

Student submission for TEF 2023

This is the student TEF submission in support of our institution London School of Science and Technology (LSST)

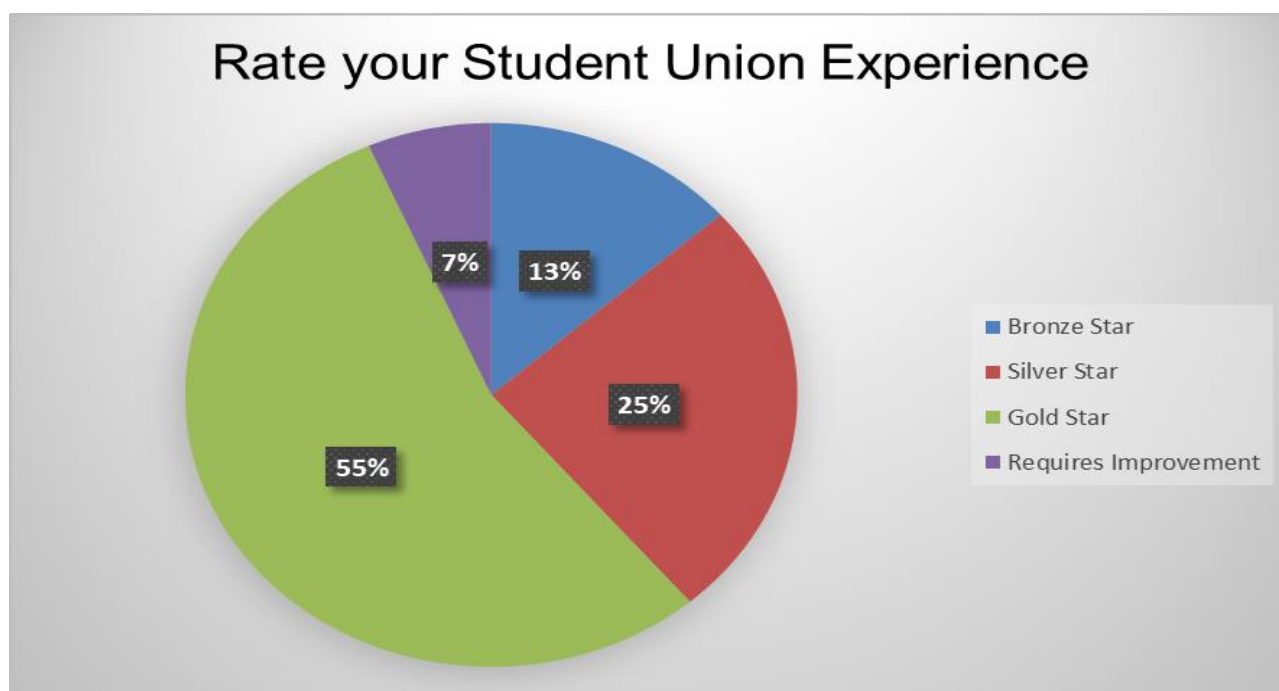
1. Approach to evidence-gathering

The Student Union at LSST appreciates the ongoing vital and proactive connection with the institution and the academic community. By actively participating in all aspects, procedures and activities, students are always listened to, and their voices are heard.

The committed management, faculty members, and academic personnel continuously assess and adapt to accommodate today's student demands and expectations in the higher education landscape, LSST strives to provide an outstanding learning experience.

The Student Union aims to develop and maintain meaningful, reciprocal, and sustainable relationships with the students.

promoting a safe environment with equal chances and free from discrimination and conflicts contributing to student enhancement through organized events, and social and media activities that contribute to their development.



(SU Survey 2023)

Our purpose is to represent students' views and interests, to enrich and enhance the educational experience and ensure that the student voice is heard and recognised at an operational and strategic level. At the level of each campus, our teams consist of:

- Class Representatives - elected by their class colleagues;
- Vice-Presidents – voted by students during organised annual elections;
- Campus Coordinators- via a selection process by the SU among willing students.

this paper aims to deliver evidence that all students at LSST are equipped with excellent learning, invaluable experience, and equal life-changing opportunities, to make a tangible difference in their personal lives and society.

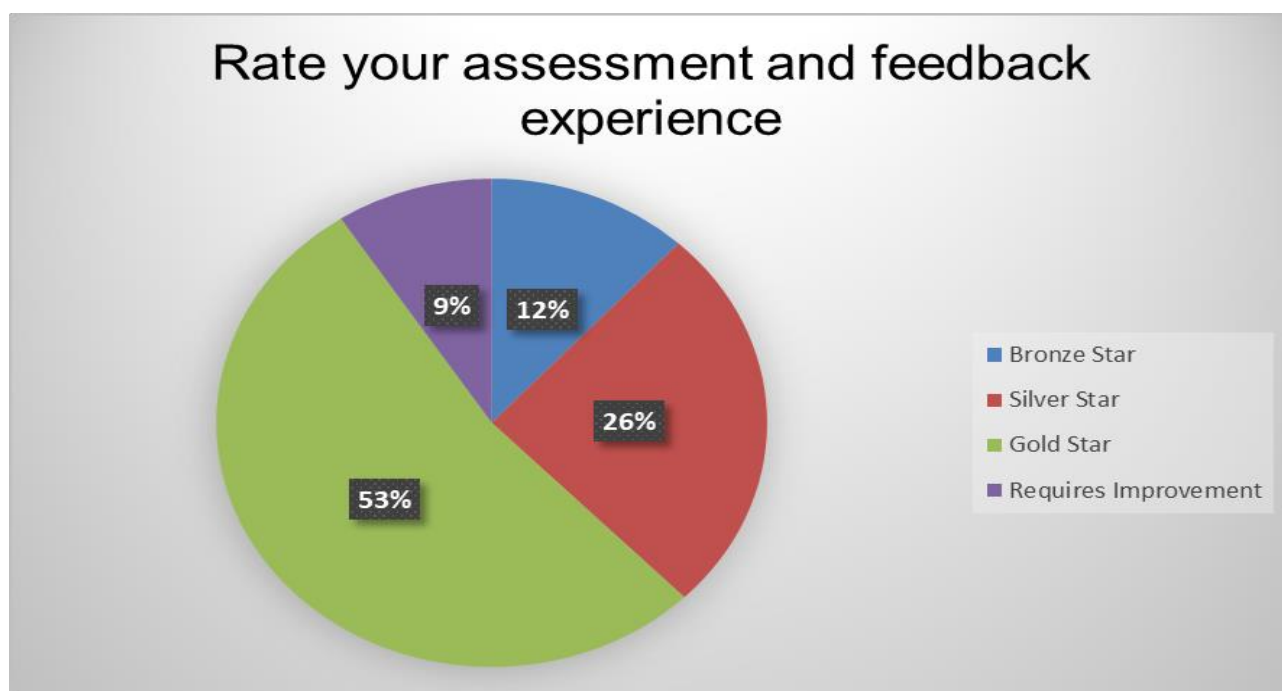
The feedback was collected between October 2022 and January 2023, through meetings with students and focus groups. Furthermore, 525 students completed our survey in January 2023, the findings are summarised and analysed as shown by the various charts included in the report. This submission captures students' responses and feedback from both course programs, business and health and all course levels.

2. Student experience

Academic experience and assessment

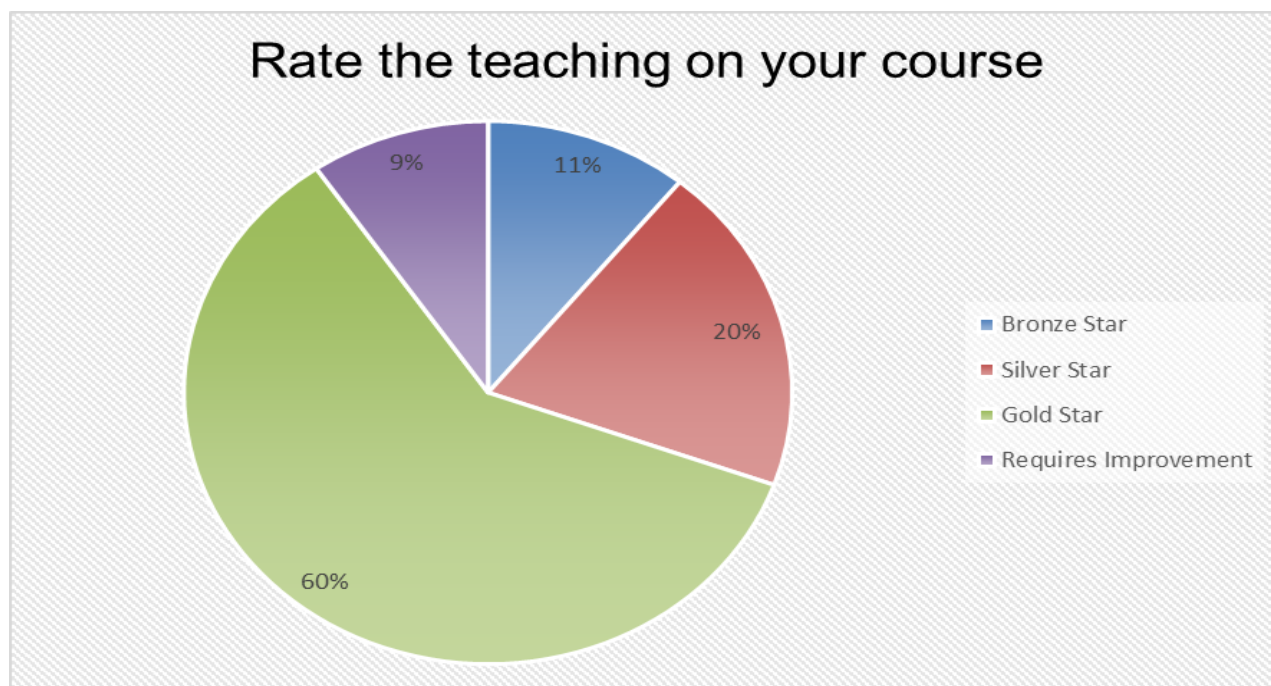
Over the last few years, LSST has fostered effective feedback and assessment practices that qualify students for the future, eager for learning, innovation, and leadership once they graduate. Hence, the SU representatives emphasise guided analysis and feedback forms that enable critical reflection and comprehensive understanding, tailored to sustain students learning progression and achievement.

The Student Union plays a key role in collecting the data, which is delineated in the relevant committee meetings that are held during the entire academic year. The SU input in the decision-making processes materialises through our participation at all boards and committees from the LSST institutional level, like the Board of Governors, Academic Board, Operational Board, Academic Quality Committee and Management Boards Committees.



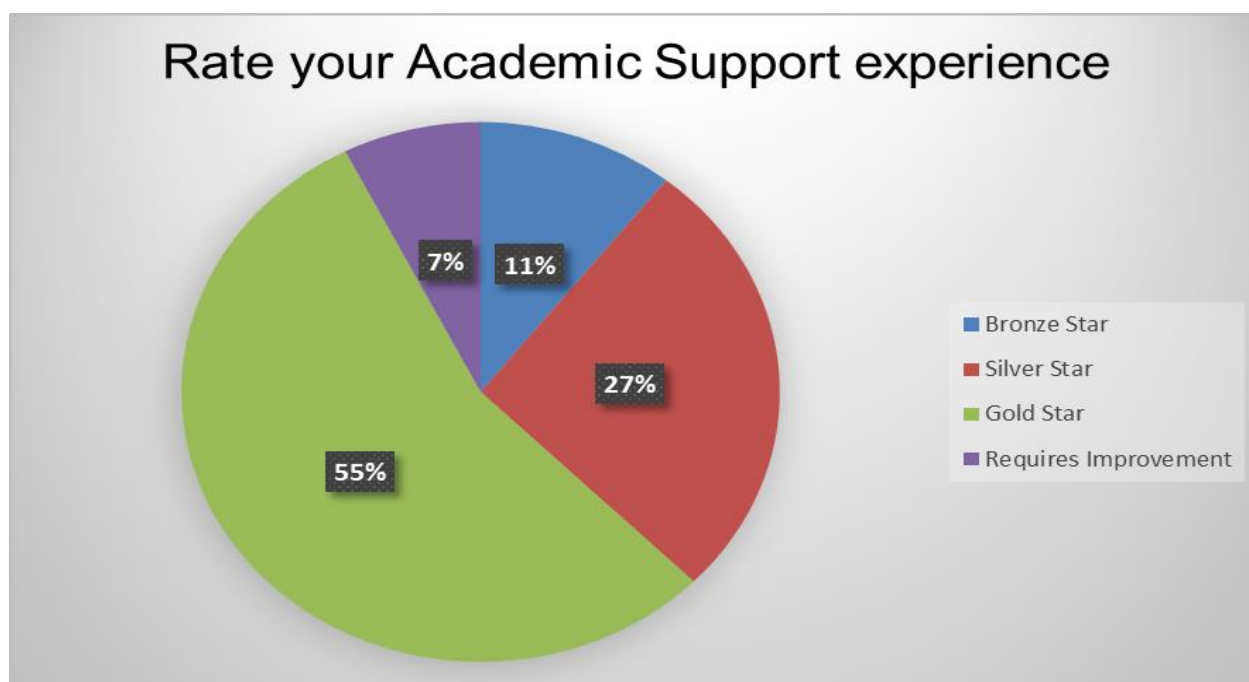
(SU Survey 2023)

This way, the students benefit from a structured approach to feedback and assessment of specific structures or templates, so the set institutional deadlines are consciously respected. Moreover, the submission dates are communicated in advance during the learning session so as the assessment strategy for the respective course module, consequently maximising the advantage to students. Additionally, appropriate academic guidelines offer instant feedback on work assessed during tutoring classes or on scheduled timetables. Hence, students are timely informed and supported with constructive feedback, and subsequently, their adherence to agreed deadlines is monitored through institutional programs.



(SU Survey 2023)

Building on the work of the previous reports, hard work, exceptional contribution of the SU members and the feedback received from the students shows that LSST programmes are accessible and provide equal learning opportunities for everyone. Lecturers are always considering different approaches and adapting different learning styles while delivering course material in the classes. Our student community successfully conceives the course content in an environment that promotes, embeds inclusivity, and employs various methods for deterrent-free learning opportunities. Hence, the delivery and evaluation for students with learning disparities and physical disabilities are made with no obstacles, and the learning venture is equal to other students. Important to mention is the significant technological improvement with innovative systems that provide students access to audio and visually recorded lecture material or any different previous session. A very large number of students agreed that collaborative teaching methods have highly improved and the lectures are very engaging with relevant concepts that are better understood, using examples, debates, case studies and discussions.



(SU Survey 2023)

Resources, support, and student engagement

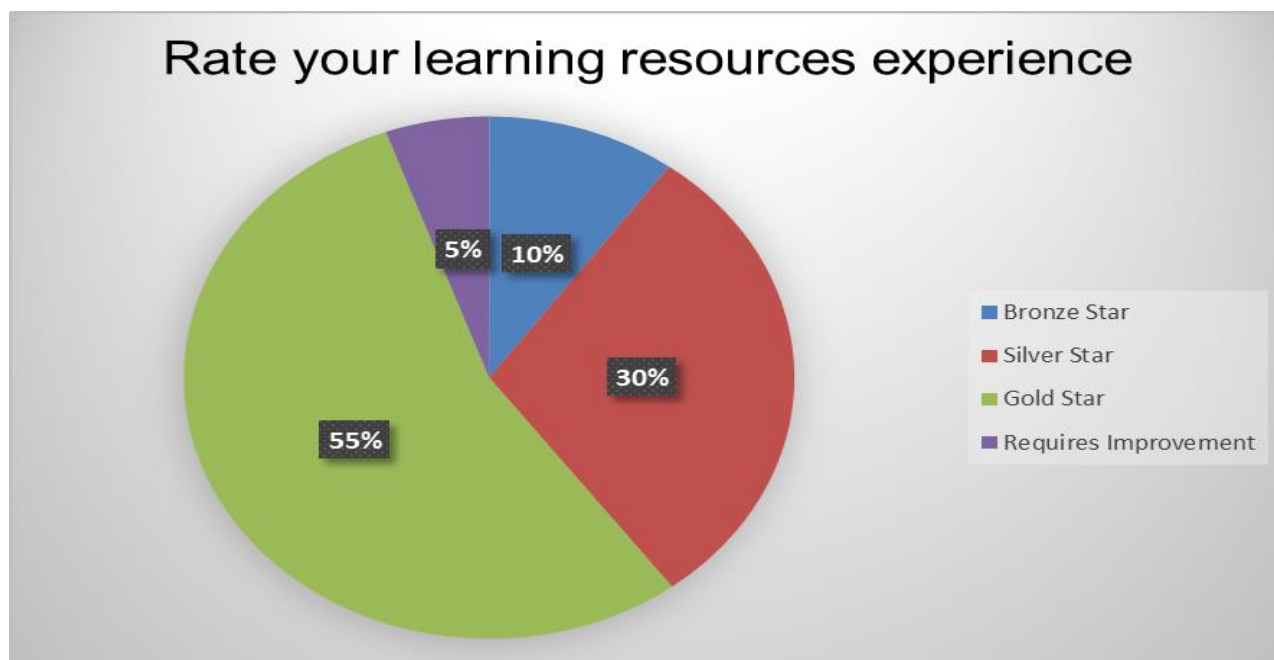
The SU representatives are successfully teaming with the student enhancement team, developing new ways to improve the student experience and provide the most efficient support and services to all students. Nevertheless, in September 2020, LSST established an additional supporting department, the Student Engagement Team (SET). The department's main priority is to furnish a beneficial conduit to other enhancement services available for students, such as Student Support, Academic Tutors, and PATs (Personal Academic Tutors). The efficient collaboration of the above departments helps the rated students, as part of the Student Academic Progress Review (SAPR), to re-engage and complete their course successfully.

According to HESA data analysis for the academic year 2020/2021, a significant number of our students are from proletarian settings and communities (HESA, 2022). Moreover, the average age across all campuses of our students is 37 years, and over 50% come from ethnically diverse regions. Consequently, the support and enhancement that the students are provided with are diverse and complex. The students expressed their satisfaction and appreciated the support received from all the support departments, especially after using the service which has proven to be very helpful. Other students have appreciated and found helpful the availability of the PATs and the positive outcome of the meetings. The communication is very efficient and relevant information is always sent to students on time, through different platforms that support those students with disabilities as well.

Employability and Careers is one of the vital departments that help students find experiences of genuine value to course learning objectives and a student's career goals by connecting them directly with trusted placement providers. The students are guided on how to apply for a placement provider and further offered support throughout their placements. Furthermore, the students are provided with support and guidance throughout the process of career readiness, including advice and support on updating their CVs (Curriculum Vitae), cover letters, application forms and interview techniques and practice. CV writing and employability workshops are available for students in collaboration with Course Leaders who ensure that these events occur at an appropriate time in the course curriculum. Moreover, the website and VLE (Virtual Learning Environment) provide different resources and templates created by the team to enhance students' employability and career aspirations.

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Nonetheless, the department is continuously improving based on the student's requirements. The LSST management makes significant further resourcing to support effectively, fulfil student aspirations and expectations and ensure their best performance.



(SU Survey 2023)

At LSST, students have fair and equal opportunities to develop and attain their full potential, accessing a comprehensive spectrum of available resources and high-standard facilities. All students appreciate that their issues can be raised at the Panel meetings, where they are represented and acted upon, expressing their satisfaction with campus facilities and the health and safety measures implemented and maintained especially during the Covid-19 pandemic and when restrictions have been eased.

As the Higher Education system was changed by the Covid-19 pandemic, all the strategies implemented by LSST to ensure continuity and consistency of learning have been successful.

It was a completely new learning platform for the new students. Still, the remarkable effort from the LSST technical team, the VLE teaching, and the tutorials allowed all students to adapt and to be able to reach support when needed. Implementing the blended learning model has been particularly challenging for everyone; nevertheless, the feedback from the students has been very positive, as they had continuity and consistency with their academic performance.

The resources, either human, digital or technological, effectively assist students in learning and developing independent study and research skills. The system proved highly efficient, especially during the Covid-19 pandemic, and LSST made considerable improvements. The online resources composed of audio and visual content, educational materials, and extensive online library support students to achieve the best academic performance.

Every campus has appropriate resources, virtual learning environments, workshops, and opportunities to participate in research projects. Based on our regular surveys and feedback, the physical libraries, students reported that they are satisfied with the study environment space, size, and the variety of available resources.

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Also, the online resources recorded high student satisfaction, providing excellent and easy access to the partner universities' online libraries. As data shows a very high number of students found it easy to access additional resources available on the campuses.

Based on the interests and feedback from the student community, the SU had organised a variety of activities, social events, project meetings, training and awareness courses that have proven to have a remarkable and positive impact on the engagement and satisfaction of our peers. The result of a good collaboration with the engagement team has proven to be beneficial for the student's well-being by implementing different training sessions. During the pandemic Covid-19, the data and feedback collected led to the development of the Mental Health Awareness course. The pandemic has dramatically changed our lives, including our relationships with other people in our neighbourhoods, our families, our homes, our workplaces, and our Campus environment. During these strange and challenging circumstances, I considered and worked on additional ways to get involved and support students who are more vulnerable.

this unexpected change of life due to the Pandemic, for many students has been the moment to challenge themselves, learn new skills, read more, set new goals and paths in their career, be more kind, help, to share, to love and to be grateful for every day of life and for everything that surrounds us.

There is a 5 steps guide for keeping or helping improve our mental well-being support students which faced emotional and stressful challenges. Inspired by official websites of Mental health and well-being create a small plan of rules

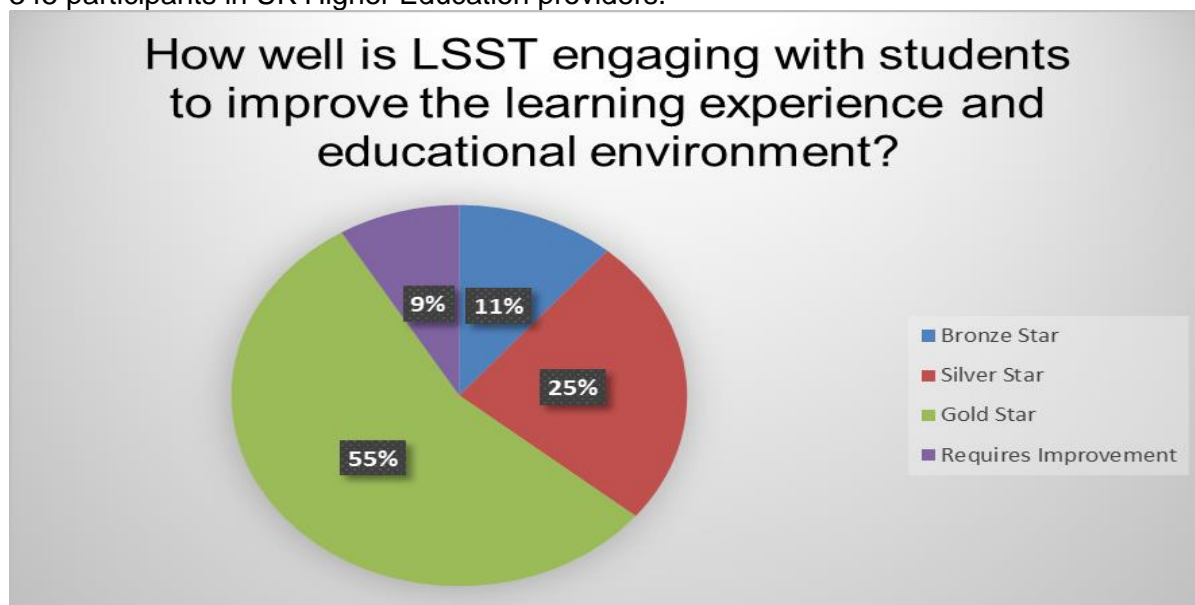
Collaboration with the marketing department is essential and with visible outcomes. Students have been participating actively in different articles, interviews, and events organised by the marketing department; the activities' success is stated on the LSST social media. Refer to the table below that lists the most recent events.

Event/Action	Date
Social Media- Article –LSST students interviewing <i>Bosch official Representatives of how technology will make the world a better place.</i>	Completed 24 th of January 2022
Social Media- Article –LSST students interviewing <i>Mars Vice President.</i>	Completed 14 th of February 2022
Social Media/ Article –regarding the <i>Ukrainian conflicts.</i> “Quotes show that ending war is the greatest problem: Plans, propaganda and prejudices”	Completed 2 nd of March 2022
Be; Live, – Mental Health Charity -The event has taken place in Birmingham Central, hosting famous speakers and registered students that have participated from different universities.	Completed 2 nd of April 2022

SU Book Club – Club that engages with all the students passionate about reading and writing, either face to face in the campus library or online.	Completed 4 th of April 2022
Focus Group – Event organized in collaboration with the Quality Team	Completed 7 th of April 2022
Easter Baking Competition- Fundraiser Event for the British Red Cross.	Completed 11 th of April 2022
Mental Health Awareness Week – Guest Speakers Action developed in collaboration the Engagement team and Student Union.	Completed 11 th of May 2022
LSST First Research Symposium – Event organized by LSST management, Lecturers, and students' contribution from all the campuses.	Completed 13 th of May 2022
Mental Health Awareness – Continuation.	Completed 3 rd of March 2022
Fundraising for British Heart Foundation	Completed 19 th of June 2022
Article Writing Competition	Completed 23 rd of May 2022

3. Student Outcomes

According to the National Student Survey 2022 (NSS), which enables students to share their thoughts and feedback about their course study experience, LSST classifies in 15th place out of the 345 participants in UK Higher Education providers.



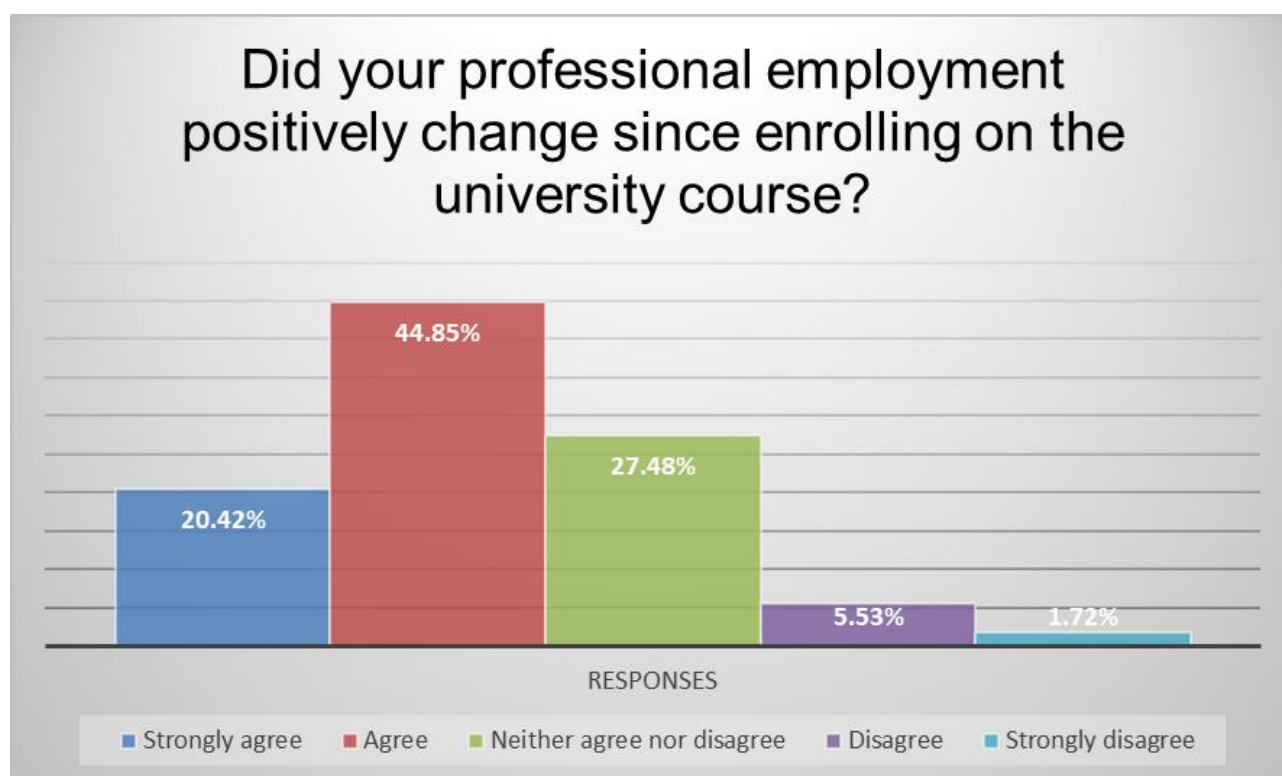
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With a percentage of 95.65% of students satisfied with their experience at LSST, statistics from the 2022 National Student Survey (NSS), above the 76.29% sector-wide norm across the parties, an outstanding achievement that overreached the OfS benchmark designated for LSST at 85.63% (LSST, 2022).

Students have highlighted the importance of course flexibility and appreciate that they can suit their commitments to the degree course. More distinguished is the emphasis that students can study in small learning groups, and one-to-one interaction with lecturers and academic staff contributes to better performance and outstanding student results.

In the opinion of the students, LSST fulfils its mission, being a diverse and inclusive society of mature students from different backgrounds or economic standards that can experience and excel at the full spectrum of educational opportunities. By offering different undergraduate courses conceived to develop an academic ethos, students who select to study at LSST benefit from 100% commitment and professional support during their educational journey.



(SU Survey 2023)

The opportunity to produce this submission, representing the student's voice, allowed me to also share my student experience, to perform at high standards, presenting a visible discipline and work ethic.

I choose LSST because the undergraduate pathway has a clear structure, and because of the great reputation and excellent feedback.

The staff at LSST are professional, friendly, supportive and helpful. They were always happy to assist me when needed and to answer any of my questions. As every class or group has an assigned academic tutor, I have been able to arrange meetings every time that I needed academic support.

I am aware that changes at high levels and political uncertainty can cascade down to the everyday life of the students and how the unpredictability can impact the whole sector of higher education.

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All students at LSST are empowered and equipped to learn and develop at their full potential, and colleagues that graduated previously are contributing to their communities. The positive impact is evident; many students agreed that their employment opportunities had changed positively. Many students have decided that their employment has improved thoroughly, even from the second year of study.

The unique, flexible, personalised learning and the evolution of graduate attributes are the key factors that lead to outstanding outcomes for long-term and skilled employment. Students appreciated and are satisfied with the way their feedback is collected, their issues are raised and acted upon, appreciating that SU uses different platforms to communicate efficiently and timely manner, especially on important matters. Students have noticed a beneficial bridge built between students, lecturers and supporting departments and value the culture and transparency in all actions of SU.

Constantly deliberating on the potencies and liabilities through overlaying cycles of examination, innovation, and analysis to improve the educational weight, LSST prepares and changes the student's future, as students' testimony reflected. Noted throughout this submission, based on the feedback from the students, LSST provides excellent practice through different strategies to further develop and improve. The Student Union strives to ensure a focused approach in all aspects related to student life at LSST and that a positive outcome will always be reached. Exploring and further adopting new and creative methods, the student union is committed to improving peer experience and their educational environment, generating efficiency, and overseeing potential advantages that will benefit students' academic path.

Provider name: London School of Science and Technology

References

HESA (2022) *Higher Education Student Statistics: UK 2020/21, HESA - Open data and official statistics*. Available at: <https://www.hesa.ac.uk/data-and-analysis/> (Accessed: January 17, 2023).

LSST (2022) *LSST scores a landmark 95.65% overall student satisfaction rate for NSS 2022, London School of Science & Technology*. <https://www.lsst.ac>. Available at: <https://www.lsst.ac/news/lsst-scores-a-landmark-95-65-overall-student-satisfaction-rate-for-nss-2022/> (Accessed: January 12, 2023).

SU. Survey (2023) *Student Experience and Outcomes, LSST .SU. Student Experience and Outcomes*. Survey Monkey. Available at: <https://www.surveymonkey.com/> (Accessed: January 18, 2023).