



Manchester
Metropolitan
University

YOUR STUDENT VOICE MAKING A DIFFERENCE

Student experience improvements 2019/20



IF IT'S IMPORTANT TO YOU, IT'S IMPORTANT TO US

At Manchester Metropolitan University we are proud of our partnership with students. We believe that working together is the best way to ensure that you can fulfil your potential and make the most of your time at the University.

We value your views and opinions on every aspect of your student experience, and your feedback helps drive improvements across our campus, our programmes and our services.

This booklet tells you about the many different ways you can share your student voice at Manchester Metropolitan, as well as letting you know about changes made across the University for the new academic year in response to student feedback.

The time you take to share your views and opinions is hugely appreciated and you can keep up to date with how your feedback is making a difference throughout the year by visiting the **Student Voice** section of **Student Life**.



We're always here to listen and to learn about how we can work together to create a positive and vibrant academic community here at Manchester Metropolitan.

Thank you for taking time to read this booklet, and best wishes for an enjoyable and successful year!

Helen Laville
Pro-Vice-Chancellor
for Education



SHARING YOUR STUDENT VOICE AT MANCHESTER METROPOLITAN

There are lots of different ways you can provide feedback during your Manchester Metropolitan journey, from University-wide surveys to course evaluations throughout the year.

We really value your views and feedback, and we believe that student contributions are vital to building an academic community that works for everyone.



MID-UNIT EVALUATION

The mid-unit evaluation is a quick check-in halfway through each taught unit, to see how you are finding the course. This gives tutors the opportunity to make any necessary adjustments to help you get the most from your learning experience.

INTERNAL STUDENT SURVEY

The Internal Student Survey (ISS) gives you the opportunity to share your views about your course and units, so that improvements and innovations can be made throughout your time with us.

NATIONAL STUDENT SURVEY

The National Student Survey (NSS) is an annual survey (between January-April) that gives you the opportunity during your final year to reflect on your experience at Manchester Metropolitan and provide feedback about your course.

DIRECTLY TO YOUR PROGRAMME TEAM

One of the quickest and easiest ways for you to share your opinions about your course is by directly contacting your Personal Tutor or Programme/Unit Leader. Whether this is face-to-face, over email or at a drop-in session – they want to hear what you think.

COURSE REPS/STUDENTS' UNION

The Union works on your behalf to make sure your voice is heard across the University.

At cross-university management levels, elected Student Officers work with University staff members to collaborate on topics that have an impact on the whole University.

At course level, elected Student Course Reps play a crucial role in sharing your views at regular programme and department meetings.

You can contact your Course Reps or the Students' Union Officers with feedback throughout the academic year.

GRADUATE OUTCOMES SURVEY

It's not just during your time at the University that your student voice matters – the Graduate Outcomes Survey (that takes place 15 months after your course ends) is your opportunity to tell us about your experience since graduating from Manchester Metropolitan and help drive improvements for current and future students.

HOW YOUR STUDENT VOICE MAKES A DIFFERENCE

There have been lots of exciting improvements made to the student experience for the 2019/20 academic year in response to student feedback.

Your Programme Leaders will share with you all the positive changes made to your course and units, but here are some of the University-wide enhancements we have introduced across Manchester Metropolitan:



STUDENT HUBS

Our Student Hubs have had a complete refresh during the summer, from introducing new technology to making it even easier for you to access University services.

The hubs are now self-service, making it more accessible for you to find the information you are looking for and supporting you with your student admin.

Each hub will also have Careers and Wellbeing advisers on hand if you need to ask a question or book an appointment.

You can visit our new Student Hubs in the Brooks, Business School and Geoffrey Manton buildings, or you can call or email at a time that suits you.

For more information about our Student Hubs, please visit mmu.ac.uk/studenthub.



THIRD TERM PROGRAMME

The Third Term Programme gives our first and second-year students the opportunity to boost their skills, confidence and future with a host of exciting activities during the third term.

The programme offers something extra to enhance your experience at Manchester Metropolitan and taking part will count as credits towards your degree.

You could be studying or volunteering in another country, gaining work experience in something that interests you, or learning a completely new language or skill – the choice is up to you!

Third Term Programme activities start in June 2020 and you can register your interest to take part at mmu.ac.uk/thirdtermprogramme.



WELLBEING ADVISERS

Your wellbeing is always our top priority and we have made it easier for you to access professional wellbeing support by appointing 10 new faculty-based Wellbeing Advisers.

The Wellbeing Advisers will be based in your faculty building and are available for drop-in sessions during the week or you can contact them by phone or email.

So if you ever need a chat and a brew, please visit mmu.ac.uk/studentwellbeing for the details about the support available both within your faculty and through the central service.



ASSESSMENT CHANGES

To ensure we continue to support your student success, it is important that our assessment processes are easy to understand and for the 2019/20 academic year, we have made some positive changes to our assessment regulations based on your feedback:

- The new Coursework tool on Moodle will now be your one stop shop for submitting your work and getting your provisional grades for your assignments
- You will now be able to see all your assessment hand in dates at the start of the academic year on Moodle – there is also a new 9:00pm deadline on the day you need to submit your work
- The capped late submission mark (40% for Level 3-6 and 50% for Level 7) for assignments submitted up to five working dates after the original deadline has been extended to all students – so you won't have to take a reassessment later in the academic year.

You can find more information about our assessment changes at mmu.ac.uk/assessments.



DIGITAL ENHANCEMENTS

We have invested in new technology and refreshed our IT systems to further support your university experience:

Moodle – we have introduced a new messaging and notification system in Moodle to help improve communications and reduce the number of emails you receive.

MyMMU – there are now more tiles on our MyMMU app to make it easier for you to access the information you need.

Assist – our new IT support tool 'Assist' is where you can log any IT requests or issues in a couple of clicks.

Laptop loans – we have expanded the availability of laptops for you to borrow and we will be continuing to invest in the service during the 2019/20 academic year.

Find out more about the IT support available to you at mmu.ac.uk/itstudent.

CAMPUS IMPROVEMENTS

Your feedback has helped inform the exciting changes we have made to our services and facilities across campus:

Library – more support tools, books and resources are now available at the Library, and we are introducing a new book return facility in the Brooks building during the first term.

Lecture Capture – we have introduced Lecture Capture to additional classrooms and lecture theatres across our faculties, giving you access to even more lecture recordings on Moodle.

Food outlets and cafés – our new look 'Mill' food outlets and cafés have refreshed their menus to make sure you have delicious food available at great prices.

Find out more about our latest campus improvements at mmu.ac.uk/student-life.



**Find out more about how your student
voice can make a difference by visiting:**

mmu.ac.uk/studentvoice