

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2013-2014 academic session held on Friday 23 May, 2pm, QA075,**

**Queen Anne Court, Greenwich Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen, DSE, BUS |
| Sally Alsford, EDU | Alex Brooks, President, SUUG |
| Will Calver, PDV  | Christine Couper, DSP, PAS |
| Corine Delage, DSE, ACH | Eleanor Kehoe, Deputy Director, OSA |
| Ginny Malone, ILS | Mike McGibbon, DSE, ES |
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| **In Attendance:** |  |
| Nusrath Ahmed, ACH | Aisha - BUS (student observer) |
| Lee Devlin, Head of Campus Services, FM | Ralf – (student observer) |
| Bill Franciscy, Head of Residential Services, FM | Felicity Hilditch, Head of Primary Education, EH |
| Sarah Hills (Secretary), OSA | John Melton, QM, BUS |
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| **Apologies:** |  |
| Karen Cleaver, HoD, FEH | Christopher Powner, Director, FM |
| Jenny Greenfield, CEO, SUUG |  |
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| **SEC13.34****Actions Arising** | **MINUTES AND ACTIONS ARISING**The minutes of the previous meeting were agreed as a true and accurate record.*SEC13.24: SASS Agreement 2015-16*The Widening Participation Manager provided a verbal update:* Faculty budgets – discussions are ongoing regarding access funding with FOO’s
* 2015-16 Access Agreement was submitted on 5/5/14
* The SASS group are working with the Equality & Diversity Champion in HR to identify underachieving student groups
* National discussions have begun regarding the measurement of evaluation of public funding

SEC noted the update and resolved that SEC will formally receive the minutes from the SASS working group. *SEC13.25: QAA Institutional Review* Action completed – see minute SEC13.37 for further information *SEC13.26: ‘Follow that Student!’ update** *DSEs/faculty representatives to disseminate the report to faculties for immediate attention* – Action completed
* *Chair to feedback concerns regarding the effectiveness of the ‘6 week period’ to Academic Council* – In progress, the Chair to report back to Autumn meeting of SEC
* *PAS and SUUG to further discuss development around the questions in the University Student Survey* – Action completed
* *Director of PAS to make outcome of International Student Barometer available to SEC members* – Action completed
* *SUUG to provide a copy of Assessment & Feedback checklist to members for information*– Action completed

*SEC13.27: New Arrivals Spring reporting*Action completed*SEC13.28: Resources for the Student Experience Portal pages* Action completed *SEC13.29: Student Representation in Committees* * *DSEs/faculty representatives to feedback to FSECs for discussion around flexibility of student reps across portfolios of programmes* – Action completed
* *SUUG to provide any available information on current gaps in representation to DSEs/faculty representatives* – In progress, SUUG to provide when details are confirmed in Autumn

*SEC13.30: Informal Student Complaints*Item deferred to July meeting of SEC*SEC13.31: Personal Tutoring Report* In progress – Chair has requested information, awaiting response from HR*SEC13.32: ‘You Said, We Did’* Action completed*SEC13.11: Student Journey*1. *New Arrivals Reporting - Pre-arrival / Taster events*

Reports presented. **ACTION:** report to be disseminated to FSECs for adoption of good practice where appropriate*SEC/13.19: Student Complaints Annual Report 2012/13*Item deferred to July meeting of SEC |
| **SEC13.35** | **Estates Development update** The Head of Campus Services presented a report detailing the key current and planned activities within the Estates Strategy for the next twelve months.The Estates Strategy requires up-to-date data on student numbers from Faculties to assist with planning.**ACTION:** Director of Strategic Planning to provide FM with tailored information down to programme level up to 2017 and faculties to provide 2013 faculty plans.* Faculties to provide FM with Faculty plans for 2013.

Refurbishment to the C4 site at Medway has been approved, it is hoped that the space can be utilised from September 2015 but more detailed planning is required to determine accurate timelines. Planning and financial discussions regarding the conversion of the Dreadnought building on the Greenwich campus will be ongoing for a further 12 months, it is anticipated that the building will not be ready for full occupation until the 2017-18 academic session.  Discussions regarding the refurbishment are being undertaken with key staff, FM will report back to a future meeting of SEC once all feedback has been received.SEC **noted** the report.  |
| **SEC13.36** | **Terms of Reference - Membership** The following amendments to the membership of SEC were proposed:1. Appointment of a Quality Manager with a remit for Student Experience
2. Co-opt Nusrath Ahmed, Student Experience Administrator for the PVC, ACH
3. Removal of Students’ Union appointed student representative (see paper SEC13.P59 for rationale)

 Also to note wording amendment from ‘Head of Planning and Statistics’ to ‘Director of Strategic Planning’SEC **agreed** the proposed changes to the membership subject to **ratification** by Academic Council. |
| **SEC13.37** | **Student Engagement Policy** The Pro Vice-Chancellor (ACH) provided SEC with a verbal report on the current status of the Student Engagement Policy. A sub-group has been established to develop a policy and operational framework. Work to date has included:* identification of active engagement and partnerships
* development of a document outlining the principles to drive the student experience
* building on the work of new arrivals developments, transitions etc.

The group will develop a first informal draft of the policy and framework in June, with the intention of moving to a consultation draft in September 2014 for approval and implementation by December 2014. **ACTION**: Work on drafting the Student Engagement Policy to begin SEC **noted** the report. |
| **SEC13.38** | **‘Follow that Student!’ update** The Pro Vice-Chancellor (ACH) presented SEC with a paper detailing a video-based research project that is being undertaken aimed at understanding students’ experiences of assessment and feedback.Eight students drawn from all three campuses across a range of programmes, ethnicity etc. are currently engaged with the research, with much of the filming already underway. This is a qualitative study but the aim is to reflect on how the students feel about their experiences of the assessment period. **ACTION:** Video to be presented at July SEC and begin disseminationSEC **noted** the report. |
| **SEC13.39** | **Student Surveys**1. Student Experience Survey

SEC received a report and survey results from Planning & Statistics (PAS) on the new 2013/14 Student Experience and Engagement Survey (SEES). The SEES is a new initiative, conducted with on-campus second year undergraduates, is designed to feed into the programme of work mapped out by SEC. In part, the initiative is driven by an interest in the student engagement agenda which is currently subject to much debate. This is likely to lead to the inclusion of student engagement questions in the National Student Survey (NSS).Since this survey is a new initiative there is no historic data to use as a comparison making it difficult to know whether the levels of engagement are high or low. PAS acknowledged that the response rate was low, but the context of the data is viable. SEC welcomed the survey findings as a useful internal diagnostic tool and its role in getting students to reflect on the own learning. It was recommended that some questions be made more generic to include process-based learning in the responses. SEC would like to see further development through the Student Engagement Policy; the Director of Strategic Planning welcomes additional feedback from SEC members. 1. International Student Barometer

SEC received a presentation from PAS on the International Student Barometer. There has been no substantial change in general satisfaction from 2012, with areas such as living satisfaction, visa assistance, GET and SUUG clubs and societies all recording improved responses. However some key areas, including new arrivals, financial issues, and disability & dyslexia advice report a decrease in satisfaction levels. A full written report will be available at a later date.The Chair requested that members disseminate the survey results within their respective faculties.**ACTION:** survey results to be fed back as follows:* SEES - FSECs, personal tutors for discussion within personal tutor groups and Directors of Learning & Teaching for information
* ISB - FSECs, Directors of Learning & Teaching and the International Office

SEC **noted** the reports. |
| **SEC13.40****SEC 13.41** | **Medway Campus update** The Director of Student Experience for the Faculty of Science and Engineering gave a verbal report regarding the closure of the SUUG student shop on the Medway campus. Concern was expressed about the lack of suitable alternative for both staff and students. The SUUG advised that research has shown that students displayed low levels of concern about the closure of the shop. As the facility was not financially viable, the decision was reached to close. **Charges to Students** There was a discussion about the issue of Wi-Fi charges in student halls of residence. The Head of Residential Services informed SEC that the decision to improve Wi-Fi services was student driven with survey results showing that 94% considered good Wi-Fi to be ‘important’. Operations Committee determined that a private provider was necessary to have the new halls in Greenwich complete within timescales; therefore charges had to be levied this year. It is an optional charge at present which otherwise would have been incorporated into increased rent charges. Key issues arising from the lengthy discussion were:* the OFT report which concludes that ‘extra charges’ are considered bad practice: there was a discussion as to whether these were in fact extra or new charges *per se*
* Whether improvements to the consultation and communication around changes to charges could be made
* SEC view that extra charges in general are detrimental to the student experience
* SEC could become a constructive forum for discussions of charges and proposed changes etc.

**ACTIONS:**1. SEC to discuss the general principles of dealing with charges at the Autumn Committee meeting – a paper to be developed by the FM and SUUG with the Chair’s assistance regarding increased transparency around charging and fees to include identification of the forums in which this is discussed
2. the Chair and SUUG to approach VCG to discuss mitigating the new costs
3. Residential Services to provide the Autumn SEC with a list of all additional costs which can be levied in relation to student accommodation
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| **SEC13.42**  | **ITEMS FOR INFORMATION**1. Flow of minutes from Faculty Student Experience Committees
* Architecture, Computing & Humanities – 19/03/14

SEC **noted** the flow of minutes.1. Workflow of items for future meetings

Not presented to this meeting |
|  | **DATE OF NEXT MEETING**Friday 11 July, 2.30 pm, KW003, Greenwich Campus |

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