

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2015-2016 academic session held on Thursday 15th October 2015 at 2.00 pm in S309/S310 Avery Hill Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Sally Alsford, EDU |
| Will Calver, PD | Christine Couper, DSP, PAS |
| Corinne Delage, DSE, FACH | Harry Hodges , SUUG |
| Mike McGibbon, DSE, FES | Christopher Philpott DSE, FEH |
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| **In Attendance:** |  |
| Jane Bland, SA | Martin Compton, EDU |
| Steve Cook, Chaplaincy | Lee Devlin, Estates & Facilities |
| Christopher Hallas, DSA SA | Lynne Martin, Chaplaincy |
| Catherine Martindale, Chaplaincy | Pauline McFarlane, SA |
| Tai Min Pang, Chaplaincy | David Puplett, ILS |
| Lynne Savage (Secretary), SA | Katarina Thomson ,PAS |
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| **Apologies:** |  |
| Colin Allen, DSE, BUS | Michael Flanagan, FM |
| Jenny Greenfield, SUUG | Virginia Malone, ILS |
| Anne Poulson, COO |  |

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| **SEC15.01**  **Actions Arising** | The Chair welcomed members and attendees to the first meeting of the 2015-2016 session, and introductions were carried out around the table.  **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 24th July 2015 were amended as follows:  *SEC14.68 was amended to read: "Queries from SEC members ascertained that EDU run the GGSN, EDU are liaising with the SU over both GGSN and TESTA work and looking for best ways to include student reps. in these activities.   Students entering their 2nd year had been appointed to ensure momentum was carried forward from one year to another."*  Subject to this amendment, the minutes were **agreed** as a true record, and **approved.**  *SEC14.50* *Student Course Evaluation Subgroup, Terms of Reference and Membership*  Chair to present proposal to Academic Council.  *(ITEM HELD AT END OF MEETING)*  *SEC14.70 Health, Wellbeing and Fitness to Study Policy and Procedure*  i)Head of Student Wellbeing to include link in document to SUUG contact details and add SUUG representative to panel for a level 3 intervention.  ii)DSE FEH and Head of Student Wellbeing to meet and discuss links to other policies  Chair confirmed that this policy had now gone to Academic Council.  This **closed** the agenda item.  *SEC14.71 Wednesday Afternoon Policy - Derogations*  i)COO to talk to ILS and Timetabling to confirm the wording around derogations to be used in the timetables.  ii)DSE FES send Chair any additional derogation for approval by ***Chair’s Action***  iii)DSE FEH to provide Pres.SUUG with further information about derogations e.g. description/reason for them.  Chair confirmed that discussions had taken place, and that further information and derogations had been approved under **Chairs Action**. A monitoring report would be tabled at SEC in December.  This **closed** the agenda item.  *SEC14.72 Survey Timetable for 2015/2016*  Workflow for 2015/2016 to be revised to include new surveys.  Workflow had been revised and was attached as an Item for Information.  This **closed** the agenda item.  *SEC14.73 Personal Tutoring Implementation Monitoring*  Chair to circulate DSE’s responses  HR to be asked about BAW points  Items under 3.2 to be added to SEC Workflow 2015/2016  This was now part of the Student Engagement Framework, and an update appears later on the agenda.  This **closed** the agenda item.  *SEC14.60 Student* *Complaints Procedure and SEC14.61 Final Review* *Procedure*.  Further changes had been made, following discussions with Partner Colleges. Agreed by **Chairs Action**  This had now been approved by Academic Council.  This **closed** the agenda item. |
| **SEC15.02** | **SUUG – year ahead priorities**  President of SUUG – Harry Hodges – delivered a presentation about the Student union.  Pres SUUG went through the structure of Officers, and representatives, and their individual responsibilities. He outlined the priorities for the year for each of the elected officers. <http://www.suug.co.uk/studentvoice/yourreps/sabbs/>  He outlined some good news – an increase in participation in Societies of 50% over the previous year – and highlighted the “Good Night Out” campaign.  He thanked SEC for their continued support.  The Chair thanked Harry for the presentation, and stated that she was pleased the succession of the new officers had been very well managed, and how good it was to see such a bright, strong team in place, with more women too! Pres SUUG was asked to update SEC on some of the projects later in the year. |
| **SEC15.03** | **Young Adult Carers**  Catherine Martindale, Roman Catholic Lay Chaplain, delivered a verbal update on Carers in the University.  Catherine explained that a team of interested parties (including Chaplains, Wellbeing, SUUG, Access & Widening participation & HR staff) had met to look at what was needed, and how best to support the carers. The initial challenge was to identify the carers in the first instance – and work was being done with UCAS to maybe include a question on their application form. Plans were at an early stage, and included trying to ascertain what support was available, making links to local carers support groups etc. Several queries were raised by SEC members regarding who was included in this project – it was confirmed that carers of all ages, students and staff, were being discussed. It was felt that the areas of reasonable adjustments and extenuating circumstances needed to be included in any discussions. DSA felt that a regulatory framework was needed, with policies and procedures, and a “lead” needed to be identified. The DSE FACH said that Faculties would welcome any guidance available. The Chaplain explained that although she was not leading the project, she was happy to provide feedback to SEC. Various discussions around case studies took place, indicating the wide range of issues involved.  **ACTIONS:**   1. Catherine Martindale to circulate a note re the organisation of the group, and any actions to SEC members. 2. DSA, Chair and Pres SUUG to meet to discuss how the group should be included in the University of Greenwich organisational structure. |
| **SEC15.04** | **Medway Campus Report**  DSE FES tabled a paper *SEC15.P006 Medway Campus report.*  DSE FES apologised for the late presentation of the report. He outlined the main items – that the membership of the meeting had changed due to time constraints of HoD, and to restructuring within the Faculty.  He highlighted some of the challenges for the Faculty – improving communications through student reps, and to Partner colleges. The relationship with the University of Kent, and Canterbury Christchurch University was a strong one, and current focusses included increased funds for social activities e.g. buses for day trips, and to nightclubs. Other key topics highlighted were the consideration of responses to survey feedback. He welcomed the appointment of Caron Akehurst as the Employer Partnerships Manager, who was already building relationships with employers in Medway, SE London and Kent, and the establishment of the Special Interest Nature Groups (SINGS) by Melanie Thorley.  Staff development sessions were being planned for Wednesday afternoons, covering these, and other, important areas.  DSE FES also felt that useful progress had been made with provision for Muslim students, an area where there had been difficulties.  He felt that there was a very positive feel to the campus now, with the building works underway to the Student hub, and the refreshed “You Said, We Did” displays, including the use of tv screens. David Puplett, ILS, endorsed this view.  Lynne Martin raised the issue of the new multi-faith prayer room. Some discussions took place, with various concerns being raised about it remaining as multi- faith, its configuration etc. DSE FES explained the consultations which had already taken place. The view was taken that the room, along with others at Greenwich and Avery Hill, needed to be managed, with someone taking responsibility.  Pres SUUG felt that the experiences at Medway could be used to make a decision regarding similar new facilities at Greenwich.  The Chair thanked DSE FES for his annual report which had proved very useful, and observed that it was an interesting campus, with many varied relationships. She commented that it all sounded very positive, and acknowledged that change management was always difficult. SEC offered their support at this time.  **ACTION:**   1. DSA to convene and chair sub-group including Chaplains, SUUG, GKSU, DSE FES and other relevant stakeholders and prepare an initial report for December SEC. |
| **SEC15.05** | **Student Engagement Framework**  The Chair tabled a report *SEC15.P007 Student Engagement Framework Report September 2015* for information. The report had already been submitted to Academic Council. The Chair explained that there were now 5 “Task and Finish” groups, meeting regularly, each group with a different Chair, and at a different stage of their plans. The report outlined the aims and main approaches and methods for each group.  The Chair stated that the key to the framework was a new wave of reports, reporting to SEC.  **ACTION:**  i)Jon Sibson, Chair of SEF group on Greenwich Graduate & Employability to present update to December SEC  ii)SEF group on Personal Tutoring to present update to December SEC |
| **SEC15.06** | **University Student Survey (USS) and Postgraduate Taught Experience Survey (PTES)**  PAS presented a paper *SEC15.P008 University Student Survey(USS) and Postgraduate Taught Experience Survey (PTES) 2015 – Report on University of Greenwich results*  PAS delivered a presentation on some of the key outcomes of the survey, but emphasised much more data was available. Further detailed presentations would take place at other meetings over the next weeks.    For Undergraduates, overall, the results were fairly good, with satisfaction up from 78% to 81%, with the exception of the “Aspire” card, where satisfaction went down. Looked at by Faculty, 3 of the Faculties had improved, with FES having fallen behind.  Postgraduates were not so good, and with benchmarks remaining stable, the University were falling behind in the sector.  The full findings were available, broken down by Faculty, department etc., but were too detailed to be shown in full at the meeting.  DSE FES asked if Pharmacy students were included in the survey, and PAS replied that some were, but not all.  The Chair thanked PAS for the mass of data, commenting that there were some good positive messages, although there were some terrible results too.  **ACTION:**  Chair to meet DVC Susan Lea, and the DSE’s, to put together an action plan detailing what needed to be done, by whom, and how to effect those changes, and report back to SEC in December. |
| **SEC15.07** | **National Student Survey (NSS) Report**  The Chair tabled two papers *SEC15.P009 Great Expectations and SEC15.P010 Flow diagram* plus an additional paper *SEC15.P015 NSS: update on actions feedback and plans.*  *PAS tabled a paper SEC15.P011 NSS Results report*  The documents showed the actions, projects and plans to date, at the end of the academic year 2014-15, with the flowchart detailing the reporting structure within the University.  The Chair thanked SEC for their work to date, and invited any feedback.  PAS asked SEC to endorse the 18th January 2016 as the start date for the January survey, and to endorse the use of the same set of questions.  Discussions took place around various ways to ensure participation, and delivery of survey, including possibility of smart devices. It was suggested that a cover sheet of main findings for SEC, and for students, might be useful.  SEC **endorsed** 18th January 2016 as the start date for the January NSS survey.  SEC **endorsed** the questions to be used in the survey.  **ACTION:**  NSS report to be tabled at December SEC, and include a cover sheet of main outcomes. |
| **SEC15.08** | **Chaplaincy**  Catherine Martindale tabled a paper *SEC15.P013 Chaplaincy Statement of* *Service* and delivered a presentation on the personnel and the work of the Chaplaincy.  She introduced the various members of the Chaplaincy, and outlined their main areas of expertise. Duties included work with international students, pastoral support, helping with language barriers etc. Information was given about different events for students – such as World Café, Table Talk. The Chaplain highlighted the “Missing in Action” service, whereby anyone could report their concerns about a student they had not been able to contact. It was also explained that the Chaplains were employed by their churches, and were affiliate members of UoG staff.  Catherine also pointed SEC members in the direction of the Chaplaincy web pages <http://www2.gre.ac.uk/current-students/support/chaplaincy>  The Chair thanked the Chaplain for the presentation, and all the other Chaplains for attending the meeting. She stressed that it was very important that they gained better recognition for the work they did, and was pleased that their attendance at SEC was a positive step forward. |
| **SEC15.09** | **Destination of Leavers from Higher Education (DHLE) results**  PAS presented a paper *SEC15.P012 Destination of Leavers from Higher Education (DHLE)*  PAS showed a few slides of the main results, indicating that overall it was good news, following a very bad year last year. Graduate outcomes were up, employment was up, further study was up, and unemployment down. Although University of Greenwich were still lagging behind the sector, it was a much improved picture.  PAS expressed the view, however, that without some areas – for example teachers and nurses – the situation might be different. This view was queried, as it meant we were not being compared to other comparable Universities. PAS explained that this would show up in the league tables.  Some further discussions took place, and it was agreed that weighted reports and data would allow SEC to judge the outcomes better.  PAS made the members aware that all the data was available via Business Objects, with the ability to filter for information by required fields.  Measures which had helped with the collection of data included engaging alumni, and asking academic staff to supply known outcomes.  Chair thanked PAS for the report, and expressed the view that it was heartening to see some improvements in the figures, following all the hard work that had been carried out.  **ACTION:**  Martin Davis of GRE to attend December SEC meeting to give an update on work being done in respect of Employability, placement outcomes, work shadowing etc. |
| **SEC15.10** | **International Welcome Programme 2015**  Jane Bland, International Student Compliance & Advice Manager tabled a report *SEC15.P014 International Welcome Events September 2015 - Review*  Jane talked about the various events which comprised the Welcome programme. Innovatively, there had been a week long International Welcome event at Greenwich, and Medway, with a one-day event at Avery Hill. Initial verbal feedback indicated that the events had been very successful. Considerations for future events included much earlier planning, and allocation of suitable rooms.  Jane also talked about the “Meet and Greet” which had taken place at Heathrow airport on 12th and 13th September. Although much appreciated by the students who had used it, it was not cost effective for the numbers involved, and needed some thought as to how to take it forward. A case study highlighted some of the challenges faced by staff.  The DSA explained that the new format came about as a result of discussions at the Day 1 Week 1 group, which had been rolled over to become the Transitions (STJ) group, and that they hoped to build upon the good work already achieved.  DSE’s from FACH and FES thanked Jane for the events, which they were very positive about, and the SU for the use of their minibus and driver, which had been invaluable.  Jane thanked the Students Union officers, Freshers Assistants and volunteers for their enthusiastic help, much appreciated by the students. She also thanked Lynne Savage, SA for her help in co-ordinating the events.  The Chair thanked Jane and all her colleagues, commenting that it was a great programme, and appeared to make a big difference to individual students. |
| **SEC15.11** | *SEC14.50* *Student Course Evaluation Subgroup, Terms of Reference and Membership*  Chair to present proposal to Academic Council.  PAS presented a paper *SEC15.P003 Notes for the Student Experience Committee on issues arising from Student Course Evaluation subcommittee (SCES) 14 Sept 2015*  PAS asked SEC to endorse a new target of a 40% average response rate.  The Terms of Reference were **agreed** and adopted by SEC.  The target of a 40% average response rate was **endorsed** by SEC. |
| **SEC15.12** | **Any Other Business**   1. President SUUG requested that DSE’s send through lists of Student reps as soon as possible. 2. President SUUG drew SEC to an issue which had arisen at Mansion Site. Following the closure of the Engine room shop, there was some student dissatisfaction around the facilities and payment methods in Greengages café. Lee Devlin, FM, thought that some of the issues had been addressed, and meetings with relevant parties were happening. It was generally felt that Mansion site would be going through a period of change, which could cause problems.   The Chair thanked Pres SUUG for bringing it to her attention.  The meeting **noted** the issue.  **ACTION:**  Chair to raise with COO at a forthcoming meeting. |
|  | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Minutes were received from FES, FEH and FACH   1. Workflow of items for future meetings 2015/2016 2. Survey Timetable for 2015/2016 |
|  | **DATE OF NEXT MEETING**  Tuesday 1st December in QA075 at Greenwich Campus |

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