

CASE STUDY 1

Title: ISB Student Council Process Case Study

Theme: Assessing student needs across numerous academic and other components

Keywords (2-3 words): Student Council/Academic Standards/Monitoring

Short Abstract (optional):

Insert Case Study 1 below (in form of text, images, multimedia etc.):

This case study focuses on the recently enhanced student council process adopted by ISB. This process was redesigned as part of our recent QOI reengagement process in 2020, and aims to assess and correlate the academic needs of our student populations, with the intention of improving all aspects of their experiences throughout their time with ISB.

Prior to and during re-engagement, it became clear to the management team that the student council format and structure was in need of amendments for several reasons. Firstly, class representatives felt underprepared in terms of what was expected of them. Secondly, the agenda of the student council meeting was led by common themes proposed by the management team rather than issues raised by the student population. Third, the meetings took place on the school premises which brought a formality to the meetings which inhibited engagement and discussion. Fourthly, responsibility for managing the student council had general ownership rather than being designated to an individual in management terms of reference. Finally, the student voice was not formally recognised at academic board level.

Our student council processes were updated at the beginning of the Spring 2022 semester to more accurately assess the needs of our student groups, and to further develop our ability to respond to and address the issues raised by students. The new structure and processes are detailed in Appendix 1. Following the introduction of the new processes, many positive impacts have been observed:

- Student council representatives are fully aware of what is expected of them in their role

- The newly developed survey gives both the representatives and management team a clear indication of satisfaction levels across programmes as well as important issues raised by students
- The location of the venue for student council meetings is now off-site which has greatly enhanced the level of engagement and discussion. The venue for the meeting has enhanced the status of the student council system in the perception of the student body and serves as a reward for the time and effort of the class representatives
- The new minutes template clearly highlights issues which either are short term or long term in nature and designates the responsibility to various staff members for addressing issues
- Academic board meetings now include opportunities for class representatives to attend in person, if they cannot represent, their voice is included by the Assistant Director, who now has overall responsibility for managing the student council process and championing the student voice

One of the key processes introduced is an anonymous student survey, completed by students across all programmes. The data gathered through our student surveys are categorised into the emerging themes emanating from the compiled data. These can change across semesters, depending on the relevant observations and needs of the individual student groups. However, ISB also utilise an analytical framework for correlating this data and do so across four main topics (Academic, Student Services/Supports, College Facilities and Student Activities). The overall objective of the student council process is to identify areas for improvement and problem solving across all areas (Academic and other) of ISB.

The updated processes are now strongly in line with the terms of reference outlined in the ISB Quality Assurance Manual. As per the terms, we strive for the student council to be truly representative of the student body, to provide an appropriate forum for students to have a voice, to offer a safe and objective space for issues to be raised, to promote student led enhancement of academic and extra-curricular activities and to ensure that student input is brought to light at the academic board level.

This submission is accompanied by supporting documentation that outline the following:

Appendix 1: Student Council Schedule and Overview

Appendix 2: Student Council Survey 1

Appendix 3: Student Council Survey 2

Appendix 4: Student Council Meeting Agenda (Example - Spring 2022 semester)

Appendix 5: Student Council Minutes Template