**Engagement and Satisfaction: Mediators and Moderators**

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Enhancing the student experience is a key strategy for promoting and maintaining the quality of the teaching and delivery of the programmes offered in higher education. With a shift in the focus of funding to universities from the government to the student, there has been a concurrent shift in how the quality of education is evaluated. The National Student Survey (NSS, 2005; Hanbury, 2007) and the National Survey of Student Engagement (NSSE, 2000; Kuh, 2009] have been developed to some extent as quality standards but the extent to which either of these tools reflect the quality of the learning experience is arguable (Gibbs, 2010). This session will focus attention on a key debate regarding methods to evaluate the student experience and thoughts for expanding opportunities and outcomes.

Aims - This session is constructed around three main aims:

1. Understanding and responding to the debate regarding the relative roles of student engagement and student satisfaction in promoting an active learning experience ;
2. Develop a critical understanding of the difficulties in measuring direct and indirect processes of learning as a reflection of the quality and standards of the higher education experience.
3. Consider major mediators and moderators of engagement and satisfaction and their relationship to different learning styles.

Intended Learning Outcomes - At the end of the session, participants will:

1. Have a deeper understanding of the theoretical and research evidence underpinning debates regarding the roles of student engagement and satisfaction as a means for evaluating the quality of student experience in higher education institutes
2. Be able to critique mechanisms for measuring student engagement and satisfaction
3. Be able to consider means for enhancing high quality experiences within own teaching and student contact in higher education.

**Student driven learning (funding)**

**Dimensions of**

**Quality**

**?**

**Student experience of learning**

**Improved Student outcomes**

**Engagement or Satisfaction**

**Session plan:**

Pre-session – Everything will be done in the session. Come and be prepared to participate in an active and lively debate on the student experience and quality of higher education.

Presentation – defining engagement and satisfaction

Questions and Vote within presentation on NSS and NSSE questions

**Activities:**

5 minute discussion on implications of measuring engagement and satisfaction on:

 Preparation for sessions/modules

 Assessments (means and frequency)

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