STUDENT EXPERIENCE COMMITTEE

NOTES of the FOURTH meeting of the STUDENT EXPERIENCE COMMITTEE

in the 2016-2017 academic session held on Tuesday 30th May 2017 in QA075 Greenwich Maritime Campus

Present:

Anne Poulson, COO (Chair)

Colin Allen DSE, BUS

Corinne Delage DSE, FACH

Nikki Makinwa, QM

Virginia Malone, HLS

Mike McGibbon, DSE FES

Richard Mendez, ECS

Katarina Thomson, PAS

John Schless, CEO SUUG

In Attendance:

Timos Almpanis, EDU

Jack Beresford, ARO,SAS

Sarah Hills, ARM SAS

Meike Imberg, Pres SUUG

Paul Nicholson-Lewis, FM

Lynne Savage, (Secretary)SAS

Simon Walker, HoED, EDU

Apologies:

Sally Alsford, EDU

Will Calver, PD

Christine Couper, DSP, PAS

Michael Flanagan, DEF

Simon Leggatt, DSE FEH

Christopher Philpott DSE,FEH

SEC16.27   MINUTES AND ACTIONS ARISING

The minutes of the meeting held on Thursday 26th January 2017 were **approved.**

Actions Arising

SEC16.19 ST "Big Plan" 2017-200

CEO SUUG confirmed that updated version of presentation had been circulated to SEC.

This **closed** the agenda item.

SEC16.22 Employability and Placements

ECS confirmed paper containing targets for placements had been circulated to SEC.

DSE's confirmed liaison with PAS over set up of new programmes

This **closed** the agenda item.

SEC16.23 Chaplaincy Report

Secretary confirmed that updated Chaplaincy contact details had been circulated.

This **closed** the agenda item.

SEC16.28   **Proposal for an integrated online system to process support for disabled students**

DSE FACH, DSE BUS, AD SAS presented a paper *SEC16.P034 Proposal for an integrated online system to process support for disabled students.*

The members outlined that the present system involved information being sent by email to Faculties for distribution, which was not satisfactory, and was not process driven. It failed to ensure that all relevant staff had access to it, and meant students might miss out on required support. The paper called for an integrated system enabling all relevant parties to access information about students with disabilities and support their journey through the university.

Chair asked if a bespoke system was required or whether it could be added to an existing system. DSE Bus felt adding to an existing system would be preferred option.

Chair said that initial discussions should take place with H of PM, although warned that funding for IT projects for the foreseeable future had been agreed, although adding to an existing system might be a possibility. HLS suggested they also talk to the Information Security manager and the Data Protection manager.

ACTION: DSE FACH, DSE BUS, AD SAS to arrange meeting with Head of Programme Management and Change to discuss their options.

SEC16.29   **Attendance and Engagement Policy**

DSE BUS presented a paper *SEC16.P037 Attendance and Engagement Policy.* He explained he had been tasked with developing a policy that ensured students were engaged and attending, and which would enable appropriate support to be provided where attendance had become an issue. He had worked with small groups, and the International Compliance Manager. The policy aimed for attendance to be recorded accurately, had guidelines regarding non-attendance, and identified the trigger points to ensure a student was removed from programme if necessary. It contained various communications to be sent at relevant stages. He felt the draft policy was fair, and met policies and UKVI regulations. Pres SUUG felt it was a good idea, but hoped consideration would be given to joint honours students who sometimes had 3 or more deadlines in one week. DSE Bus said in that case the students could submit apologies in advance. Various members of SEC felt they could not understand the programmes where attendance accounted for 5% of the marks.   AD SAS asked them to ensure the policy mentioned

referrals to Fitness to Study, or other support services. ARM asked if there was a right to appeal and was assured this would be included.

The Chair asked ARM to review the policy, in relation to the appeals, and if it needed to be linked to any other policies.   QM asked that any Study abroad or Erasmus students who were affected be notified to them, and was assured that would be built in. She was also assured that attendance on placements would be judged by normal professional standards, as well as by the policy. In response to a query from Pres SUUG, DSE Bus said the correspondence would go to their University email address.

SEC **approved** the policy, which could now go to Academic Council.

SEC16.30   **Aspire Funds**

The Chair had asked for this agenda item. She had agreed with the DSE's and the SU that the Aspire Funds could be used for other than just books. She asked SEC to approve this, and for AD SAS to sort out the details.

SEC **approved** this item.

ACTION: AD SAS to ensure processes were updated.

SEC16.31   **Student Disciplinary Procedure and Fitness to Practise Procedure**

ARM presented 2 papers *SEC16.P038 Update to Student Disciplinary Procedure, SEC16.P039 Update to Fitness to Practise Procedure,* ARM asked that SEC approve the updates.   Pres SUUG advised that the SU were enhancing the training for student reps, and student ambassadors to enable them to attend meetings in place of the Sabbatical officers, releasing them to deal with other duties – she asked if this would be acceptable, and was assured that it would, SU attendance was at their discretion.

SEC **approved** the procedures.

ARO presented *SEC16.P040 Annual Student Conduct Report.* He outlined some of the main points of the report, that Fitness to practise actions had increased by 50%, but there was a move to more remedial action, rather than removal. The DSE's agreed with the Chair that there had been more informal actions at Faculty level, resolved before they reached the formal stage.   ARM asked if it would be useful to include some information regarding informal actions in the report, and was advised it would – ARO agreed to include a summary.

DSE FES asked that Faculties be reminded that the DSE's should be the first point of contact for such issues. The Chair agreed to get the PVC's to remind staff. VM also asked that professional services staff such as the Library and the Facilities teams be advised where to go. ARM confirmed that guidance for staff was being developed.

ACTION: Updated procedures to go to Academic Council.

SEC16.32   SUUG mid-year update

CEO SUUG presented *SEC16.P033 mid-year update.* He outlined the main details of his report, and confirmed it had been an exciting and challenging year.
Many successes in the fields of participation in sports and societies, and the challenge of an election scandal. However, the SU were proud of the way it had been dealt with, and they had been commended by NUS in that respect.

The report outlined the main events which had taken place, and the partnerships which had been developed. The Student Voice team induction and development had been enhanced, looking at the wider needs of the student representation networks. Highlights were listed, including the Inaugural Student Led Teaching Awards, the biggest yet Varsity, and the new sports pitches at Avery Hill. Liaison with GK Unions was being strengthened.

At present, a surplus was being forecast, to be used towards a refit of the AH shop.

He reminded the meeting of the SU Big Plan, for 2017 onwards, which committed to focus on demonstrating outcomes and quality rather than outputs. He felt it was fundamental to move forward that they concentrate on the needs of the members and the university partners. The vision "*we want all students to make the most of their journey at Greenwich*" was reinforced.

The Chair expressed the view that they were a great set of actions.

In response to questions, CEO SUUG said they would like participation to be higher, but they were working on it. They were ensuring the Council went out talking to students, finding out what they wanted. They were also undertaking a full democratic review. He confirmed that the student led teaching awards had been one of their most successful events.

The Chair said they were also discussing student led staff awards, for the professional service Directorates.

CEO SUUG explained that although they could not do everything, they hoped over the next few months to do some things very well, enhancing student experience, and then build upon those. QM hoped to be able to include student participation into Programme reviews, which CEO agreed to look at.

The Chair congratulated them, saying the future looked challenging and exciting, and that the SU had the full support of SEC.

SEC **noted** the report.

SEC16.33   HEFCE Learning Gains Project

HoED presented a paper *SEC16.P036 Report on progress of UoG National Mixed Method National Gain (NMMLG) Project* and tabled a graph to support this. HoED and Yang Yang for EDU outlined the HEFCE funded project that aimed to assess learning gain at a national level. UoG were invited to

participate, gathering data from students at four assessment points across three years. The students were identified by PAS – 1st year UG students, under the age of 21. The tests measured critical thinking and problem solving.

Some of the results appeared to be slightly curious, but the University was not able to interrogate the data – he asked the DSE's if any students had raised queries with them – the students had not. HoED hoped that as the project rolled forward the University could do things to influence the results, and look at the data and put things in place to support the students.

Yang Yang gave an overview of some of the findings – UoG students got less than average correct answers, but performed better towards the end of the test. This might indicate they were not adept at this style of exam? HoED said that we needed to try and improve this. Pres SUUG said it would be good for the SU if they could be informed of outcomes – they could meet and help EDU. The committee also felt it might be useful to look at what other universities were doing.

The Chair felt that the other Universities participating in the project were not necessarily Alliance universities, and were not necessarily our competitors – they were a random mix. DVC (Academic) had an Alliance summit soon and the Chair would ask her to see what they were doing.

The committee discussed various ways of influencing the outcomes of the project, but the Chair felt there should be no investment or work towards this until we were given an update after the summit.

In response to questions, HoED said that students were given feedback on the results, and were benchmarked. He also confirmed that if a student left, they just dropped out of the project.

SEC **noted** the report.

ACTION: Chair to feedback to SEC after Alliance summit.

SEC16.35 **SEC Terms of Reference and Membership**

Chair presented a paper *SEC16.P035 Student Experience Committee – Terms of Reference and Membership.* The Chair explained that after meetings with DVC (Academic), they had felt there was some duplication between the work of SEC and the work of LQSC. The intention behind the new ToR was to ensure the SEC was strategic to student experience – not necessarily only on the academic side. It had already been discussed with the DSE's. The membership had been changed, although additional people could be invited to discuss particular issues if necessary. There was one amendment *Head of Social Media* should read *Director of Marketing and Communications.*

The Chair thanked those members who would no longer serve on the committee for their work in the past. She also said that one SEC meeting per year would be a joint meeting with LQSC.

SEC **approved** the amendments.

ACTION: Revised ToR and Membership to be submitted to Academic Council.

ITEMS FOR INFORMATION

a) Flow of minutes from Faculty Student Experience Committees
   FES 11 Jan 17, 8 Mar 17
   FACH 19 Jan 17, 15 Mar 17
   FBUS 7 Dec 16, 15 Feb 17
   FEH 12 Jan 17, 2 Mar 17, 27 Apr 17

   Pres SUUG asked if a Student Voice rep from the SU could attend all Faculty SEC meetings to ensure consistency, and the DSE's agreed. The DSE's agreed to try and standardise their agenda standing items, also for consistency.

   ACTION: DSE's to work together to standardise FAC SEC agendas.

b) Annual Complaints Report

c) Baseline Provision

DATE OF NEXT MEETING

To be confirmed

Key to work streams: student voice   supporting student experience

   student journey   data and resources