

East Bridge University

Student–Faculty Engagement POLICY

Document Control

Document Title	Student–Faculty Engagement Policy
Document Type	Policy (governance document)
Policy Owner	Office of Academic Affairs
Approved By	Academic Council / Rector
Applicable To	All academic programmes — DBA, PhD, EdD, Applied Doctorate, MBA, M.ED
Associated Procedure	Student–Faculty Engagement Standard Operating Procedure (SOP)
Version	1.0 April 2025
Review Cycle	Every two years, or earlier if required

1. Purpose

This policy establishes the framework through which students of East Bridge University (EBU) engage with faculty members for teaching, consultation, mentoring, and feedback. It defines the University's commitment to varied and sustained student–faculty engagement, the modes through which that engagement is delivered, and the principles that govern its quality and documentation.

This policy states what EBU guarantees and why. The operational detail of how each mode of engagement is delivered, including step-by-step procedures and evidence requirements, is set out in the associated Student–Faculty Engagement Standard Operating Procedure (SOP).

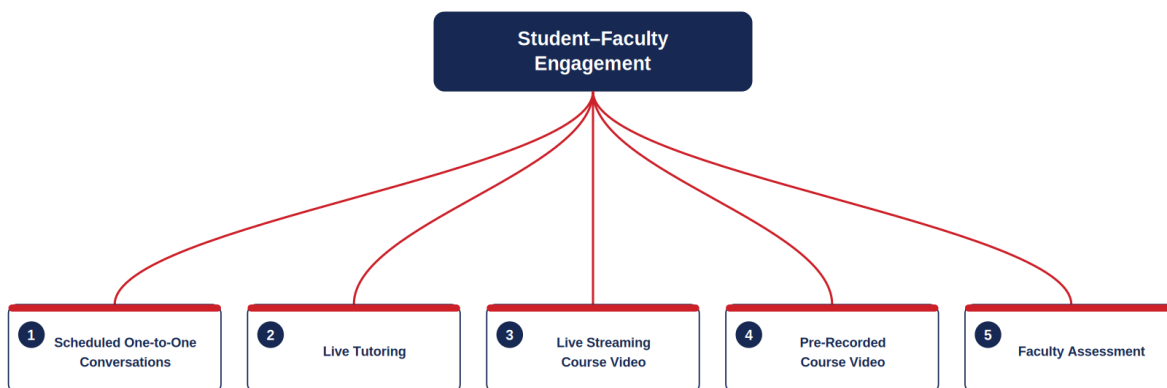
2. Scope

This policy applies to:

- All academic faculty, supervisors, tutors, and programme directors of EBU.
- All currently enrolled students across DBA, PhD, EdD, Applied Doctorate, MBA and M.ED programmes.
- All synchronous and asynchronous channels through which teaching and academic support are delivered.
- All scheduled and on-demand engagement activities, including consultation, tutoring, live and recorded lectures, supervision, and feedback collection.

3. Framework Alignment

The overview below maps the five engagement categories that EBU structures its student-faculty engagement that is addressed by this policy.



No.	Engagement Category	Delivery Mode at EBU
1	Scheduled One-to-One Conversations	Zoom consultations and email scheduling; doctoral supervision
2	Live Tutoring	Scheduled live group tutoring sessions led by faculty

No.	Engagement Category	Delivery Mode at EBU
3	Live Streaming Course Video	Pre-scheduled live-stream webinar lectures via Zoom
4	Pre-Recorded Course Video	Videos module under the Subject & Content section of the portal
5	Faculty Assessment	Student feedback collected from one-to-one and group sessions

4. Policy Statement

EBU is committed to ensuring that every enrolled student has structured, dependable, and individual access to faculty members across multiple modes of engagement. The University recognises that sustained and varied faculty contact is a defining feature of academic quality and a foundational expectation of online and doctoral education.

Accordingly, EBU guarantees that:

- Every student may request a one-to-one academic meeting with a member of faculty, and every doctoral student is assigned a named supervisor.
- Live tutoring, live-streamed lectures, and pre-recorded course videos are provided as scheduled and accessible parts of programme delivery.
- Every student is given the opportunity to provide feedback on faculty, and that feedback is reviewed and acted upon.
- Each mode of engagement is delivered according to the procedures defined in the associated SOP, and supporting evidence is maintained for institutional quality assurance and external audit.

5. Modes of Engagement

EBU delivers student–faculty engagement through the five categories below. This section defines what each mode is; the procedures and evidence requirements for each are detailed in the associated SOP.

5.1 Scheduled One-to-One Conversations

Students may schedule one-to-one appointments with faculty for questions, feedback, and guidance, delivered synchronously via Zoom with scheduling supported by institutional email.

Doctoral students meet their assigned supervisor at a minimum frequency of once every four to six weeks.

5.2 Live Tutoring

Scheduled live group tutoring sessions, led by a faculty member or academic leader, in which doctoral students discuss material from lectures and readings in detail, in line with the programme syllabus.

5.3 Live Streaming Course Video

Pre-scheduled, live-streamed webinar lectures, held in Zoom, which students attend in real time as part of scheduled teaching provision.

5.4 Pre-Recorded Course Video

Pre-recorded, research-focused course videos made available through the Videos module under the Subject & Content section of the course portal, which students may access in their own time.

5.5 Faculty Assessment

Students are given the opportunity to provide feedback on faculty drawn from one-to-one and group sessions; this feedback is reviewed and incorporated into programme improvement.

6. Roles and Responsibilities

Role	Responsibilities
Office of Academic Affairs	Owns this policy; monitors compliance across all five engagement categories; coordinates feedback review and policy review
Programme Directors	Ensure faculty deliver scheduled engagement within the standards defined in the SOP
Faculty / Supervisors / Tutors	Deliver consultation, tutoring, and lectures; maintain availability; log engagement; provide constructive feedback
Doctoral Research Office	Maintains supervision logs; tracks meeting frequency and milestones for doctoral students
Students	Initiate consultation requests; attend scheduled sessions; complete faculty feedback instruments
IT / LMS Administrator	Maintains the Videos module, Advisors' Panel, and video conferencing licences; supports live-stream delivery

7. Documentation and Evidence

For each mode of engagement, supporting evidence shall be collected, dated, and archived in accordance with the procedures defined in the associated SOP. Evidence shall be retained for a minimum of two years, consistent with the reference framework's evidence window, and stored in a manner that respects student confidentiality and complies with applicable data protection requirements.

8. Quality Assurance and Continuous Improvement

The Office of Academic Affairs reviews the implementation of this policy on a continuous basis through:

- Quarterly review of engagement evidence for completeness across all five categories.
- Annual review of one-to-one consultation response times and supervision frequency against defined standards.
- Integration of student feedback from the faculty assessment process into faculty development planning.
- Annual review of the associated SOP to reflect operational learning and changes in tools or workflow.

9. Related Document

This policy should be read in conjunction with the following EBU documents:

- **Student–Faculty Engagement Standard Operating Procedure (SOP)** — operational procedures and evidence requirements for each engagement category.

10. Policy Review

This policy shall be reviewed every two years, or earlier if required by changes to programme structure, regulatory expectations, or technology infrastructure. Review shall be conducted by the Office of Academic Affairs and approved by the Academic Council.

11. Approval

This policy has been reviewed and approved by the Academic Council of East Bridge University on the effective date stated in the document control block.

Approved by	Date
Prof. Dr Sanjib Chakraborty <i>Rector / Chair, Academic Council</i>	

— End of Policy —



Dr. Karl Meneghella
Director
East Bridge University



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