STUDENT WRITTEN SUBMISSION

INTRODUCTION

JAIMIN DARJI – STUDENT PRESIDENT

I want to express my sincere thanks to the BPP staff for their invaluable contribution in nurturing student relationships and enhancing the overall student experience at BPP. It has been a privilege to represent the student voice in this significant document.

I am grateful to both our Student Voice Representatives and Student Staff Liaison Committee (SSLC) reps, who are dedicated to representing their peers and providing valuable feedback across their student journey.

STUDENTS' ASSOCIATION

ELLIE ANSHER – HEAD OF STUDENTS' ASSOCIATION & STUDENT RELATIONS

This report embodies our value of 'Students as Partners' and 'Together we Change'. As always, great thanks must be given to our Student President, our Student Voice Representatives, SSLC reps, and Student Voice team who have helped with this Student Written Submission and continue to work incredibly hard in amplifying student voice and do themselves and BPP proud.

My team and I welcome any feedback or comments on this submission, and I can be reached at EllieAnsher@bpp.com

STUDENTS' ASSOCIATION BOARD OF GOVERNORS

LAILA BARBE – CHAIR OF STUDENTS' ASSOCIATION BOARD OF GOVERNORS

As Chair of BPP's Students Association and given my historic involvement in launching BPP's Students Association in 2011, I am immensely proud of the impressive operation and enterprise that is BPP's Students Association today. In particular, the articulate and constructive advocacy of its Student Voice.
I have had the pleasure of getting to know this year's very hard working and respectable Student Rep team, who have come together on behalf of our student population to draft our 12th Student Written Submission.

When drafting BPP's first ever Student Written Submission in 2012, I could not have imagined BPP University would welcome and facilitate an annual submission and prioritise our students' recommendations with such high importance. In the last 11 years of this annual document, the Student Voice, working in partnership with BPP University, have achieved a remarkable list of changes and improvements in all areas of the student experience.

Having attended some of the SWS away day, I watched in awe at how professional and dedicated the Student Reps were to ensure that the voice of our student population was fairly represented in this document, and it gives me great pride to continue being involved in the Association through my role as Chair. Well-done and congratulations to the Students' Association team, the Student Voice Reps and all the student population for pulling together another fantastic Student Written Submission.
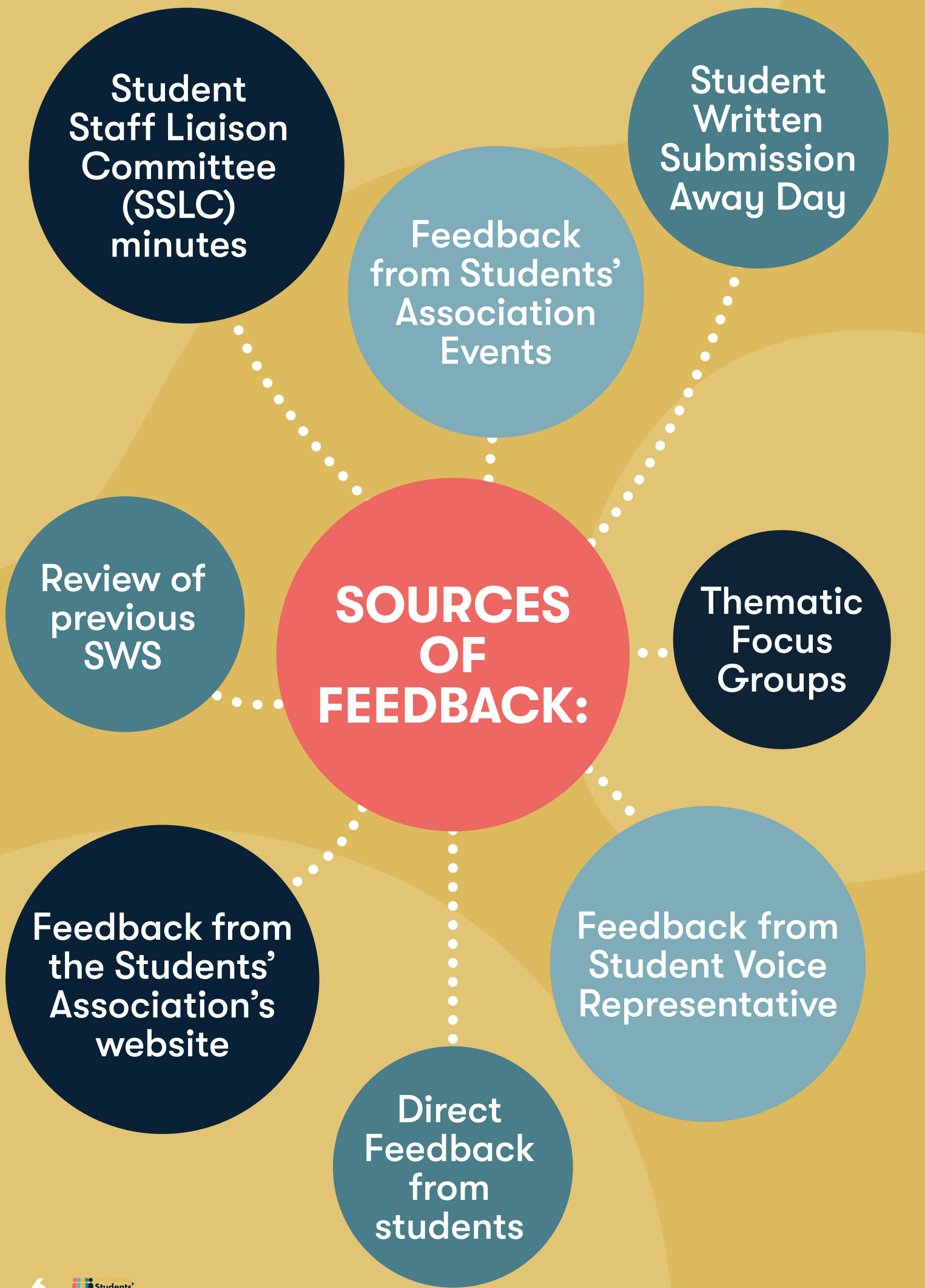
AARON PORTER – INDEPENDENT MEMBER OF STUDENTS' ASSOCIATION BOARD OF GOVERNORS

Operating in a spirit of partnership between the University and students' association, this annual exercise allows us to shine a light on what works well and should be congratulated, as well identifying areas for further work and enhancement.

The SWS is an important opportunity for an evidence-led approach to conveying the experience of students to the university. By bringing together the voices or students across different discipline areas, analysing data and focussing on thematic areas to both celebrate on and work on.

Students' Association

Student Staff Liaison Committee (SSLC) minutes

Feedback from Students' Association Events

Student Written Submission Away Day

Review of previous SWS

SOURCES OF FEEDBACK:

Thematic Focus Groups

Feedback from the Students' Association's website

Direct Feedback from students

Feedback from Student Voice Representative

TOGETHER WE CHANGE:

Updates from 2022/2023
Student Written Submission

TIMETABLES

Students recommend receiving their timetables two weeks before classes are due to start.

- In December 2023/January 2024, BPP upgraded the timetabling software to a cloud-based version of Scientia.

- The Scheduling and Planning team are working with the Product & Technology teams to deliver a new calendar (MyCal) function for university students.

- This will replace O365 timetables and be accessible via the student hub. It will be more intuitive than our current system, sending notifications of changes to classes such as time, date, and room.

- The Students' Association will continue to notify the student body of the progress of this.

LIBRARY

Students recommend modern library amenities for London Portsoken.

- BPP Library has a digital first policy which means all students have equal access to core texts, journals, and databases whether they are studying in centre or from home.

- There is now a regular library presence in the Portsoken Street student services area.

- The library team will be running events in Portsoken Street in the later part of 2024. There are now dedicated quiet study spaces on the Mezzanine and 3rd floor.

- Students are always welcome to visit the three libraries in London (Waterloo, Holborn, and Shepherd's Bush).

SPORTING FACILITIES

Students would appreciate access to sporting facilities either on site or through a discounted subscription fee at gyms, close to the centres.

- The Centre Experience team have established a partnership with Anytime Fitness. This partnership provides discounted memberships for students, free day passes and monthly activities in-centre; which are fitness themed, where students can win prizes.

- The Students' Association have recruited a Clubs and Societies Officer to grow the offering of sports societies and hold regular sporting events.

- The Students' Association campaigns regularly signposts students to cheap gym deals and sports facilities that can be booked.

- The Students' Association are also able to fund and book sports facilities on behalf of students who request it.

FEEDBACK
ON THEMATIC TOPICS

Onboarding

Good Practice
International Student Induction:

The International Student Induction have gained recognition as an exemplary area of practice. A range of workshops are held on the following: career part-time and job guidance, utilising library resources, studying in the UK, academic support services, Social Impact initiatives, and the Students' Association.

> "Lots of helpful information, and the opportunity to meet and interact with other students is great."

> "All-inclusiveness and a friendly ambiance."

Students' Ambassadors:
Centre Experience Team

Students praised the essential role of Student Ambassadors in supporting their student journey. These ambassadors were commended for their valuable help in answering questions and breaking down language barriers, particularly for international students.

Students' Association: Virtual Campus and Welcome Lunches

The Virtual Campus is essential for engaging students across all BPP locations. It keeps students informed about events and educational opportunities, workshops, and resources. It also facilitates networking amongst staff, students, and alumni.

> "I love the competitions on the Virtual Campus!"

Welcome Lunches provide a platform for the Education Services and Students' Association to introduce themselves, offering a valuable opportunity for new students to learn about the support available to them throughout their academic journey.

> "It's great to know who we need to go to if ever we need support."

> "These lunches are so helpful!"

Quick Win

Checklists for incoming international students:

International students would benefit from a checklist sent to them ahead of arrival into the UK and their studies at BPP to better prepare.

This would include:

- ☐ 1. GP Registration
- ☐ 2. Accommodation
- ☐ 3. Oyster cards and travel
- ☐ 4. Student discounts

The Students' Association already have a document that covers tips and tricks on the above, a checklist can be added.

Teaching on the course

Good Practice

The value of tutors and lecturers with real-world experience in education

The lecturers at the university bring years of industry experience, providing practical knowledge and real-life examples, helping students understand how concepts apply in real scenarios.

"Educators demonstrate considerable expertise and professionalism. Kudos to BPP for providing us with such opportunities."

Dynamic lectures and effective revision strategies

Lecturers at the university use dynamic and interactive teaching methods, incorporating group activities to encourage collaboration and community among students. BPP further supports students through revision classes for those needing extra help or preparing for resits.

"BPP excels in delivering high-quality education, with consistently supportive, motivating, and informative lecturers."

"The teaching approach is outstanding, and tutors are compassionate, supportive, and helpful."

Empowering student feedback in teaching practice

Students can evaluate teaching quality through the Daily Pulse Survey. BPP takes steps to support their professional development if tutors fall below a minimum score.

Through Student Staff Liaison Committee (SSLC) meetings, students engage in open discussions with Award Leaders and BPP staff. Immediate actions are taken to address concerns, ensuring continuous improvement.

Quick Wins

Boosting engagement for afternoon lessons

Post-lunch classes often see a drop in student engagement. Introducing additional breaks and restructuring lessons to focus on content in the morning with interactive sessions in the afternoon can help

More inclusive language in lessons

Additionally, using more inclusive language is crucial, especially for international students who may struggle with idioms and colloquial expressions.

Course organisation and management

Good Practice

BPP Hub

The Hub is a one-stop destination for students, offering access to pre-reading materials, the Online Library, support staff query forms, self-service resources, and class materials. This enhances the learning experience, providing all necessary resources in one location.

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Students appreciate BPP's course organisation

Students at BPP are pleased with the course organisation. The clear and informative module structure gives them confidence in their learning path. They also value the alignment between classroom learning and real-world application, recognising its importance for their future careers.

> "A lot of information is given to tell me what is required for me to succeed in my course."

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Quick Win

To improve communications related to timetable changes, it has been suggested to provide context as to why these changes have occurred. This will alleviate any stress experienced due to last minute changes.

Assessment and Feedback

Good Practice

Students express satisfaction with the assessment process at BPP University. They appreciate the thorough assessment briefs, which clearly outline marking criteria, required content, and expected depth, helping them prepare effectively for assignments.

> "The briefs have everything we need."

Moreover, students praise the work of tutors explaining the assessment briefs in detail. Tutors ensure that students grasp every aspect of the assignment requirements, enabling students to approach their assignments with confidence.

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MSc Management

Quick Win

Students mentioned a need to improve the connection between the feedback received in formative assessments with the outcomes of the summative assessment. They require more transparency and would like their feedback to include further constructive comments, offering clearer direction on how they can improve their work.

Law School

Good Practice

SQE

Students noted that mock exams are replicable to what they imagine the centralised assessments would be like and a great way to practice MCQs and check their progress.

Quick Win

Students felt that feedback could be more standardised and should be reviewed before being released, to ensure it is understandable and beneficial to students.

School of Technology

Good Practice

Lecturers spend considerable time clarifying assessment instructions and providing extensive support to students, including sharing marking rubrics. They ensure that feedback on formative assessments is delivered promptly.

Quick Win

Some comments in the formative feedback for the infrastructure and tools module, were unrelated to the module content. Additionally, the feedback was often brief. An improvement in the detail of formative feedback is needed.

Learning Resources

Good Practice

Diverse range of learning materials

The BPP Hub offers diverse learning resources, allowing students to explore a wide range of topics beyond traditional materials. Additionally, BPP University's introduction of AI courses on the Hub showcases its commitment to innovation and aligning with workforce trends.

Online Library

The Online Library at BPP University offers a rich array of resources to support students across all subjects. It provides free access to newspapers, journals, and premium tools like The Financial Times and LinkedIn Learning. This extensive collection enhances learning and supports academic growth.

Quick Win

Facilitating Interschool Collaboration

Sharing resources, knowledge, and perspectives between Schools allows students to broaden their understanding of various subjects. Collaborative workshops, such as a Hackathon, enables students to work together on real-life case studies requiring expertise from multiple disciplines.
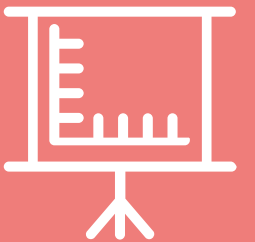
Student Voice

Good Practice

Effective representation

Students at BPP appreciate the responsiveness of the Students' Association, recognising their efforts to ensure every student voice is heard. SSLC and Focus Groups provide a safe space for students to express their opinions and share feedback.

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Accessibility of the Students' Association and Senior Leadership (SLT)

Students appreciate the accessibility of the Students' Association, with an open-door policy. Students know that their feedback will be addressed and appreciate having a direct line to Senior Leadership.

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Quick Win

Enhanced Communication of Student Feedback

Using channels such as the Student Life Magazine, Virtual Campus, Social Media and BPP Hub announcements will enhance communication of actioned feedback. More University wide changes should be shared to all students, across all Schools.

Improvement in SSLC Representation and Engagement

Utilising a standardised process across all SSLCs, such as an SSLC feedback form, can support gathering feedback more effectively.

EDUCATION SERVICES

Student Welfare and Support Team

"The team have provided unwavering support that is tailored to my needs."

"When I have felt weak, the Safeguarding and Learning Support team have lifted me up, and when I have felt strong, they have guided me, acting as lights to show me a path to wellbeing."

Library

"The Library service has been fantastic in terms of the workshops they provide, alongside the tips they give out in hunting out information."

"Library sessions have been very helpful."

Careers

"I must commend the Careers team for their exceptional work in creating numerous opportunities and providing valuable resources."

"The support from the Careers team helped a lot in preparation for my interview, which went well, and I am thrilled to share that I was successful and have been offered the job."

Social Impact

"This hands-on experience has been invaluable, providing a practical foundation that classroom simulations simply couldn't match."

"As a student who is diagnosed with Dyslexia and Dyspraxia, I felt reassured by the team's commitment to me that when presenting today, I felt confident in knowing what I was to say and do. Today was one of my biggest highlights."

Students' Association

"The events and activities organised by the Students' Association really reflects the needs of the diverse student body."

"My move to London was partly motivated by how multicultural it is and the Students' Association reflect that, by supporting a wide range of people."

"I particularly enjoy articles written by students (in the Student Life Magazine) and the information about the Students' Association and their roles. I always love the front page too!"

KEY RECOMMENDATIONS

CMS – Case Management System

Students often lack updates or clarity on response times after submitting queries through the Hub, leading to multiple submissions, especially for critical matters like visas and finances, which further delays responses.

Establishing service level agreements (SLAs) with expected response times would inform students and ease their concerns.
These SLAs should be communicated when submitting a query, and if a query will take longer to resolve, students should be informed.

Additionally, students have suggested a query tracker on the Hub to monitor progress.

Student Finance

Students have raised concerns about receiving too frequent communication from the Student Finance team when they are seeking fee payments, sometimes students have already made these payments.

They suggest that where financial communications are automated, text/audio is included that explains that these emails and calls are automated.

A further review is suggested to assess how student finance information is communicated to students. This review aims to enhance clarity and responsiveness in our financial communications with students.

Improving the BPP Hub

The BPP Hub is crucial for student support, providing essential resources and communication channels. Students have suggested integrating a search engine for easier access to resources and the query form.

Students struggle to access their student identity number (BP/SRN), which is only available in the initial onboarding email. Displaying the student number on the BPP Hub would resolve this issue.

Students also suggested introducing push notifications to communicate timetable changes, assessment deadlines, query response updates and more.

Diversification of Assessments

Students have noted they would like a variation of assessment methods.

Diversification of assessment methods enables students to access varied tools to demonstrate achievement of their learning achievements and objectives. It facilitates an inclusive approach to assessment design and enables the assessment experience to be authentic.

They suggest introducing assessed presentations. These presentations would enable students to develop their communications skills, both through individual and group presentations, allowing them to enhance their teamwork and negotiation skills, which are crucial for career development.

These types of assessment can reflect the varied presentations students may have to give in their professional fields, such as online, live or pre-recorded using different mediums such as Powerpoint, miro, or mentimeter.

Student Voice in curriculum design

Student Voice Representatives are involved in curriculum development at the stage of University approval panels. Students feel the University would benefit from involving Reps at earlier stages of the curriculum design.

This collaborative process will empower students, as they will feel their voices are heard and valued. The University will gain valuable insights into students perspectives and learning styles.

Examples of this include: involvement in the course content and delivery design of online classes to ensure more interactivity, involvement in the resource decisions to include a varied array of additional resources, such as podcasts. This can be implemented through Focus Groups and student consultations.

Final Words

BPP University creates a supportive learning environment by working closely with students to develop creative solutions and achieve positive outcomes. Our aim is to create an inclusive environment where every student feels valued and empowered to contribute, guided by the principle that we are 'Stronger Together'. By prioritising student input in decision-making processes, BPP demonstrates a commitment to collaborative efforts centred around student success. As a result, the university attracts aspiring professionals who can build their experiences to effect change in their respective industries.

Students' Association

OUR STUDENT VOICE REPRESENTATIVES
(2023/2024)

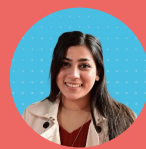**Aamir Sohail**
MSc Accounting and Finance ADAF

Thi Dac Nguyen
MSc Accounting and Finance ADAF

Sarfaraz Khan
BSc Accounting and Finance

Alija Gurung
BSc Accounting and Finance with Digital Business

Surakshya Kandel
BSc Accounting and Finance with Digital Business

Iftaker Ahmed
BSc Accounting and Finance

Namrata Sharma
MSc Accounting and Finance ADAF

Ammara Imran
Msc Management with Digital Marketing

Toyyibah Hamzah Olabode
MSc Management with Data Analytics

Omozojie Victor Ojemolon
MSc Management with Data Analytics

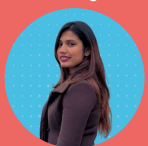**Lewis Ajibola Adebola**
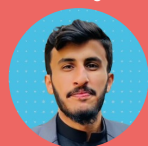MSc Management with Data Analytics

Rajesh Kumar
MSc Management
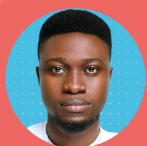
Ashaolu Oluwatosin Abiodun
MSc Management

Timothy Mukoro
MSc Management with Data Analytics

Deepika
Msc Management

Afaq Ahmad Khan
Msc Management with Project Management

AUM Khairul Bashar Molla
MSc Management

Mehrin Ruaid
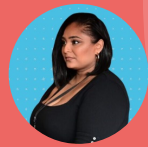Msc Management with Project Management

Harry Cowdrey
Adult Nursing Degree Apprentice

Jessica Dexter-Halliday
Nursing Degree Apprentice

Mariana Raquel Oliveira Pedro Aguiar
Foundation Nursing Degree Associate Apprentice (FNDA)

Dhimple Patel
BSc Hons Nursing Child Apprentice

Naomi Knight
BSc Hons Nursing Child Apprentice

Kelly Whiting
Registred Nursing Degree Apprentice

Oluwafunlola Fatoye (Lola)
MSc Healthcare Leadership

Meadow Garrett
RNDA

Olubukola Akinsawe (Buki)
MSc Healthcare Leadership

Daniel Scrase
LLM Law & Legal Practice (LFC/LLM)

Amy Marren
L7 Solicitor Apprentice

Sid Ali Boutellis
SQE 1 & 2 LLM

Hafsa Arif
SQE 1 & 2

Charlie Rose Taylor Castanheira
Barrister Training Course (Masters) (BTC/LLM)

Amrit Mann
L7 Solicitor Apprentice

Rukhsar Jahangir
Barrister Training Course (BTC)

Arbaz Haider Khan
LLM International Business Law

Asha Adutwim
Legal Practice Course (Masters) (LPC/LLM)
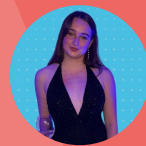
Abdul Razzaq
Law Conversion Course (LFC LCC)

Ifeouluwa Bayo-Oluyamo
LLM SQE 1& 2

Eleni Konstantinidou
Barrister Training Course (BTC)

Elle-Mae Wood
BSc Digital and Technology Solutions Professional (Hons)

Jessica Lucy Duff
L6 Digital & Technology Solutions

Rebecca Grice
BSc Data Science

BPP University Students' Association