University of Essex

LUMINATE Framework

This engagement and improvement Framework has been developed to help us listen to our student community and further enhance the student experience. The Framework will help us look at student expectations of **teaching delivery**, our **assessment and feedback** processes and procedures, and the **student support** that we offer.

We recommend that you follow a rapid, six-week development cycle when using the LUMINATE Framework during the Autumn term. For a detailed breakdown of the four phases of activity, and the minimum suggested "interaction points" with students, please take a look at the key milestones in Moodle.

What is the LUMINATE Framework?

The LUMINATE Framework uses solution-focused thinking to understand, explore and, ultimately, solve problems from a student-centred perspective. Think of it as a flexible improvement framework to help us all enhance the student experience.

Listen - Capture student feedback using unstructured interviews or opened-ended questions in an online survey.

Understand - Process feedback for meaning. Return to students for clarification and additional insight. Define "design challenges" to work on with your students.

Meditate - Think deeply about the proposed challenges (and problems that they intend to solve). Change them if necessary.

Ideate - Brainstorm possible solutions with student representatives.

Negotiate - Allow students to select three challenges (and solutions) to put into action.

Apply - Bring the chosen solutions into operation.

Test - Return to your representative students for regular feedback.

Evaluate - Measure and monitor the impact of the chosen solutions

LUMINATE Framework Timeline

WEEKS

5

Phase 1 (Weeks 5,6,7)

6

- **Listening meeting** with representative students and members of staff.

7

- **Engagement activities**. Define design challenges with students.

8

Phase 2 (Weeks 8,9)

9

- **Think deeply about the proposed challenges.** This need not involve student engagement but could include a mechanism for the late submission of feedback, e.g., email.

- **Brainstorming session** with students and members of staff. Capture proposed solutions.

10

Phase 3 (Week 10)

- **Student poll.** Collect feedback from students in relation to proposed solutions.

- **Communicate intended actions.** Share improvement plan with students. Highlight how you intend to measure success.

- **Implement improvement plan!**

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Phase 4 (As soon as appropriate)

- **Follow up with students.** Maintain engagement with students to ensure any changes are effective. (The effectiveness of the response will be reviewed based on the success measures previously identified.)