualifying Exam



Maddy Southall
Legal Practice Course



Laura Sook Fern Pang
BTC PLS - Bar Training Course with Professional Legal Studies



Zuraiz Ali
BTC PLS - Bar Training Course with Professional Legal Studies

SCHOOL OF TECHNOLOGY:



Jasmine Smith
BSc (Hons) Digital Tech Solutions Apprentice



Thomas Hodgson
Dig Tech Solutions Special L7

UPDATE ON RECOMMENDATIONS

FROM 2021/2022 STUDENT WRITTEN SUBMISSION

The 2021/22 Student Written Submission highlighted two areas with the following recommendations.

1. The need for a platform where students can update their personal information (address, phone number and communication preferences).
2. The need for a platform where students can access their fee information, including checking balances and making payments.

In response to these two points for improvement, the University implemented a three-phased project with the creation of a self-service portal called ‘My Account’ - which is available on the BPP Hub. These three phases are outlined to provide further insight:

Phase one:

The platform where students can update their personal information launched at the end of January 2023. The Student Voice Representatives were encouraged to use the portal/platform and reported no issues regarding accessibility. The Students’ Association will continue to monitor this through focus groups and face to face feedback sessions to close the feedback loop.

Phases two and three:

To be rolled out during the next academic year and overseen by the BPP Product and Technology Department. These two phases are part of a wider project to modernise all BPP University technology platforms, making them more user friendly and agile. The progress of this project will be closely monitored by the Students' Association so that this action can be fully closed off. Providing regular and targeted feedback on such projects is something which is appreciated by many stakeholders as user feedback is essential to successfully implement such IT projects.

Whilst phases two and three are in-waiting, there is a focus on addressing these recommendations through other means. The Group Finance Director of BPP is currently addressing the finance concerns raised in student feedback sessions, outside of the proposed platform. They have introduced a new organisational structure to include four Finance Advisors and one Senior Finance Advisor to increase capacity for the volume of student queries. There are now two in-person Finance Advisors, one based at London Shepherd's Bush on Tuesdays, Wednesdays and Thursdays and the other is based at London Portsoken Street from Monday to Friday. All students are free to walk-in to meet with these advisors without having to book appointments.

The Finance Team also have five Collections Agents, alongside a Senior Collections Agent, all aiming to have productive and positive interactions when working with the students. The Collections Agents' working hours can pose some challenges (8am-6pm), as highlighted by the Group Finance Director, which prevents them from contacting students outside these hours, limiting their availability. Considering this, the Students' Association has proposed that the team contact students at times where they are most likely be available to take the phone call (e.g., before 9am, from 12noon to 2pm, and again between 4pm and 6pm Monday to Friday). The Finance Team will also work to improve the wording of their email correspondence to students to achieve messaging which captures the seriousness of various issues but uses softer language.

To address the lag on the Hub, exam results will continue to be released via a personalised link to student email addresses until this is integrated into the self-service platform through phase two and three. It should be noted that the University no longer releases all results for one School on the same day and have instead implemented a staggered approach by releasing results by programme. This has tremendously reduced the lagging access incidences with the Hub during results' release. The Students' Association has been working closely with the University Central Administration (UCA) team to monitor this. This collaborative approach will continue.

FEEDBACK
ON THEMATIC TOPICS

Onboarding

BPP have introduced a Programme Orientation and introductory module on the Hub for new students. Students have reported that this has helped outline what is expected from them and that it helps ensure students are adept at navigating through the very beginning of their programme. This has been a welcome addition to the student offering.

The Students' Association also hosts welcome lunches for new students arriving at most of the BPP centres. These events have been helpful in creating a space for the students to meet award leaders, the School Dean and the Education Services teams.



Students in the Business School have praised the PASS (Professional & Academic Skills for Success) classes. The classes were developed to serve the needs of the current student demographic. Given the success of these classes in the Business School, the School of Nursing has decided to follow this model and will integrate it into their programmes of study. The MSc Healthcare Leadership programme is currently going through a revalidation exercise and will be the first Nursing School programme to include PASS from September 2023. The Law School introduced the BTC PLS programme in September 2022, and this programme integrated aspects of PASS tailored to Bar students; overall, the feedback from students has been positive.

The **Hub** also received positive feedback and students highlighted the following:

- Easy to navigate.
- Very informative in providing module information.
- Each week a list of tasks is highlighted, and students can mark tasks as complete.
- Course content can be viewed in depth and digital, downloadable, versions of all textbooks for each module can be accessed.
- Availability of video recordings of classes.
- Forums to ask questions or seek clarification on.
- Visually impaired students can enhance text.

Students also gave positive feedback on the Programme Support team, appreciating the support that is available in centres or over the phone.

Areas for enhancement and suggestions for quick wins:

- Students suggested that events such as the welcome lunches would benefit from current students present to provide reassurance and answer any questions related to being a student at BPP. Moving forward the Student President will arrange for Student Voice Representatives to be present at these events and schools should work to ensure that current students are recruited for these events where possible. The School of Nursing have been pro-active in fulfilling this recommendation with assistance from the Student President.

- Students recommend providing additional sessions on how to use Outlook features as some new students occasionally struggle in this area. To address this, the Library team and the Students' Association will work together to organise sessions. Students have advised that these sessions would be beneficial in moving forward successfully in their programme.

- The Student Voice Representatives propose their roles can further be used to assist new students, by pairing them as mentors. This activity has the potential to help the Student Voice Representatives develop their communication and help new students to have a 'go to' person.

- The enrolment process has been made very easy and accessible, students do not have to come into the centre to enrol and can do so remotely themselves. Enrolment is done online, and students get additional support through the Student Support team who can be reached via telephone, email or face to face. However, students have noticed that the enrolment team makes additional requests for documents needed for the process to be completed after they have already submitted them. It would be less of a burden on students if the team kept track of their responses in a way that is practical without the additional emails, which can be stressful for new students.



Teaching on my Course

The teaching at BPP is delivered by current industry professionals who understand the sector in which they teach. As a result, they draw on real world examples from their own lived experiences when teaching. Modules cover a range of topics at an in-depth level, with teaching staff leaving room for independent study to cater for different methods of learning. Teachers at BPP are patient and skilled in identifying areas of focus based on observations made in class. They are caring and supportive to students on matters that fall outside the scope of module content. As a result, students feel comfortable talking about issues they face outside of their studies, and can reach out for help, enabling them increased access to all the support available to them.

Students feel that staff members at BPP are friendly and inviting, which in turn encourages them to speak about concerns and issues. Having access to an amazing cohort of staff results in an environment that welcomes students. This ensures that concerns and issues can be addressed at their inception, reducing the possibilities of situations getting to a critical point. Furthermore, the Mental Health First Aiders group is an initiative that BPP University has implemented as a way of ensuring that students have access to support when required. The Student Voice Representatives see this as an excellent benefit to students.

Clear revision plans are extremely helpful to students as course content can at times be difficult to digest. This guidance has assisted students in better planning for and preparing activities based on clear and concise instructions. In addition, students can access academic support tutors who meet with students on a 1-2-1 basis to: follow up on progress, identify factors hindering progress, and provide additional support.

The Daily Pulse Survey allows students to immediately feedback on their session. The survey has received over 160k responses since 1st February 2021 and tutors have consistently scored high for their teaching, with a score of 4.8 out of 5. BPP has ensured that students play a significant role in the teaching practices they are exposed to by attending Student Staff Liaison Committee (SSLC) meetings. In these meetings they can have open discussions with award leaders and other BPP staff,

with students providing feedback on their experience at the University. To ensure this feedback is acted upon, any immediate actions are noted, and issues resolved in real time where possible. This further ensures that students benefit from excellent teaching and have a wonderful experience.

> “Teachers are very experienced and professional. Thank you BPP for giving us such opportunity.”

> “Tutors are passionate about teaching and by looking up to them I aspire to be a tutor one day.”

> “The method of teaching is commendable with tutors having a vast knowledge.”

> “Best thing about BPP is the quality of education, lecturers are consistently helpful, inspiring, informative and awesome.”

> “Teaching methodology is amazing, and tutors are kind, helpful and supportive.”

Areas for enhancement and suggestions for quick wins:

Students commented that online sessions are full of information and the activities used compliment the learning outcomes of each topic on modules. However, breakout rooms in online sessions can sometimes go on for longer than needed. Students recommend that this activity can be given a shorter slot in the lesson, or additional tasks should be introduced to fill in the time.

Course Organisation and Management

The Hub boasts a wealth of information and resources for students to explore. There are links to the Online Library and access to the student query form, ensuring students can get in touch with support staff as and when needed, alongside having access to class materials. Having most resources available to students on one platform makes tasks a lot easier. The Hub is clear, easy to understand, and user friendly because it is clutter free. Manoeuvring through the various resources is extremely straightforward.

Courses are very well organised with clear outcomes stated at the beginning of every module. Topics covered are arranged so that they complement each other, and as a result the learning process is consistent across courses. As mentioned, the programmes incorporate real life scenarios to help students apply their knowledge into a working environment, enabling both the academic and professional development of students.

> “If you want to go to an institution where you get the best module structure and tutor support, come to BPP.”

Suggestions for quick wins:

- Students have noted that classes are often rescheduled, or the mode of delivery is changed at extremely short notice. It is understandable that this can be a difficult situation in unforeseen circumstances, but students would appreciate an explanation for the change where possible as this will increase transparency and alleviate student concern. If schools can keep a record of how many classes have been rescheduled, this can be kept centrally to compare whether this is an issue in particular schools and if not, it will show the number and percentage of rescheduled or cancelled classes.

Areas for enhancement and suggestions for quick wins:

The Case Management System (CMS) is an effective way of keeping students and BPP University in close contact with each other. Students have access to information on; processes, procedures, and staff members who can resolve queries. However, the response rate at which the teams respond to queries raised by students in some instances exceeds that which is deemed reasonable. As a result, students raise further queries in the hope that someone might pick up their case or realise how urgent the issue is to them as a student – thus creating additional demands on the service. A faster response time would make students feel cared for and supported by the respective schools throughout their degree programmes at BPP. BPP students and student representatives believe that Case Management System Service Level Agreements (i) should be published, (ii) reviewed by student representatives to see if these SLAs are acceptable and in line with the sector or if they could be improved and (iii) statistics shared quarterly with student representatives and relevant boards and committees on the percentage rate of the SLA being achieved.

Assessment and Feedback

When assessment briefs are given to students, they are also provided with the marking criteria. Consequently, students can easily break down questions and topics. The marking criteria also breaks the assessment down categorically, thus providing examples of how to approach any question posed in future assessments.

Getting consistent feedback from tutors is a great tool that students use to prepare for summative assessments. Based on the feedback that is received in the formative assessment, a student can confidently focus on areas of improvement and prioritise their study time on those areas. The quality of the feedback provided over time has improved based on feedback given at Staff Student Liaison Committees and other feedback mechanisms put in place by BPP. Students appreciate all the efforts that go into providing feedback on all assessments.

Areas for enhancement and suggestions for quick wins:

Formative and summative feedback is important to students because it gives them the ability to make improvements on assessments to attain favourable grades. Students noted that on occasions the formative assessment feedback has been received very close to the deadline for summative submissions, resulting in limited time to action the feedback. Students would like to see feedback given at least two weeks before the summative assessment. This is something that should be possible as it gives students the opportunity to take on board the feedback and act upon it to improve in time for their summative assessment.

Learning Resources

The recordings of lectures available on the Hub have been of great benefit to many students, giving them the ability to learn at their own pace. These recordings are also useful for students who are required to resit assessments. The Hub also has links to the Online Library making it easy for students to cross reference and conduct research alongside the Hub materials. Therefore, students can explore a multitude of sources and course material to maximise their understanding of the content.

The Online Library at BPP University hosts an extensive collection of resources that all students can access, on a wide range of subjects. Students not only have access to books for their programme, but also any other programmes, having the entire library at their disposal. The resources available are not only limited to textbooks and research papers, but also include newspapers and journals, e.g., free access to The Financial Times and LinkedIn Learning which are very popular. BPP students can access these resources for free, which aids the learning process and allows students to maximise their time at BPP University.

Additionally, students can monitor their progress by completing consolidation quizzes at the end of each topic or module. This not only helps students retain information but also highlights to lecturers which topics students struggle with, enabling them to adjust their approach to suit learner needs.

Areas for enhancement and suggestions for quick wins:

- Some students on the MSc Management, SQE and Distance Learning programmes have stated that they also prefer to have the option of printed versions of the learning materials. Although they can download and print the materials themselves, the cost would be too high. Students suggest that BPP can assist by taking a survey on which students would like access to printed versions of module materials, and subsequently provide these. Students are aware of the "digital first" approach of the University, however they feel that consideration should be given to those who find it difficult to use soft copy material for their studies. Students would like a small task-and-finish working group to be set up by September 2023 to investigate this issue and explore possible options.

- Students are of the view that library facilities in the Mezzanine at London Portsoken Street is a great addition to the school however it is not inclusive to students with disabilities, and they recommend that this should be addressed by outfitting an accessible location for all students with all modern library amenities to suit their needs including lift access for disabled students and library facilities for visually impaired students. This will also help with inclusive practice and make London Portsoken Street much more attractive than it already is.

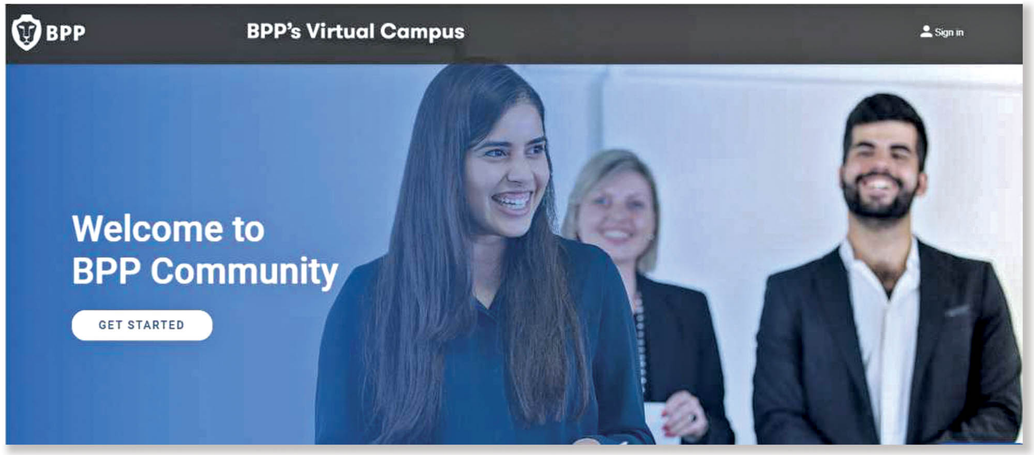
Student Voice

The Student Voice at BPP continues to be a prominent feature of the BPP student experience. Students appreciate the variety of avenues in which they can provide feedback including Staff Student Liaison Committee meetings, University boards and committees, the Daily Pulse Survey, via the Students' Association, through focus groups and through a direct line to the Senior Leadership team at BPP, including the Vice-Chancellor, Professor Tim Stewart. Actions taken by BPP on feedback are shared through the Students' Association, and the feedback loop is closed through 'Together we Change' campaigns. This ensures that students feel their opinions are valued and is another benefit of a strong, visible, and popular Students' Association.

Every student at BPP University has access to the Students' Association and they operate an open-door policy. The team has publicised the contact details of each member via the Students' Association website and highlights the services that the team offer including Student Voice, Independent Advice, and Events & Engagement. Students and student representatives overwhelmingly agree that the Students' Association actively supports the students effectively and efficiently. The team have continued to emphasise the importance of the Student Voice in high-level University decisions.



Virtual Campus



The Virtual Campus, BPP's online community platform run by the Students' Association, has helped students to engage in a safe social space and communicate with both staff and students. The incumbent Student Voice Representatives have continued to praise the usefulness of the Virtual Campus for the third year running. The Virtual Campus currently has over 20,900 users. This includes staff, students, and alumni. Since the start of this academic year, the platform has gained over 5,500 new users - over 80% of which are BPP students. Over 300 events have been posted, there have been over 91,000 page views and 3,106 interactions. Overseen by Falak Ali and Rosie Felt (the Students' Communications Team), the Virtual Campus continues to develop to best accommodate students. The Law School has private centre pages allowing each Head of Law to regularly update the students in their centres. The Nursing School now also have a private page for their students. In the past the Nursing School had the lowest engagement with the Virtual Campus; this is changing dramatically as the Award Leaders now push the benefits of using this platform during inductions. The Communications team have also re-launched the International Students group, in an effort to increase our support for these students in our community.

Thanks to the Virtual Campus, BPP Students' Association events are more popular than ever. Since September the events board alone has been viewed over 10,000 times. Students have been able to find and access events taking place in all centres and online easily.

Groups on the Virtual Campus are one of the most popular tools that the platform has on offer. Since the start of the academic year, the Groups tab has had over 6,000 page views. The most popular group on the Virtual Campus is the Competitions group which has been interacted with over 20,900 times! Competitions are updated weekly by the Events and Engagement team. These competitions have encouraged students to talk about more difficult topics like mental health or to just have a bit of fun.

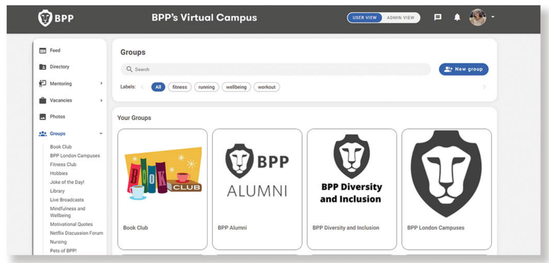
The Virtual Digest is sent out bi-weekly to all users on the Virtual Campus. It has information from all the Education Services teams, updates on events as well as giving the BPP societies space to recruit new members and update their peers. The Virtual Digest has become an indispensable tool for the Education Services teams like Library and Careers to update students on changes like the announcement of the Single Sign On and the regular careers workshops through BPPFutures. Students welcome these updates.

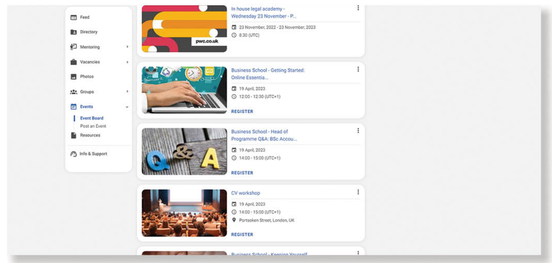
Students have commented:

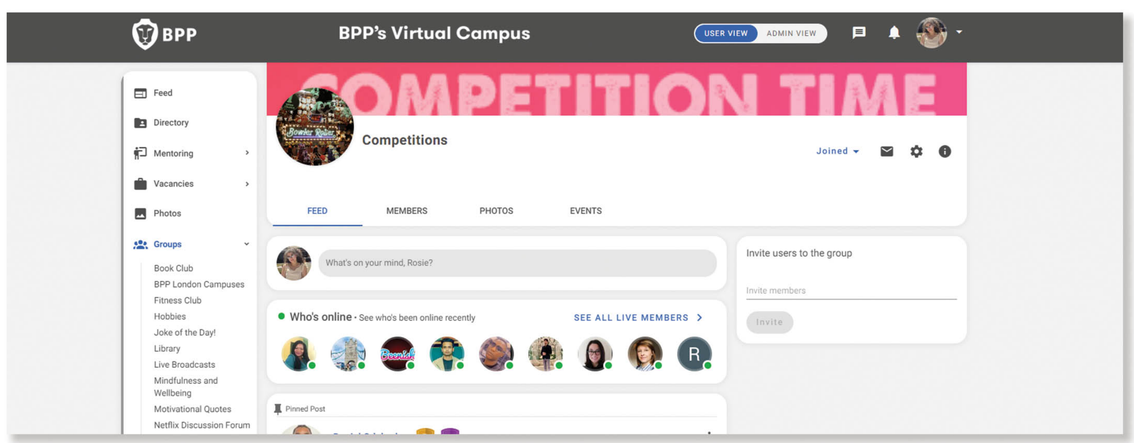
'It is very helpful'.

'Amazing place to learn new things, build networking and spend free time. I really love it'.

'It's a nice place. It's up to all of us to make it as fun as it can be.'







TOGETHER
WE CHANGE

The ‘Students as Partners’ and ‘Together we Change’ campaigns, formerly known as ‘You said, We did’ are an ideal example of the visible improvement made as a result of student voice feedback. Students can track these messages on the Students’ Association website (which themselves came as a successful result of a recommendation from the 2021/22 Student Written Submission).

Here are some examples of how BPP have previously acted on student feedback In the School of Technology:

- Revising the School of Technology Inductions – “We had some great feedback from our learners to enhance our inductions. We now provide more extensive demos of the various tools and resources we use and offer and are pleased to see that this has already led to more positive experiences. Adding to this we have extended all inductions by a further 30 minutes to ensure that we cover all onboarding documentation in the induction, continuing with the demo of the Hub (accessing modules, classrooms and recordings) and providing a little more time for the learning activity that takes place on day one”.

- BPP Library Introductions – “You all asked for more information on resources, and we have now held two quarterly walkthroughs with the BPP Library team. These have proven to be incredibly useful for all our learners, introducing you to the Library team and improving your understanding of how to use the Library service and accessing LinkedIn Learning”.

- A community of learners – “You asked for a place to speak with other learners, so we created a page on the Virtual Campus called the School of Technology group. We have also worked with the Students’ Association team to launch a LinkedIn page (https://www.linkedin.com/groups/12720786/) where learners can converse with each other and get involved with everything that is going on within BPP for students”.

- **BPP study centres –** “We have secured for all our learners’ access to all BPP study centres across the country. You will now receive lanyards while at these centres, so you can walk around freely; simply speak to the reception team, provide them your Student Reference Number (SRN) or Unique Learner Number (ULN) and you will receive a green lanyard to wear while on premises. We are also working on the possibility of getting all our learners digital IDs moving forward, so keep your eyes on this!”

- **The BPP Hub and maintenance –** “Based on the feedback we received from our learners, we have made a lot of progress with the Hub, which is maintained at a much higher standard now. We have already received amazing feedback from our learners around this, which is great to see. We’ve also noticed fewer issues around Hub and Turnitin access, so your input has been greatly beneficial.”

The School of Technology is to be praised by for their excellent and welcome responses to student feedback, and the speed at which they embraced this feedback and provided the above responses. Other schools and departments also responded positively to student feedback and all such feedback is available on the Students’ Association website.



EQUALITY DIVERSITY
& INCLUSION AT BPP

The Students' Association has been working closely with the University's Inclusion office to drive student engagement and visibility with ED&I. This effort is led by the Head of the Students' Association and the Student Voice Team, who also work closely with the Events & Engagement team. Together these teams aim to engage students, learners, and staff in a wide range of ED&I, and social and environmental impact initiatives, encouraging them to have a positive impact in the University, their departments/teams, and wider society.

The Diversity Ambassador Programme is at the forefront of ED&I at the Students' Association, which has been divided into two schemes, one to target university students, and another which targets university apprentices. The Student Ambassador Scheme is led by Student Voice Manager, Sabiya Mahmood, and since its launch in December, we have recruited 23 students. Meanwhile, the Apprentice Ambassador Programme led by Student Voice Manager, Attaullah Shah, was launched in February 2023. To date we have 10 apprentices recruited. We continue the recruitment drive at every opportunity, and we are encouraged by the enthusiasm for the programme among learners.

Additionally, the Student Voice Team has created a diversity calendar which highlights all the various diversity recognition days for the calendar year. The Student Voice team and the Diversity Ambassadors are keen to make their contribution to ED&I at BPP.

Another ED&I initiative that the Students' Association team are involved in is the "Say My Name" campaign which seeks to encourage students and staff to use the correct pronunciation of their names. This initiative is currently in the planning stage and is expected to be rolled out in April 2023. The Students' Association has partnered with several teams and staff across the University to bring awareness of this issue to the forefront, and to achieve the use of the phonetic pronunciation of all our names across the University. The Diversity Ambassadors and Student Voice Representatives will also be closely involved in the campaign to drive the campaign among students and will participate in marketing videos and student consultations. The Students' Association plans to launch a university-wide Race Reverse Mentoring programme later in the year which will be an opportunity for students, learners and staff to all engage with. The aim of this initiative is to help both our international and domestic students, faculty, and staff, learn more about each other and to build bridges and strong working relationships.

The Students' Association is also involved in Advance HE's Race Equality Charter project to prepare BPP's application for a Bronze Award. The Head of the Students' Association sits on a recently constructed working group which has been set up to work towards achieving the Bronze Award by:

- Reviewing a range of quantitative and qualitative data and identifying racial inequalities in the representation, progression and success of minority ethnic staff and students.
- Reviewing the impact of relevant institutional policies and practices.
- Responding to the results of the above and establishing institutional priority areas and appropriate aspirations and success criteria; and
- Developing an evidence-based, comprehensive action plan to underpin the agreed priorities and advance race equality over the subsequent three years (after which time BPP University will renew their award by repeating the self-assessment process).

There may be some smaller sub-groups set up to lead actions and student and staff surveys will be carried out to help inform these. Considering this, the Student Voice team within the Students' Association will also be involved in this project as it will involve the Student Voice Reps participating in student consultations.

Students and learners feel that these ED&I initiatives are tangible examples of the University's eagerness to make a difference. They strongly believe that involving the Students' Association in ED&I initiatives illustrates that the Student Voice is being considered on ED&I matters, and they are being given the opportunity to have their say on the topic at all levels at the University.



EDUCATION SERVICES
AT BPP

Learning Support & Inclusion

The Learning Support team provides students with an excellent level of support, accommodating them where needed to promote a smooth learning experience for the duration of their journey at BPP. The team makes students feel that they can continue their programme regardless of any disability or medical circumstances with their well-structured learning support plans. The support provided helps manage the overwhelming feeling students sometimes experience when dealing with issues that can hinder the learning process. Students overwhelmingly state that they would recommend the service to other students who feel that they need some extra help with studying at BPP.

Safeguarding

The Safeguarding team is one of the most important support services provided by BPP. Students agree that the best aspect of the team's remit is the fact that it goes beyond academics and recognises that there are factors which make up a student's life that cannot be covered by any module. The team is the best place for students to get information on where else they can find support in addition to what the Safeguarding team currently does, e.g., bereavement support.

Feedback from Student Voice Representatives highlighted that creating a safe space for mental health awareness is vital and they wanted to be trained on the topic. The Student President responded by organising a half-day training session with the Associate Dean of Education Services Jessica Austen and the Head of Safeguarding Sarah Jane Pryce- Compson who deliver the training. This will help with creating an environment where the Student Voice Representatives can support themselves and other students, resulting in a collaborative approach with BPP to foster mental health awareness for the student population.

"Just a 30-minute phone call can be so uplifting".

Library

Aside from the library feedback above relating to the Portsoken centre, the Library team has shown great initiative in creating a space where all students feel comfortable to study and conduct research in an inclusive environment. Students have observed that the Library has seen rapid development in their services, and acts as an excellent quiet study space with all the support that students need. The staff are knowledgeable, and the reference book selection is very comprehensive, both online and physically, which students appreciate. In response to student feedback, in early 2023 the Library team introduced single sign-on which makes the online services increasingly accessible.

"The Online Library is a useful resource when completing my assignments."

Careers

The Careers team is instrumental in assisting students in getting much needed and valuable knowledge when preparing for their future career. Students at BPP feel like they have information available to them on various career prospects, and the service is inclusive for all students; international, domestic, in-centre and distant learners. Services such as CV-writing and mock interviews make students feel prepared for job searching and confident in real world scenarios. BPP Futures, their online platform, is very extensive and subscribes to platforms that students find useful in guiding them to suitable job roles, such as GoinGlobal which is geared at pairing international students with sponsoring firms.

Students propose that short Career drop-in sessions (for example, 'How to use BPP Futures') would be beneficial.

"Students say that they are friendly, organised and helpful and the careers events that they host foster networking opportunities and interactions between BPP students across centres."

"The Careers Team is very helpful and provides such a broad range of courses and resources".

" The Careers service is my go-to for mock interviews and CV checks."

"BPP helps to build and nurture a career."

"With BPP, my dreams got their wings."

Pro Bono

The Pro Bono service is very resourceful, organised, and comprehensive. The service provides avenues for all students registered on the programme to have at least one Pro Bono experience which is very good at building on a range of knowledge and skills. Students in the Law School particularly enjoy the Streetlaw pro bono service as there are numerous opportunities to engage in a wide range of workshops. This service bridges the gap between academia and real-world application of practical legal skills. Students feel like they gain a sense of validation and experience, and that the skills learnt will indeed be useful to society.

"The BPP Pro Bono offering was one of the main reasons I chose to study here. Since joining, the opportunities given have vindicated that choice. The experience reflects the work of a lawyer accurately and the team are both supportive and inspiring".

Students identified a lack of an environmental law opportunity and were able to work with staff to establish the BPP Environmental legal clinic. This shows how seriously BPP takes this aspect of the student experience and the value it can bring to future careers.

Students' Association

Students feel that the Students' Association is a good foundation for support amongst students and to work in conjunction with BPP to improve the student experience. The services offered are useful to each student journey because of the level of additional support that is provided. Students believe their views and ideas can be shared freely using the Student Voice through the many feedback mechanisms that are in place. There is Student Voice Representation on: the University boards and committees, SSLC's, focus groups, and in-person events. This is valued by students, giving them a sense of reassurance that BPP work collaboratively with students in the many initiatives the University is involved in.

The Independent Education and Welfare Advice team receive sincere thanks from students for their support during difficult times, which has been exemplary. Students are pleased that this support is in place, especially with issues that other teams are not able to assist with. The Independent Education and Welfare Advice team provides guidance on: Extensions, Extenuating Circumstances, Appeals, Academic Misconduct, and through the Crisis Fund to provide extra support to students.

The Events and Engagement team, led by Ellie Ansher (Events and Engagement Manager) with two Events and Engagement Officers (Dan Odebode and Iysha Begum), has seen positive feedback from students in their effort to build a strong sense of community through events and clubs and societies. The team host and facilitate student led events at an average of two events a week.

It has also been noted that their efforts in creating a student life in centre has been very well received. Students have also highlighted that the growing number of clubs and societies, currently at 21 active societies spanning across all BPP centres, has greatly contributed to building student life and a sense of community. The society presidents have provided feedback, thanking the Events and Engagement team for their continued support and encouragement in their society activities.

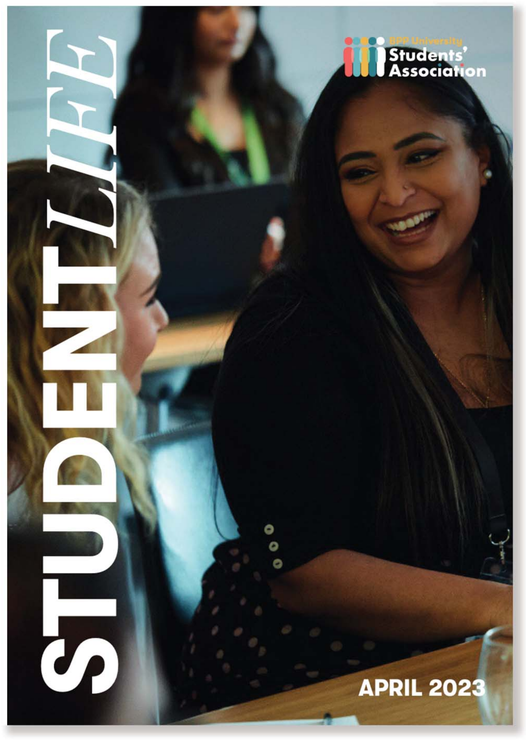
Moreover, the Events and Engagement team, as acknowledged by the students, have grown their Instagram to greatly engage BPP students on events and other student engagement activities. The following has increased by approximately 98% since September 2022, and reaches an average of 3,700 accounts per month. Students have also praised the team for introducing a series of social/environmental impact and awareness campaigns, aimed at educating and empowering students to have a positive social impact at the University and in wider society.

The Events and Engagement team continue to have a positive impact on students through voluntary student roles such as the student event coordinators, based at our London centres, Manchester and Bristol. We have seen students request further student roles, and this has been actioned by introducing a student social media creator to cater for the growth in engagement with students and on our social media. This will be rolled out further in the immediate future, with the team recruiting for two to three more volunteers to action the positive feedback received.

Students' Association magazines

The Student Life magazine is released four times a year, written by and for BPP students and learners. It is filled with personal accounts of their experiences as a student, their journey to apprenticeships and onto a career beyond BPP. The magazine is a varied account of the colourful and diverse population that make up the BPP community. Sculpted by Rosie Felt (Student Communications Manager) this magazine is yet another channel to project the student voice. The articles selected spotlight all students and learners in all schools across BPP. The magazine also shares articles from staff, emphasizing key teams and services available to support BPP students and learners. Students have described this as a shining example of the BPP community.





Student led staff awards

The Students' Association, namely the Group Head of Student Affairs, Hajra Babariya, and the Student Communications Manager, Rosie Felt, have had the opportunity to work across two stand out BPP awards – The student commendation awards, and the student led staff swards. The student led staff awards were well received and engaged with. Over 800 nominations from learners and students were made across the University highlighting the student's appreciation and satisfaction with their key learning staff at BPP. The student led staff awards culminated in an online awards ceremony where our winners were highlighted, and all staff were celebrated. These awards work to raise the morale of both our staff and students, highlighting their fantastic work as well as the synergy between both groups to make BPP the community that it is.

Students said:

'Always interactive, enables students to talk, and encourages to think critically, amazing tutor'.

'As a refugee, I always knew that my journey into the legal profession was going to be a unique one with more obstacles than others. I was supported wholeheartedly, and they never let me lose hope.'

'She taught me that my Autism is not a hindrance at the Bar, but a superpower. She has been a resolute pillar to lean on in times of stress. I cannot put into words how much she has helped me this year'.

Student Accommodation Services

The Students' Association have successfully launched two free accommodation platforms for students based in Manchester and London – University of London Housing Service and Manchester Student Homes. Led by Hajra Babariya (Group Head of Student Affairs) and Rosie Felt (Student Communications Manager), a rollout plan was successfully implemented which received high engagement from students, who have found the services useful.

These platforms provide BPP students with secure and reliable accommodation at affordable London and Manchester prices. BPP have invested in these platforms, as a direct result of student voice but also to ensure that our students are able to find accommodation close to their centre in London and Manchester, therefore guaranteeing a safer, shorter commute and lowering transport costs. This platform not only hosts trustworthy landlords, but it also employs housing advisors to chat to our students. These advisors can ensure the student's contracts are legitimate, talk them through their options and allay any anxiety that comes with trying to find a home during the British housing crisis. By investing in these platforms, BPP can support students at risk of homelessness or in unsafe housing situations. Through the student voice, BPP have acknowledged the clear need for assistance in securing and finding safe accommodation.

Overall, students believe that the Students' Association is reliable, trustworthy, accessible, responsive and that they can depend on the staff to listen to their issues and represent their interests with a high degree of professionalism. Students have full confidence in their representation from the Students' Association and believe that the environment created because of their efforts is inclusive to them all.

''Student Voice Representative away day gave a great opportunity for students from all courses to come together and collaborate their ideas to make crucial improvements within BPP''.

''I took a course on Customer Experience and all I could think of was how BPP Students' Association work together, they are very serious about improving Student Experience''.

''The Students' Association is the backbone of BPP.''

''The Student Voice Representative Away Day was a really good opportunity to meet everyone and have my voice heard, I had so much fun.''

'' The Virtual Campus always kept me connected and involved at BPP.''

''Students' Association has always been my go-to office in my campus.''

''It's my second year taking part in the SWS, it's inspiring to see the change we spark.''

RECOMMENDATIONS

In addition to the areas for enhancement and suggestions for quick wins listed within this document, students and student representatives make the following three formal recommendations.

Timetables

Students recommend that timetables are needed two weeks before the commencement of the term, so that they can plan their time in advance. Students stated that having timetables available in a reasonable time (at least two weeks before they start classes) can help to make them ready and prepared to learn, and accounts for any childcare or other responsibilities students may have. Students appreciate that timetables are difficult to create, however they have seen fellow students from other universities receive their timetables several weeks before the commencement of term and so wish to be in line with other universities. Students have also noted the recurrent theme about timetables in previous Student Written Submissions and National Student Survey feedback – and so they want this action to be looked at as a priority – with a commitment to timetables for new and returning students to be received at least two weeks before classes start. Students would like for this recommendation to be actioned within the next 5 months, before the start of September term.

Sporting Facilities for Students

Students would appreciate access to sporting facilities either on site or through a discounted subscription fee at gyms, close to the centres. With an ever-increasing focus on fitness and the need for good health, students also suggest an indoor or outdoor facility which can be utilised to host their own sporting events. This could be used to hold inter-university sports competitions, and aid sports clubs at BPP to build networks and comradery. The aim is to help students enjoy extra-curricular activities which are usually provided by universities. Students appreciate this cannot happen overnight, but a working group could look at feasibility, willingness and need, as well as exploring possible options.

Library at London Portsoken Street

Students are of the view that library facilities at London Portsoken Street are inadequate as articulated earlier in this submission, and they recommend that this should be addressed by outfitting an accessible location for all students with all modern library amenities to suit their needs. This will also help with inclusive practice and make London Portsoken Street much more attractive than it already is.

FINAL

WORDS

BPP University fosters a place of learning and wellbeing for all its students, and this submission shows how closely the University works with students to achieve positive outcomes with innovative solutions. The dedicated staff and the students who are in their care share a space of inspiration and form lasting friendships through their mutual journeys. As a result, we aspire to making BPP a place where every student feels included and has a voice that they can use to build on the foundations set for the perfect learning environment. The Student Voice continues to be factored into decision-making, thus proving that the Students as Partners approach is at the heart of BPP and that students are the focal point of every goal that BPP sets, which is an incredible display of collaborative working. BPP captures the hearts and minds of aspiring professionals who can rely on the experiences they receive and move on to reshape the industries to which they go.