

**STUDENT EXPERIENCE COMMITTEE**

**NOTES of the SECOND meeting of the STUDENT EXPERIENCE COMMITTEE**

**in the 2016-2017 academic session held on Tuesday 29th November 2016 in Large Meeting Room, Cooper Building, Greenwich.**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Christine Couper, DSP, PAS |
| Corinne Delage DSE, FACH | Scarlett Dempsey, SUUG |
| Nikki Makinwa, QM | Virginia Malone, HLS |
| Mike McGibbon DSE FES | Richard Mendez,ECS |
| Christopher Philpott DSE,FEH | John Schless, CEO SUUG |
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| **In Attendance:** |  |
| Stephanie Robinson, PR |  |
| Lynne Savage (Secretary), SAS | Lynne Spencer, SAS |
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| **Apologies:** |  |
| Colin Allen DSE, BUS | Sally Alsford, EDU |
| Will Calver, PD | Martin Compton, FM |
| Michael Flanagan, DEF | Anne Poulson, COO |
| Sara Ragab, AD,SAS |  |

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| **SEC16.10****Actions Arising** | **MINUTES AND ACTIONS ARISING**The minutes of the meeting held on Thursday 13th October 2016 were **approved.***SEC16.02 University Student Survey (USS) and Postgraduate Taught Experience Survey (PTES)**Destination of Leavers from Higher Education (DLHE) results**National Student Survey (NSS) Results*Further discussions are still to take place on the surveys.This **closed** the agenda item.*SEC16.03 Inappropriate comments in Surveys*Policy submitted to Academic Council.This **closed** the agenda item.*SEC16.05 Disabled Student Funding Complaints Procedure*Amended policies submitted to Academic Council.This **closed** the agenda item.*SEC16.P06 Changes to Disabled Students’ Allowance (DSA)*Document sent to Academic Council for information. This **closed** the agenda item.*SEC16.09 Any Other Business**National Mixed Methodology Learning Gain Project Briefing.*Following a presentation by Simon Walker, for EDU, suggestions were being made by DSE’s as to how to implement this project throughout the University.It was proving difficult to administer, especially in relation to communications with the student body. Item to remain open.*SEC15.61 Student Engagement Framework*PVC Business had previously presented a paper SEC15.P071 Improving Employment outcomes: extra/co-curricular activitiesPaper had been submitted to Academic Council, and had been very well received.This **closed** the agenda item. |
| **SEC16.11** | **Student Engagement Framework**i)The Chair presented two papers*SEC16.P017 Interim Report on personal tutoring policy & system implementation* and *SEC16.P017a Appendix: Faculty Implementation Plans*The Chair explained that the first outlined how things were going, and the Appendix contained plans, projects and actions for implementation. The Interim report noted the need to develop a more client developmental approach with students, and acknowledged that personal tutoring was an essential component of the student journey. An aim was to reduce SSR’s which was a pretty big challenge – one tutor had 90 students! It was intended to make the PT remit clearly understood by everyone, and try and improve the reporting around PT and make it consistent. This report was part of that framework. The report gave details of the University Personal Tutors Forum due to take place on 30th November, and the Chair hoped SEC members would come along. The agenda included input from various tutors, Finance, and a session on the Personal Tutor Management System (PTMS).The PTMS was causing issues, which Dave Mutti for ILS, was trying to respond to. He was making changes to the system, following feedback, but needed to hear all constructive comments and suggestions. The report also detailed the PT Moodle site which was live. The Chair reported that the appendix contained a report from each of the Faculties but asked the DSE’s to outline the main points:DSE FES said he had been initially alarmed with the low usage of the PTMS within his Faculty. It gave the false impression there was no PT going on – it obviously was, but tutors had rather given up on the system. DSE FES explained he had explained to them the importance of using the system, logging issues, and show “buy in” to it.DSE FEH expressed the view that there was quality work going on, and the numbers were better than they had been. However, the vast majority of his provision were professional programmes and placement, where the students had mentors, and probably got even more personal contact. The system did not yet capture these micro dimensions. The Faculty had also tried to do an analysis of each point for development, and how it might be developed to improve the student journey. DSE FACH was pleased that it showed more tutors were using it – 46% - although this was still not enough. She felt this would automatically be improved when the students had access and could see the comments. There were some challenges, and examples of good practise contained in the report at 2.5 and 2.4 respectively. More training was also required, especially the mental health awareness training. A training day had been held, which had gone very well.DSE FEH felt that FACH were doing well, how had they achieved it? DSE FACH said it was just a case of keeping on, making sure all HoD were aware, and that feedback was passed to ILS. More use would lead to continued improvements, which in turn led to increased use.DSE FES said that they needed to get tutors past the teething problems, maybe appoint champions to assist. Stephanie Robinson, for PR, asked if more communications were needed across the University? DSE FES said it would help and the Chair confirmed that as much publicity as possible would be great – more and more people needed to engage. HLS said that the 2 new Academic Skills tutors could also help to get the message across, when dealing with students.The Chair agreed, that they could ask the students if they had a PT, how much contact they had etc. and also that a link could be added to the CPD module.AD,SC said they were seeing some students who had self-referred for counselling who would have been better talking to their PT – the message definitely needed to be spread. HLS said they had run 2 workshops, at Greenwich and Medway, (the one at Avery Hill had to be cancelled for low numbers) which had proved very useful. DSE FACH said that other tutors could comment on the PTMS once it had been developed further.The Chair thanked everyone for their input, reminded them about the forum on 30th November, and asked them to keep going!ii) AD,SAS,SC presented a report *SEC16.P018 New Arrivals and transitions report to SEC – November 2016* in preparation for the audit which was planned in the next few weeks. The report detailed the history of the Transitions (STJ) group, what they had done in 2015/2016, what was planned for 2016/17 and preparation for 2017/2018. The report included the ToR and the membership. Each year the group identified work packages, with a named lead, who gave feedback on the progress made. When the work packages were identified, some were deemed not necessary, and new ones were instigated, or re-instated from previous years. The work packages for 2016/17 were Welcome Back/transitions; Wayfinding and Communications; STAART/Flying starts; Timetabling; International Welcome and Post PSE programmes. There were some new initiatives to improve student experience, such as the SAS Triage system, and SAS surgeries. CEO SUUG commented that he could share the SU Freshers report with the committee, which supported the Transitions report. The new SU Membership officer would take his place on the Transitions group. The report also contained details of the International Welcome, and the feedback obtained from students by the Head of International Compliance and Advice.AD,SAS,SC also tabled a paper *SEC16.P018a* *End of Registration* giving statistical data about the 1350 students who had been withdrawn or X’d, as they had not completed or started their registration. She explained that despite an increase in focussed communications to cohorts of students e.g. MSc’s, the numbers were similar to last year. All students would receive a letter telling them that they were registered, or that their registration had been cancelled. She also explained that PAS required stable data by 1st December.PAS agreed – all efforts should be made to try and re-engage students, but if it was not possible they needed to be withdrawn quickly. She also expressed the view that getting students to repeat was not always the best option, both from a financial and personal viewpoint.HLS said they were not given the information about who had been withdrawn in this way, and AD SC agreed to send this to her.The Chair thanked her for the report and said it was good to see other surveys taking place, and welcomed the actions detailed for next year. She also appreciated the data, which was very useful and would help Faculties to keep track.SEC **noted** the report.**ACTION:** Pres SUUG to circulate SU Freshers report to SEC.**ACTION:** Figures of students who had been withdrawn or X’d to be circulated to SEC. |
| **SEC16.12** | **National Student Survey (NSS)** PAS had previously circulated NSS full report *SEC16.P019 National Student Survey 2016 – Results Report.* Paper *SEC16.P020 Final Report* was postponed until the Friday reporting had been undertaken. PAS reported that most people had now seen the full NSS report and presentation, and were looking forward to the next survey which would go live in the 2nd teaching week – 23rd January 2017. The survey was changing slightly, with more questions, and the SU questions incorporated. The SU had also taken the option to include a further single question “….. the one thing you would change………”. There was to be a meeting soon to discuss the Communications Strategy and Marketing Strategy. PAS would start reporting in the usual way, via a weekly report. There would be a major drive to increase participation. They needed to start writing the TEF response – the first objective would be to raise the scores for the University, in relation to other London institutions.The Chair thanked PAS for the report. She presented a spreadsheet *SEC16.P021 Friday Reporting NSS 2016* which was a document aimed at Senior staff getting them to commit to, sign up and agree to 100’s of actions across the University. It was about 30/40% complete so far – some of them were quite big change projects, and some would not be completed until next Easter or the summer. It was time consuming but was already working to some extent. The spirit of the Friday reporting was to encourage people, rather than a stick to beat them with. It meant that a greater number of staff were now engaged with NSS, and realised the main issues, also showing the scale of change taking place. It was a very busy, positive document and used to manage teams, and start new initiatives. She felt it was good for the committee to see the reporting, to embed it in their culture and show where we wanted to be.ECS asked if some of the actions had already been taken, which it was confirmed they had been. HLS asked where the Friday reporting document went, and was advised that each senior member of staff decided how to action it within their own Faculty or Directorate. In response to a query from HLS, PAS said that the “go live” for the survey would be co-ordinated through Communications, and they were working out the best way to involve SU, how to publicise through digital signage, marketing and library communications etc. CEO SUUG said it was great to have added a question for the SU, who were represented at the communications meeting. QM commented that it was not only about working with the SU, but with the student reps too, and CEO SUUG agreed that it was their responsibility to make sure that happened. The Chair asked PR what was happening about “You Said, We Did”? PR advised that she had been given masses of data, and they were already using the app, and the new portal to ensure it was already in the public domain. They were receiving lots of good information, which they needed to work through and simplify. They would be working with the Social Media team, and directing people back to the Portal from social media, thus building on the trusted channels. She confirmed they would also use the digital signage. DSE FEH said his Faculty were doing work at Faculty, campus and programme level, which he would share with the communications team. The Chair said that last year there had been 4 or 5 key messages displayed centrally, and this year it would be good to have the key messages sooner, it was being managed better, and by different routes. If anyone had other messages they should send them to PR, and they would then share the plan with the group.The Chair welcomed what they were doing, and thanked them.SEC **noted** the reports. |
| **SEC16.13** | **JISC learning analytics discover days**PAS explained they were working with JISC on a means to gather and use information about the student population – who they are, where they are from etc. – which would lead to being able to identify those at risk of dropping out, encouraging better engagement and performance. They had been working on it for nearly 2 years and now had agreements to go ahead. PAS needed to send their historic data to JISC, plus their real time data, and then decide what to do with the data. Over the next 6 months strategic decisions would be taken, with various meetings taking place. |
| **SEC16.14** | **Data and Resources**The Chair and PAS presented a report *SEC16.P022 SEC: Data and Resources* for information. The report outlined the 4 areas of focus for SEC – Student Journey, Supporting Students, Student Voice and Data and Resources. It detailed the data and resources area, and how SEC needed to further develop and use them to support the student experience. Focus was on the survey schedule; Data – gaps and opportunities; and training modules. A new training course had been developed, comprising of 3 modules, with the purpose of providing further information on the data and resources available, which some staff had undertaken, and it would be repeated next term. It was useful for all Heads of Department and programme leaders. If the module went well, further modules could be developed.SEC **noted** the report.  |
| **SEC16.15** | **SUUG – Impact report**CEO SUUG presented a short film about the SUUG – who they were what they did etc., which had been shown at various meetings. He also explained some of the main campaigns “Proud to be Gre”, “LoveSU” which launch’s on 2 December. He also said the SU were producing an impact report, as he felt it was important to show not only what they did, but the outcomes. He was working with PAS to ensure the SU had a proper framework to record outcomes. CEO SUUG said that the recruitment of student rep’s had gone well – there were almost 850 to date. Membership of clubs and societies was on track, as was an increase in participation in sports. The Chair said it was good to see the growth, and the plan to measure impacts. Longer term, evaluation would be vital. PAS said that they had struggled in the past with showing an “outcome” and welcomed the visual reports created by SU.DSE FES asked if the report included Medway and was advised that it did. Some SEC members said they used to get regular reports, which they hadn’t received recently. CEO SUUG said that each officer had been elected on their own mandate, so these may be forthcoming. There was a new Membership officer – each area had a different framework. PAS felt that the intention to evaluate impact was valid and valuable. The Chair thanked SU and wished them good luck. The Chair also thanked SU for inviting SEC to hold their meeting in Cooper building – the first committee to do so. She thanked them for their hospitality.**ACTION:** CEO SUUG to share link to film with SEC. |
| **SEC16.16** | **Campus Reports**This item was deferred until January SEC, and would then include a campus report for Avery Hill. |
| **SEC16.17** | **Any Other Business**i) HLS mentioned that a library user group had met at Avery Hill, attended by students, chaplains. A meeting was also planned for Medway. ii) Pres SUUG advised the meeting that SU had launched a “Change one thing” platform, whereby students could mention something they would like to change and then other students could vote it “up” or “down”. For example, they now had use of a microwave in The Dome at Avery Hill. It had proved very successful, even if sometimes it just meant SU communicated back the reasons why they couldn’t carry out the action requested.**ACTION:** Pres SUUG to circulate the link to the platform. |
|  | **ITEMS FOR INFORMATION**1. Flow of minutes from Faculty Student Experience Committees

-FES 14th Sept.1. Workflow of items for future meetings 2016/2017
2. Membership of SEC – October 2016
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|  | **DATE OF NEXT MEETING**Thursday 26th January 2017, at 2.00 pm, in Blake 028, Medway. |

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| **Key to work streams:** | student voice  | supporting student experience  |
|  | student journey  | data and resources  |