

# Make Yourself Heard! - The Voice of Students in Leuphana's Quality Management System

Quality management at a university can only bear fruit successfully if it incorporates the students' point of view into its processes as an equal. Against this background, a student workshop under the joint direction of student assistants from Team Q and the AStA of Leuphana University Lüneburg took place on January 11, 2019 under the motto "Make your Voice Heard! - Your Voice in the Quality Management of Leuphana."

14 students from different disciplines came together to reflect on their personal ideal state of student integration and to further develop the Leuphana Quality Management System. After a short description of already existing possibilities for students to contribute to the Leuphana Quality Management System, the participants were asked about concrete measures and formats for a continuous integration of the student's view for the improvement of Leuphana's Quality Management. After a multitude of ideas and considerations, the students agreed on working on the three categories transparency, frequency and incentive.

In an open discussion, the participants exchanged views on how more transparency can be created for students, how often an exchange between quality management and students should take place and what sensible incentives would be so that students would like to actively incorporate their point of view into quality management. Finally, the ideal ideas worked out were critically reflected upon by jointly considering which steps would have to be taken to implement them and what could prevent their potential realisation.

The result of this first, successful meeting are three concrete ideas. The topics defined deal with the further development of the quality circles, the introduction of a forum as an informal exchange format between students and Team Q and the further consideration of a central office for quality in study and teaching at the AStA. These are to be further elaborated with interested students at a follow-up meeting in April 2019 followed by a subsequent implementation.

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Datum: 2019-03-25

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