



Introduction to the OfS

Working together to improve the
student experience

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05/12/2024

The Student Debrief

The Student Debrief: the quarterly catch up between the OfS and student representatives on our shared interests and goals

Office for
Students

OfS

Icebreaker

How would you describe your higher education experience in one word?



Introduction to today's team



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OfS



Today we will:

- Explain **who we are** and how we support and engage with students
- **Work together** to develop future student debriefs that will be helpful and interesting to students
- **Listen to you** about the key issues affecting students and what you regard as the highest priorities

Who we are

A regulator: a body that oversees a particular sector or industry, using its powers to achieve the behaviour change needed to achieve policy objectives

Participation

All students, from all backgrounds, with the ability and desire to undertake higher education, are supported to access, succeed in, and progress from higher education.

Experience

All students, from all backgrounds, receive a high quality academic experience, and their interests are protected while they study or in the event of provider, campus or course closure.

Outcomes

All students, from all backgrounds, can progress into employment, further study, and lead fulfilling lives, in which their qualifications hold their value over time.

Value for money

All students, from all backgrounds, receive value for money.



How do we engage with students?

Student panel -
soon to be
Student Interest
Board

National Student
Survey (NSS)

Student Debriefs

Representation
on the OfS board

Student
reviewers in TEF
and other quality
work

Insight
mechanisms

Disability in
Higher Education
Advisory Panel

Notifications

Discover Uni



The Student Interest Board

- A committee of the OfS board, providing a way for students to be directly involved in the governance of the OfS
- Made up of students and people with expertise in representing and supporting students
- Members receive the OfS board papers and feedback on issues directly to the board
- There will also be opportunities for the Student Interest Board to highlight key issues not raised in the papers which will inform the OfS's insight work and future board meetings
- **We currently recruiting for the Student Interest Board!**





How you can raise concerns

- **Complaints:** Any concerns relevant to the university of college should be made to the university of college using its complaints process. This is for students, former students or any other people. The process should be easy to follow, and information should be easy to find. If you are unhappy with the outcome of this process, a complaint can be made to the Office of the Independent Adjudicator (OIA).
- **Notifications:** Issues that you have about your university of college that are relevant to our regulatory remit need to be brought directly to us. This would include issues affecting a whole course or particular groups of students regarding teaching quality, academic support, mishandled complaints, university management, fairness and equality or freedom of speech.



How we help to improve equality of opportunity

- Some groups of students are less likely to access and succeed in higher education in comparison to their peers.
- These inequalities can start from a young age and are not reflective of individuals' abilities.
- Our work on equality of opportunity is wide ranging, with the primary tool being asking providers to produce **access and participation plans (APPs)**.
- In their APP universities and colleges identify risk to equality of opportunity students might experience and set out what they will do to tackle these.

What is an access and participation plan?

- An APP is a strategic document, submitted by a university or college and approved by the OfS.
- In the plan the university or college commits to activities that will support disadvantaged students to access, succeed in and progress from higher education.
- Universities and colleges set numerical targets for their activity using data published by us and commit to evaluating the impact of these actions on students.
- Examples of outcomes include more disadvantaged students at the university or college, more students achieving higher grades and more students progressing into skilled work, postgraduate study or other positive outcomes.



How can you get involved?

- Universities and colleges must tell us in an APP how students were consulted in creating the plan.
- To accompany each plan submission, we invite students to complete a student submission.
- The student submission gives students a way of influencing the design and focus of the plan to address equality of opportunity.
- These submissions are used as part of our assessment of an APP and can act as assurance that students have been actively involved in the creation of the plan.

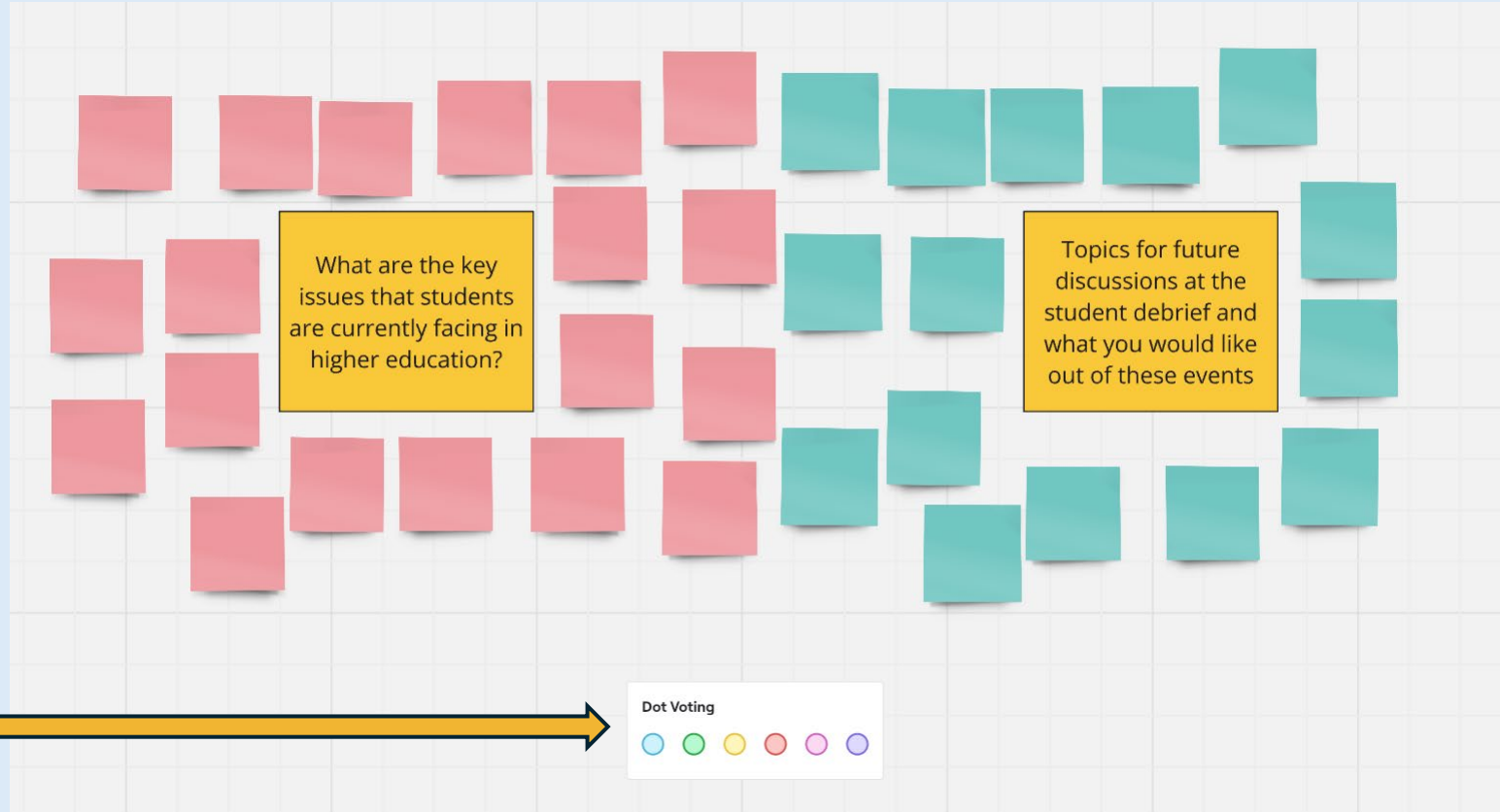
More information is available on our website:

[Help improve equality of opportunity - Office for Students.](#)





Tell us your thoughts



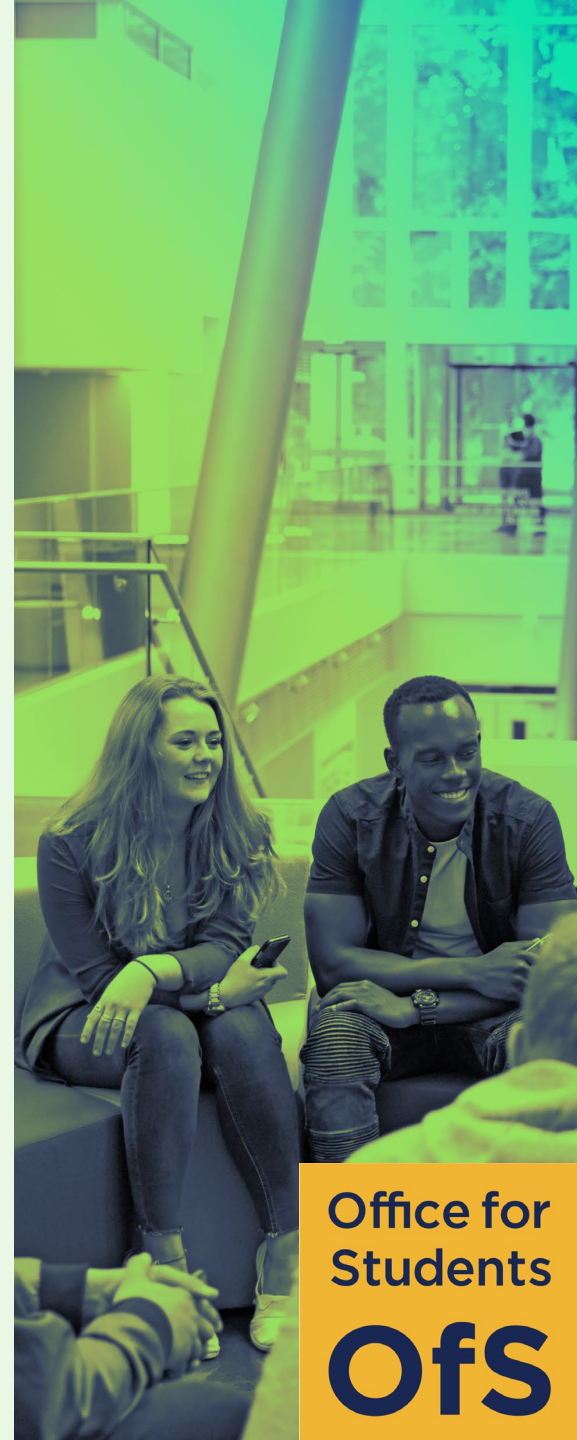
Use dot voting to
upvote sticky notes

Questions?

Ask us about...

- How we engage with students and what it is like to work on the student panel
- How we address barriers to equality of opportunity
- How you can use notifications
- How we will address the issues and feedback raised in today's webinar
- APP and TEF student submissions

Or anything else!

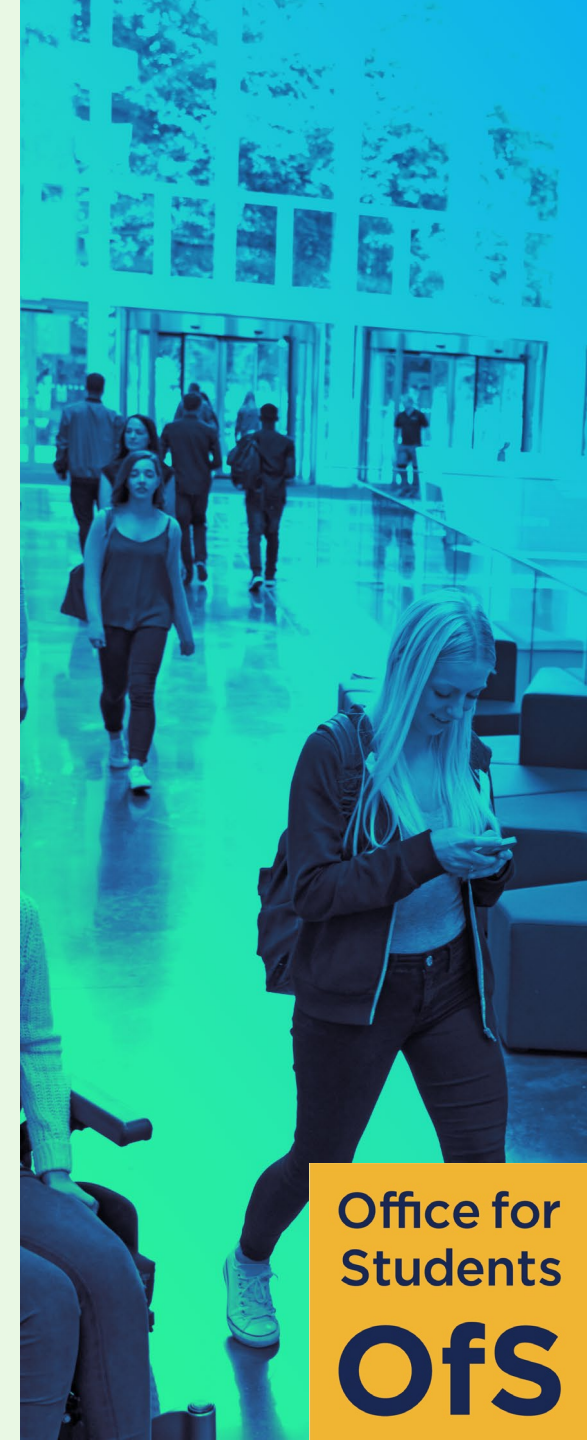


Your feedback

How did you hear about today's event?

Please rate this event from 1-5 (1 being the lowest and 5 being the highest)

How could this event have been improved?



Key takeaways

Other organisations that can provide support:

- [Office of the Independent Adjudicator for higher education \(OIA\)](#)
- [Equality advisory and support service](#)
- [Disabled students' helpline](#)
- [Student Minds](#)
- [International students' advice and guidance-UKCISA](#)

Contact us about:

Student debriefs, the student board, further signposting and questions:

studentengagement@officeforstudents.org.uk

Notifications: notifications@officeforstudents.org.uk

Get involved:

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our
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