**STUDENT EXPERIENCE COMMITTEE**

**Minutes of the SECOND meeting of the STUDENT EXPERIENCE COMMITTEE in the 2012-2013 academic session, held on 14 May 2013, 2pm in 075, Queen Mary Building, Greenwich Campus**

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| **Present:** | Judith Burnett (Chair), PVC ACH | Colin Allen, BU |
|  | Sally Alsford, EDU | Richard Blackburn, DLQ, SCI |
|  | Dean Brander, VP Education & Welfare, SUUG | Alex Brooks, student ACH |
|  | Jenny Greenfield, CEO, SUUG | Sarah Greer, Dean, HSS&Law |
|  | Kazi Haque, President, SUUG | Simon Leggatt, DLQ, ED |
|  |  | Ginny Malone, ILS |
|  | Christopher Powner, Director, FM | Norma Powell, OSA, minute taker |
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| **In Attendance:** | Katerina Thomson, PAS |  |
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| **Apologies:** | Christine Couper, Head of PAS | Christopher Hallas, Director, OSA |
|  | Debi Hayes, Director, PDV |  |
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| **SEC/12.6** | **MINUTES AND ACTIONS ARISING**The minutes of the previous meeting were agreed as an accurate record, subject to the removal of the word ’up’ on page 4, second item in the second set of bullet points, as the web page does not yet exist.All actions from the previous meeting had been completed with the exception of the second item from minute SEC/12.3 relating to the Terms of Reference and Membership. This will be addressed in item 4 of the current agenda. |
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| **SEC/12.7** | **REPORT FROM THE STUDENTS’ UNION (SUUG)**The Chair welcomed members of the SUUG to the meeting.The Chief Executive Officer of the SUUG gave an update on the work currently being undertaken:* Annual budgets and plans are being created alongside discussions with the sabbaticals and the trustees.
* Steering groups are being set up to deal with Freshers Fayre and other events for freshers
* Work is being undertaken to develop a joint union with the University of Kent at Medway. The current space allocation will continue to be used but with increased space and a new branding
* Induction and training is being undertaken with the new sabbaticals
* The Students’ Union is aiming for increased accountability and transparency
* The Chair welcomed the SUUG’s wish for greater partnership with the university and increased communications.

It was agreed that the SUUG would bring information regarding Freshers’ Fayre and inductions to the next meeting. It was also agreed that the arrangements for advertising induction and events around, for example, Freshers’ Fayre etc. would be cross publicised, with both the university and SUUG sharing information to a greater extent than previously. |
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| **SEC/12.8** | **WORKING PAPER – COMMITTEE WORK TRACKS**The Chair introduced a paper detailing proposed work tracks for the Student Experience Committee, each relating to items specified within the terms of reference:Worktrack 01 Student Voice (ToR 1, 5 & 6)Worktrack 02 Student Journey (ToR 1, 2, 3, 9 & 10)Worktrack 03 Supporting the Student Experience (ToR 1, 4 & 7&8)Worktrack 04 Student Experience: Data and Resources (Tor All)The Chair explained that this would bring a sense of order to the committee’s business; would ease communication with the rest of the university about what is going on and how it fits together, and would allow the university to bring together projects and resources in an accessible and easily understood way. Doing this would also allow interface with other areas of work, including those going through other committees and structures, to be clearly understood. It is hoped that using a work track approach will lead to an improved understanding of what the university could do in the future, for example setting up various projects in respect of any gaps which become evident and feeding into work to bring things together.As a starting point, the Chair will set up a group to look at a project concentrating on the Student Journey (‘Follow that Student’ -work track 02) with the assistance of the SUUG and in coordination with other initiatives and parties (including the newly appointed Chief Operating Officer). She asked that members of the group contact her with expressions of interest. |
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| **SEC/12.9** | **SEC: PROPOSED REVISED TERMS OF REFERENCE AND MEMBERSHIP**The proposed revised terms of reference reflected the discussions which took place at the previous meeting. The changes were agreed and it was decided that the PTES survey should also be included at item 6.The Chair will check outside the meeting whether the Personal Tutoring Policy and Employability should come under the remit of this committee. |
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| **SEC/12.10** | **NATIONAL STUDENT SURVEY (NSS) 2013**Katerina Thomson (Planning and Statistics Officer) presented a report on the National Student Survey 2013, including aims, the range of questions asked by this university and the timescale. The survey is carried out by Ipsos MORI and results will be available in August 2013. She was able to report that the 71% response rate is an increase on that of last year, which was well received by the committee. |
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| **SEC/12.11** | **NEW ARRIVALS REPORTING – NOVEMBER 2012/NEW ARRIVALS 2013**The New Arrivals Survey, conducted last November, was presented by Sally Alsford (EDU) to feed into planning for this coming year’s intake. The EDU has collated the free text responses from students and will circulate to the group. The survey also showed an increase in response rates – up to 22%. The feedback said that students were especially positive about the information they had received prior to arrival at the university. However, students arriving late and international students continue to have problems with engagement. It was noted that students appear to have rising expectations of their time at university. Some of the problems they reported included:* Moodle/portal issues (The Chair will pick this up)
* Problems with timetabling – 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
* Lack of social events and activities (to be picked up in Worktrack 02 ‘Follow that Student’)

Reporting from the New Arrivals Survey goes directly to the New Arrivals Group where key themes and issues from the Schools will be considered. The Schools will provide ongoing development to staff, especially with regard to the allocation of personal tutors and ongoing provision of support to students during the first term. The university aims to provide the same level of support to new arrivals at all times of the year. It was noted that some Schools/departments provide interim ‘catch-up’ weeks to cater for late arrivals which may include enhanced transition activity and consolidation of the first weeks of lectures. It was agreed to include this in Worktrack 02 ‘Follow that Student’, for further exploration.The Chair has requested that Schools provide her with their autumn plans for new students which will be discussed at the next meeting of the SEC along with plans from the SUUG. |
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| **SEC/12.12** | **MEDWAY STUDENT EXPERIENCE GROUP**The committee was provided with the minutes from the Medway Campus Student Experience Group which covers the three institutions based on the Medway Campus – Greenwich, Kent and Canterbury Christ Church. The emphasis is on the social side of university life with various trips being organised for students. Medway is a quiet campus and the lack of social and cultural opportunities are a recurring theme on programme committees. A questionnaire about their experience is to be issued to Medway students shortly. The DLQ, SCI agreed to provide the SEC with the results.It was agreed that the diversity of student experience should be recognised through Worktrack 02 and that the different experiences of campus based student life should be addressed. It was further noted that the diversity of the student body also intersects with this. This should also be registered in Worktrack 02. |
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| **SEC/12.13** | **OFFA AGREEMENT (FOR INFORMATION)**A copy of the OFFA agreement had been provided to members for information. The Chair said that the university’s commitment to implementing widening access policies had to be delivered both to fulfil aspects of the mission of the university and to ensure that funding streams were secured. The SUUG requested earlier consultation and engagement with the document. The Chair agreed. |
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| **SEC/12.14** | **DATE AND TIME OF NEXT MEETING**The next meeting will take place on Wednesday 5 June 2013 at 2pm in QM159, Greenwich Campus |