

## STUDENT EXPERIENCE COMMITTEE

### NOTES of the FIRST meeting of the STUDENT EXPERIENCE COMMITTEE

in the 2019-2020 academic session held on Thursday 3<sup>rd</sup> October in

QA075, GREENWICH MARITIME CAMPUS

#### Present:

Karen Bryan, DVC (Academic) (Chair)  
Marianne Boyle, HoSS  
Paul Butler, DILS  
Simon Leggatt, DSE FEH  
Iain Morrison, HMC  
Henry Setter, VP (Welfare), GSU

Colin Allen, DSE, BUS  
Christopher Bustin, HIR  
Corinne Delage, DSE, FLAS  
Mike McGibbon, DSE FES  
John Schless, CEO GSU

#### In Attendance:

Sara Ragab, SAS  
Jono Smith, GSU  
Katarina Thomson, PAS

Lynne Savage, (Secretary)SAS  
Tania Struetzel, GLT

#### Apologies:

Chris Shelley, DSAS

Christine Couper, DSP, PAS

**SEC19.01** The minutes of the meeting held on 2<sup>nd</sup> July 2019 were **approved**.

*SEC18.42 Mature, Placement and Parent Student Experience*

DSAS to bring report around more flexible allocation of accommodation back to November SEC.

#### **Actions Arising**

*SEC18.P057 Term 3 Teaching Pilot*

Provost Group had approved plans for next year.

Chair to chase Timetabling team to ensure dates were included in timetable for next year. DSE to ensure that L3 and L4 students are aware of the T3 teaching block and why they should attend. This needs to be established as a “normal” requirement rather than a “new” project.

*SEC18.P058 Welcome Experience Management Group*

A further request for additional staffing to assist with registration had been made.

*SEC18.P059 Death of a Student Procedure*

AD SAS had made suggested amendments and recirculated to SEC.

*SEC18.P060 UoG Student & Academic Services Framework Policy for students under the age of 18 years*

HosW had made minor amendments and published the Policy.

*SEC18.P061 SAS Examination & Assessment Regulations for Students with Disabilities, SLD and long-term medical conditions – review*  
HosW had made minor amendments and published the Regulations.

**ACTION:** Secretary to circulate to SEC.

*SEC18.P063 Graduate Outcomes Strategy 2019*  
Graduate Outcomes Strategy had been approved by Academic Council.  
AD SAS had invited HoMS GSU to Career hub user group meeting.

## **SEC19.02 GSU PRESIDENT REPORT**

Henry Setter, Pres GSU presented *SEC19.P003 President's Report – September 2019*. He advised the report contained high level coverage of their recent activity, and their priority campaigns for the new year. The GSU two main goals for 2019/20 were to *Empower their members to change the world* and *Ensure their members had a great time at Greenwich*.

The report touched on the GSU PG work and explained there had been some specific PG events. For 2019/20 there was a keen PG student leading on the Postgraduate Society. GSU had given 55 induction talks, 5 to groups of PG students.

Key areas for the new year, including development at Avery Hill, were all in the GSU plan.

DSE FES said that with the organisers of the PG café at Medway due to leave, someone else would be needed to carry it on. The Taught Masters group were being incorporated more into the Medway community. Pres GSU said support for the café was on his radar, and he was keen to develop a good sport and social offer at Medway. He and Mayo had delivered a few talks to Medway students. Pres GSU also said that the MBA community were a key priority.

Tanya Struetzel, GLT, asked if the number of induction talks were what GSU were hoping for. Pres GSU said they loved doing them, and they would like to do more – they hoped next year to make it a more formal process and would work with the DSE's to ensure this happened. CEO GSU said they would like the opportunity to talk to every new student. DSE FLAS said the GSU had also been involved in the International Welcome sessions.

The Chair said that SEC supported in principle the idea that all new on-campus students have an introduction to GSU within 1 month of starting.

CEO GSU said the welcome fair went well, although it was quieter at Avery Hill – DSE FEHHS said there were fewer students!

SEC **noted** the report.

**ACTION:** DSE's to determine the best way to ensure that all new on-campus students had an introduction to GSU within 1 month of starting – maybe via the Welcome group.

## **SEC19.03 ELITE ATHLETE SUPPORT POLICY (SPORT SCHOLARSHIPS)**

Marianne Boyle, Head of Sports Strategy presented *SEC18.P004 Supporting Elite Athletes Study policy*. She outlined the background behind the policy –

the Sports Scholarships had been launched this time last year for new and returning students. The University had 4 students of National or International standard, who had signed the athletes' agreement. This involved them being sports ambassadors and attending University events etc. A Study policy had been drafted at the DVC's request. Academic Registry were looking at the policy to ensure it dovetailed with other policies, and HoSS welcomed SEC comments.

The Chair confirmed it was a policy in development, and wondered if HoSS had researched other Universities, and it was confirmed she had. The Chair explained that the students had to manage their studies alongside their national and international sporting commitments – which would not always be entirely predictable due to factors such as injury, last minute selection etc. DSE FLAS asked if Faculties would be aware that they had such students on their programmes and was advised they would.

HoSS said that some marketing was needed around the scholarships, as they had only recently been launched. The Chair felt the policy needed a clearer definition on who it applied to, and detail such as who informed the Faculties. HMC also said that Marketing and Comms needed to be kept informed. SEC members suggested other detail which needed to be added to the policy such as what happens when someone is injured, whether it also applied to non-UK students, whether students needed to withdraw, how the experience should be managed etc. The Chair asked HoSS if she had looked at the policies of other sporting Universities such as Sheffield Hallam and Loughborough, and HoSS agreed to do that.

AD SAS asked that something around wellbeing be added to the policy too. Jono asked if the policy applied to other sports people, not just those on scholarships and was advised that it did - it might for example where an elite athlete plays for a GB squad and has GB sport sponsorship. The Chair asked that the policy include the fact that it was the students' responsibility to register themselves as an elite athlete and how to do this. The Chair also felt it should include something around absence from exams and the alternative arrangements to be made. She asked that HoSS work with one of the DSE's to ensure the policy worked from a Faculty point of view. AD SAS also said that Finance needed to know who to refer any queries to.

In summary, the Chair felt it was a really good start to the policy but more detail was needed, with some future proofing required to ensure it worked when it applied to larger numbers.

SEC thanked the HoSS and **noted** the progress on the Policy and looks forward to receiving the next draft.

#### **SEC19.04 INTERNATIONAL BAROMETER PLAN**

DSE FES presented *SEC19.P005 Progress on Key Issues Raised in the International Barometer*.

DSE FES explained that the red writing on the Progress comment was not a rag rating, just an unfortunate choice of colour.

He went through the progress that had been made on the main issues:

One concerning International students related to the opening of bank accounts. Various suggestions for engaging banks were put forward. Hol said that different branches and different managers interpreted the policies differently. More contacts were needed within the Medway banks, action International office.

In terms of accommodation, much progress had been made, as had the social side. Further work was being done as part of the Avery Hill development, although DSE FEHHS said it was not immediate.

DSE FES said that the reorganisation of the International Welcome had gone some way to ensuring it was easier for students to make friends. Also the new Moodle shell ensured that the information about the Welcome was available to all, including late starters.

In terms of effective interaction with lecturers this had been addressed through staff development sessions on effective communication.

DSE felt it was important also to manage the students' expectations around their accommodation and living conditions – the emphasis should probably be on value for money.

A great deal of work was going on at Avery Hill, including the sports and social side of things, so it was a positive direction of travel, although with some way to go. Pres CEO said that "Give it a Go" had been added so there was a good sports offer. DSE FES said that long term thought needed to be given to all sports activities.

The Chair asked Jono about the work he was doing with Sports societies, and social events and asked if that could be included in the report.

HoSS also said the "ActiveGre" programme should be included.

Another issue related to work experience- and the provision of a 1 year work placement for Masters students had proved popular.

The Chair asked when the next IBS would take place and was advised by PAS that it would be later this autumn, with the results in January. CEO GSU confirmed that GSU would help with the IB launch, and that Bilal for GSU was consulting with a group of students re their experience of arrivals etc. Chair asked that DSE FES and GSU met to ensure the results were tied in with the implementation plan.

DSE FES said there were some examples of really good work going on at Medway, including the Chaplain who was doing fantastic work. The Chair agreed and asked SEC to read the Medway Chaplains report, as an example of good practise. AD SAS added a note of caution that the chaplaincy arrangements at the other campuses were very different, and not staffed full time. The Chair agreed but said that maybe the RA's could be involved in implementing some of the ideas.

To summarise DSE FES outlined the key headlines; a reorganised International Welcome; improved accommodation; banking; sports and recreation; health care and GP provision.

The Chair thanked him for the report, said there had been some progress, and once the report had been updated it could be shared again, out of meeting.

SEC **noted** the report.

**ACTION:** GSU(Jono) to send update to DSE FES on Sports societies to include in the progress report.

**ACTION:** HoSS to send update to DSE FES on “ActiveGre” to include in the progress report.

**ACTION:** GSU (Bilal) to meet with DSE FES to discuss results of arrival survey and tie them in with the implementation plan.

**ACTION:** Secretary to distribute Medway Chaplains report to SEC for information.

**ACTION:** DSE FES to update as above and re-circulate the plan to SEC and Chair to circulate to Provost Group.

**ACTION:** Hol to investigate better contact with the Medway banks.

## **SEC19.05 ANY OTHER BUSINESS**

PAS presented a draft of *Memorandum of understanding between the Student Surveys sub-committee and Greenwich Students’ Union on the use of open answers from surveys*

The Chair explained that this suggested guidelines for making open answers in approved student surveys available to GSU. As these answers could sometimes be very sensitive there needed to be a formal agreement as to their use. DILS said that a data sharing agreement was already in place, this document was an extension of that. The Chair asked SEC to approve the Memorandum of understanding. DSE FEHHS asked what GSU would do with the answers and was assured that they would be used as valuable feedback, adding to the GSU knowledge and understanding of important issues and as conversation starters.

The Chair asked that the document therefore be amended to say “analysis and planning purposes” rather than statistical.

SEC **approved** the Memorandum. DILS should consider adding this to the existing data sharing agreement.

## **ITEMS FOR INFORMATION**

- Children on Campus Policy
- SEC – Under 18’s and Student Accommodation

## **DATE OF NEXT MEETING**

- Wednesday 27<sup>th</sup> November 2019, at 12.00, in QA075, Greenwich Maritime Campus.
- 

Secretary to send invitation for UGIC representatives, via Steven Woodhead, to attend SEC meetings. (post meeting note – invitation sent)

