

# Student voice: A formative or summative measure of quality?

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## Overview

- Student voice in policy: NSS
  - Student voice in practice: Engaging students
  - Alternative approaches to the student voice
  - Quality and the student voice
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## NSS

Primary vehicle for student feedback for past 15 years, aims to:

- inform prospective students' choices
  - provide data that supports universities and colleges to improve the student experience
  - support public accountability
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## Department for Education to Office for Students:



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## Office for Students to Department for Education:



## Policy view of student voice

- Satisfying the student-as-consumer
- Instrumental view of the student voice
- Homogenisation of students' voices
- Ratings and rankings

**Student opinions as arbiter of quality**

**BUT NOT SAYING THE RIGHT THING**

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# Alternative approaches

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## Formative approaches

### Student engagement

- Student self-formation
- Development of societies' human capital
- An active and informed citizenry

### On-going student feedback

- Mid-module feedback
- Student voice and engagement apps

### Students as partners

- Collaborative approaches



**It is not what you say, it is what you do**



## Voiceless student voice

- Data science
- Learning analytics
- AI

Long called for, but not standardised

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## Looking forward



## Linking data

- Student educational/learning gains
  - Student mental health and well-being
  - Student outcomes and employability
  - ‘Value for money’
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## Student experience and voice research

- Research about / with / for / on students
  - Researching student outcomes
    - Student satisfaction
    - Student engagement
    - Learning gain
    - Learning analytics
    - Salary/employment data
  - Student researchers and student data
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## Sector view on quality

- Summative or formative view of the student voice
- On-going feedback options
- Moving beyond satisfaction

## Student view on quality

- Feedback listened to and valued
  - Feedback acted upon
  - Feedback cycle
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## Engage Students!

- Challenge students
  - Support students
  - Inform students
  - Seek, ask and report on feedback
  - Provide opportunities for students
  - Hold students responsible
  - Work WITH not FOR students
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# Thank you!

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