

**STUDENT EXPERIENCE COMMITTEE**

**Minutes of the THIRD meeting of the STUDENT EXPERIENCE COMMITTEE in the 2012-2013 academic session, held on 5 June 2013, 2pm in 159, Queen Mary Building, Greenwich Campus**

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| **Present:** | | Judith Burnett (Chair), PVC ACH |  |
|  | | Sally Alsford, EDU | Richard Blackburn, DLQ, SCI |
|  | | Dean Brander, VP Education & Welfare, SUUG | Alex Brooks, student ACH |
|  | | Will Calver, PDV | Christine Couper, Head of PAS |
|  | | Jenny Greenfield, CEO, SUUG | Christopher Hallas, Director, OSA |
|  | | Simon Leggatt, DLQ, ED  Norma Powell, OSA, minute taker | Christopher Powner, Director, FM |
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| **In Attendance:** | | Peter Fotheringham, FM  Martin Snowden, PVC, EN/SCI  Katarina Thomson, PAS  Joanne Wall, IO |  |
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| **Apologies:** | | Colin Allen, BU  Sarah Greer, Dean, Law/HSS  Ginny Malone, ILS |  |
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| **SEC/12.15**  **Actions arising:** | **MINUTES AND ACTIONS ARISING**  The minutes of the previous meeting were agreed as an accurate record, subject to amendments suggested by SA and to be forwarded to NP. Revised minutes to be circulated to the group.  *Minute SEC/12.7- Report from the Students’ Union (SUUG)*  *It was agreed that the SUUG would bring information regarding Freshers’ Fayre and induction activities to the next meeting –*To be dealt with under item 5 on the agenda.  *Minute SEC/12.8 - Working Paper – Committee Worktracks*  *The Chair will set up a group to look at a project concentrating on the student journey (‘Follow that Student’), with the assistance of the SUUG and other parties. She asked members of the group for expressions of interest. –* The Chair reported that she is finalising the process of setting up a group and investigating the availability of resources. A meeting is planned for the end of June.  *Minute SEC/12.9 - SEC: Proposed revised terms of reference and membership. The Chair will check outside the meeting whether the Personal Tutoring Policy and Employability should come under the remit of this committee. –* The Chair reported that neither the Personal Tutoring Policy nor the Employability Policy come under the remit of this committee.  *Minute SEC/12.11 - New Arrivals reporting – November 2012.New Arrivals 2103 . The New Arrivals Survey, conducted last November, was presented to the committee to feed into planning for this year’s coming intake. The EDU has collated free text responses from student and will circulate to the group.*  *The PVC (ENG/SC) is to lead on a group looking into timetabling and will be asked to update the next meeting of the SEC.*  The above 2 actions will be dealt with under items 2 and 3 of this agenda.  *The Chair requested that Schools provide her with their Autumn plans for new students which will be discussed at the next meeting along with plans form the SUUG. –* Schools have provided their Autumn plans and the results will be addressed under item 2 of this agenda | | |
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| **SEC/12.16** | **NEW ARRIVALS PLANNING**  SA reported on a summary of the detailed plans submitted by Schools and Offices of their proposals for new arrivals in autumn. The Chair asked that the detailed plans be cascaded to PVCs. These proposals include plans of on-going development and innovation with regard to, for example, communications, transition, pre-arrival and social activities. The group agreed that it was important to include strategic and developmental aims alongside more practical information, such as bus timetables and to keep the SUUG updated on all proposed events.  Action - PVC to arrange distribution of plans & to alert Executive to need to keep SUUG in the loop re plans etc.  New students are currently directed to the New Arrivals pages on the web via letters which they receive from the university and from the Acceptors’ Portal, therefore it is important that Recruitment and Admissions check with Schools that all the information they are given is correct. A calendar of events on the portal and web would be helpful and could be addressed in Worktrack 4 (the Student Journey project & information could be stored in the data/records pages of the intranet). This could be aided by having a single location on which reports could be logged and converted to ‘information’ to form an effective web site presence. It was noted that clear and correct information will be especially important for those students arriving in January 2014 because of the early start date (6 January 2014).  Action – PVC will develop the Student Journey project & the data/records pages over the Summer with an intern.  The group also agreed that the early allocation of personal tutors would be a positive step forward as would streamlined functionality of personal tutor ‘tagging’ in Banner.  Action – PVC alert Executive to need to do this | | |
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| **SEC/12.17** | **INTERNATIONAL STUDENT BAROMETER**  University of Greenwich students took part in the International Student Barometer survey for the first time 2012. It is a voluntary survey undertaken by students paying overseas fees at both UK and worldwide institutions. The group was provided with the results of the survey which are benchmarked against those of other institutions. There was some discussion about the results and the group were informed that more detailed information can be obtained via the PAS website (<http://www.gre.ac.uk/offices/pas/pas-menu?SQ_ACTION=login>).  The Head of Planning and Statistics explained that the university was aiming for a worldwide benchmark and the group agreed that in order to improve students’ experiences, it was important to learn from the survey results so that the university can manage the expectations of students and improve on facilities and services.  The Chair said that the results provided interesting reading noting that the university had performed relatively well against other London and peer institutions. Even so there were areas where the university had performed less well, especially with regard to the experience of postgraduate research students. In addition, these areas included:   * Employability/careers/career planning (postgraduate students) * Cost of living (especially at the Avery Hill Campus) * SUUG – both social and catering aspects * Arrival process – for example, airport collection, opening bank accounts * Teaching (postgraduate research students)   Action – PVC to draw attention to these notes and request that these are integrated into planning going forwards, with international office, the DVCs Academic, and Research & Enterprise, the PVCs:  Secondly to include specifically an international group in the Follow That Student/student journey project, and to include in that project a group of postgraduate international students | | |
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| **SEC/12.18** | **REPORT FROM SPACE MANAGEMENT AND TIMETABLING GROUP**  The PVC (EN/SCI) had been invited to attend the meeting in his role as Chair of the university’s Space Management and Timetabling Group (SMTG). He informed the meeting that the group had last met on 28 May 2012 and since that date a policy, revised terms of reference and membership had been drawn up and approved by the Executive Committee this year.  The SMTG aims to serve the needs of students by providing the best possible environment for their study within budgetary and infrastructure constraints.  The first meeting of the SMTG will take place on 7 June 2013 and meetings will be rotated around the campuses.  Action: The PVC (EN/SCI) agreed to raise the issue of lack of student and academic representation on the group at the first meeting. The PVC (EN/SCI) will confirm this action taken to the SEC.  Action: Faculty Operating Officers (FOOs) will be asked by PVC (EN/SCI) to provide updates on any relevant issues to the group but specific, strategic issues should be addressed directly to the Chair of SMTG, for example, maintaining rooms as ‘fit for purpose’ between the teaching hours of 9am and 9pm. The PVC EN/SCI should confirm to the SEC that this action was taken.  Action: ILS were asked to provide clarification to both FM and the SMTG as to who had responsibility for the care of equipment in rooms, this should go to the SMTG and cc’d to the SEC. | | |
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| **SEC/12.19** | **SUUG – ACTIVITIES AND EVENTS FOR STUDENTS IN ‘FRESHERS’ FORTNIGHT’**  The SUUG tabled a paper detailing their proposed events and activities for students during Freshers’ Fortnight.  The CEO, SUUG advised that this was not a complete listing and that more events are planned. Activities at Medway are not yet included but will be integrated with the timetable. Events will be repeated over the fortnight in order to ‘catch’ different groups of students. Funds will be provided to clubs and societies who wish to hold their own events. The sabbatical team will be represented at inductions and initial lectures. Officers this year have been elected to represent specific areas of the student body, for example, mature students, postgraduate students, students with children.  Action: It was proposed that a calendar of all the events taking place be devised for distribution and the PVC Chair of the SEC, the Director of Student Affairs and NP agreed to work together on this.  The Chair thanked the SUUG for their hard work and on behalf of the University indicated what a pleasure it was to work together in this way. | | |
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| **SEC/12.20** | **PROPOSED MEETING DATES 2013-2014**  The proposed meeting dates for 2013-2014 were approved by the committee:   |  |  |  | | --- | --- | --- | | **DATE** | **LOCATION** | **TIME** | | 18 October | S309/310 Southwood Site, Avery Hill Campus | 2pm | | 6 December | Queen Anne 075, Greenwich Campus | 2pm | | 31 January | Blake 028, Medway Campus | 2pm | | 28 March | S309/310, Southwood Site, Avery Hill Campus | 2pm | | 23 May | Queen Anne 075, Greenwich Campus | 2pm | | 11 July | Blake 028, Medway Campus | 2pm | | | |
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| **SEC/12.21** | **AOB**  The President elect of the SUUG (2013-2014), raised the issue of the cost of travel to Medway for students and the cost of printing copies of papers for meetings. He thought this may impact on students’ willingness to take part in university committees. The Chair promised to look into the matter. Action: Chair  Information regarding the management of student complaints investigated as a result of the Internal Audit Review looking at student retention will be fed back to this committee for information. Action: DSA | | |
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