Ten steps to improve student communication and engagement at Royal Holloway

The Students’ Union and College are working together to improve the way that information is shared with students, opinion is sought and considered and decisions are made and understood. We have put together an initial plan with ten suggestions that we think will make a difference, and we’d like to know what you think of these ideas, and if you have any yourself.

We will:

1. Put more resources into student communications, starting with our new student communications intern working a day a week to help communicate key college information to students and encourage debate.

2. Review the way that student representation works on Council to ensure that student views are always expressed, for example by timing SU meetings around Council meetings.

3. Create a new area on the student home page, Have Your Say, where all College consultations are posted for students to consider and comment on.

4. Make College committees work better, firstly by making sure that those college committees that should include a student representative, do, and secondly by reinvigorating staff student committees in departments, and monitoring agreed actions centrally.

5. Hold regular ‘talk sessions’ with the Principal, Vice Principal (Students and Staff) and other VPs around campus, where students can discuss issues and raise concerns.

6. Launch a weekly ezine for students covering latest news, campus updates and information and opportunities to feed back.

7. Launch a new student intranet, bringing together a number of existing webpages into one central hub, with frequently updated news and information.

8. Open a new student ideas scheme, online and through the Campus Me app, where students can give feedback on existing services, and submit their ideas to improve them.

9. Publish action plans to show how we are addressing feedback raised in the NSS

10. Continue to develop collaborative working between College and SURHUL, so that we can monitor the impact of these ten steps and keep on improving.