

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2014-2015 academic session held on Friday 24th July 2015 at 2.00 pm in 10\_B006 Stockwell Street, Greenwich**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH |  |
| Will Calver, PD | Christine Couper, DSP, PAS |
| Corinne Delage, DSE FACH | Harry Hodges , SUUG |
| Virginia Malone, ILS | Mike McGibbon, DSE, FES |
| Christopher Philpott DSE, FEH | Anne Poulson, COO |
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| **In Attendance:** |  |
| Peter Fotheringham, FM | Pauline McFarlane , SA |
| Duncan McKenna , EDU | David Mutti, ILS |
| Lynne Savage (Secretary), SA | Sebastian Sefton, ILS |
| Katarina Thomson ,PAS | Simon Walker , EDU |
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| **Apologies:** |  |
| Sally Alsford, EDU | Colin Allen, DSE, BUS |
| Michael Flanagan, FM | Jenny Greenfield, CEO, SUUG |
| Sarah Hills , SA |  |

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| **SEC14.67**  **Actions Arising** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 31st March 2015 were amended as follows; *SEC14.56 ILS Annual Report* was delivered by the Information Services Manager, and not the Director of ILS.  Following this amendment, the minutes were **agreed** as a true record, and **approved**  *SEC14.31 PTES(Postgraduate Taught Experience Survey)*  DSE’s (as a group) and SUUG were asked to study the report, and write a brief response.  **ACTION:**  i)Chair to communicate with DLT’s to look at the area of Assessment and Feedback.  It was confirmed that the DLT’s had been asked to take a look at the results pertaining to Assessment and Feedback, and derive actions as appropriate, through the Quality committees in the faculties.  ii) Chair to send note re Employability to John Sibson and ask about some sessions being held in the Faculties.  Chair confirmed that John Sibson had been asked to include postgraduate’s needs regarding employability into the work being done with Faculties.  Reports, through the SEF employability work package group, would be brought back to October SEC.  This **closed** the agenda item.  *SEC14.35 Hidden Costs*  It was confirmed that all extra costs were now being included in Programme handbooks. Following queries, the COO advised the meeting that she would be writing a further disclaimer once the Consumer Law changes were known and in force, in October. EDU would include guidance for programme leaders in their training.  This **closed** the agenda item.  *SEC14.44 Postgraduate Student Progression*  FSECs and Student Representatives to discuss and report back.  FEH confirmed this had been discussed, and other Faculties confirmed this would be discussed at their next meetings.  This **closed** the agenda item. |
| **SEC14.68** | **EDU Student Partnership Work**  Duncan McKenna, Project Officer with Simon Walker, Head of Education Development EDU introduced a presentation: *EDU* - *Summary of Work and Achievements*  A paper was tabled *SEDA accredited Jisc Institutional Change Leader Award*  The presentation covered the areas of the EDU Model, TESTA, Greenwich Graduate Student Network (GGSN) and external work.  Project Officer EDU explained about the differing training and courses available supporting the partnership work, and linked to SEF. He gave more detail about TESTA, a programme-level feedback and analysis toolkit, which collects qualitative and quantitative data, from both staff and students, for analysis and input into the programme validation process; and GGSN – a student-led network built to support a student-led, institution-wide cultural transformation to support the development of the Greenwich Graduate Attributes.  External work going on included participation at the 19th Annual SEDA conference, and the JISC CAN (Change Agents Network) conference, and inclusion in the CAN journal.  EDU partnership work linked to the SEF work already underway.  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 the activities. Students entering their 2nd year had been appointed to ensure momentum was carried forward from one year to another.  Chair thanked EDU for the presentation, and commented that it was very informative.  **ACTION** EDU asked to provide update for December SEC – include in SEC workflow 2015/2016 |
| **SEC14.69** | **Student Complaints Procedure – updated including Final Review Policy**  SAO, Awards & Standards tabled an email, read out by the Chair, detailing further changes which needed to be made to the above policies, following discussions with Partner Colleges.  Will Calver, Access and Partnerships Manager, advised the meeting that they required an additional sentence under S.2.2, and further changes would also need to be made to the Memorandum of Agreement (MOA) with Partner colleges, and advised that he would circulate their requirements to SEC members.  COO confirmed she had reported to Court at their last meeting, as required by HEFCE.  Paper was **noted.**  **ACTION**  Item to be carried forward to October SEC |
| **SEC14.70** | **Health, Wellbeing and Fitness to Study Policy and Procedure**  The Head of Student Wellbeing, SA presented paper *SEC14.P075 Health, Wellbeing and Fitness to Study Policy and Procedure* and explained that this new policy set out a consistent framework to support students. Over the past year, there had been a handful of students giving cause for concern, and this policy would ensure a consistent approach in the future. Student Wellbeing had worked with SUUG on the policy, which included 3 levels of intervention – level 1, escalating to level 3. There was also a shorter “Question & Answers” version - following queries she confirmed that a link to this would be included in the document.  DSE FES welcomed the document, as did other members, and confirmed that it would be included in staff development sessions for the new academic year. President SUUG voiced a few queries – could SU contact details be included? – a link was to be provided. If the Mental Health Policy was being reviewed? – it was confirmed that it was, and SU would be consulted. He also asked if it was planned for a student rep to sit on the panel for a level 3 intervention. Head of Student Wellbeing said this was not being planned, but agreed to revise the policy to include a student rep.  DSE FEH queried how the policy linked to the Fitness to Practice Policy, and the Fitness to Teach Policy, but it was generally felt this was a separate issue, to be discussed outside of the meeting.  Chair thanked Head of Student Wellbeing, and asked for the links and contact details to be added.  SEC **noted** the policy.  SEC **endorsed** the policy  **ACTIONS**:  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 |
| **SEC14.71** | **Wednesday Afternoon Policy**  The Chair presented a paper *SEC14.P076a Wednesday Afternoon Policy*  This had been presented at Academic Council *paper AC14.79* and had been **approved.**  The Chair presented paper *SEC14.P076b Derogations* which reported that FBUS and FES had no derogations, and listed derogations from FEH and FACH.  DSE FES felt that there were, however, some derogations from FES, but was unsure what they were. Chair asked him to provide her with details, and if necessary there could be a Chairs Action.  Pres.SUUG asked if they could have more information on some of the Health programmes, and why derogation was necessary, or if they were placement programmes, and it was agreed this would be provided. He also asked for the wording to be used in the timetable, where such derogations had been agreed – the COO agreed to provide this.  SEC **noted** the paper  SEC **approved** the derogations  **ACTION:**   1. COO to talk to ILS and Timetabling to confirm the wording around derogations to be used in the timetables. 2. DSE FES send Chair any additional derogation for approval by Chair’s Action 3. DSE FEH to provide Pres.SUUG with further information about derogations e.g. description/reason for them. |
| **SEC14.72** | **Survey Timetable for 2015/2016**  PAS presented a paper *SEC14.P077 Survey Timetable for 2015/2016* which was an update on one presented at previous meeting. No further feedback had been received, so they were going ahead with plans to drop the New Arrivals and SEES surveys, and replace them with a new survey, conducted by Youthsight. DSE FEH asked if their Faculty specific questions added to the SEES could be moved to the USS survey, and it was confirmed this would be possible. DSE FACH asked if a new chart showing all the surveys could now be devised, and PAS confirmed they would do this.  Chair thanked them for the work carried out.  SEC **noted** the paper.  SEC **approved** the survey timetable.  **ACTION:**   1. Workflow for 2015/2106 to be revised to include new surveys. |
| **SEC14.73** | **Personal Tutoring Implementation Monitoring**  The Chair tabled a memo - *SEFs: Personal Tutorship*. This detailed work that had been done around the Personal Tutor Policy and summarised what had so far been achieved. The document included reporting so far, responses from the Faculties, resources now available, and the actions which now needed to be carried out.  The Chair commented there had been good coverage generally, with some differentiation between Faculties - resources were being developed, including a self-study course, inclusion in induction, and a new Personal Tutoring Management System being developed for launch in the autumn.  Actions had come from the DSE’s, and from SEF. The actions included BAW points being agreed, Personal Tutoring being discussed by Faculties, Assessment and Feedback actions.  David Mutti, ILS demonstrated the new *Personal Tutoring Management System,* within Bannerweb. He showed how it was accessed and the detail contained within the reports. Most of the information was already available, but had been pulled together into one place. The information could be filtered. It included personal data, programmes, courses, personal statement, meeting information, comment and activity. He showed how it could be used to create and record a meeting, linking to a calendar, and recording attendance.  Phase 2 would hopefully allow students to see the information.  Members asked questions around security, which were addressed,  It was explained that it would go “live” in September, user guides were being written and training being developed, and facilitated. A request for a training video was being considered. An “all staff” email had been sent out.  It was emphasised that it relied on the students using their university email address – there needed to be a push for students to use this, or divert their personal emails to their University email. The meeting also discussed the need to ensure that more students sat their assessments first time round to try and minimise resits – a change in culture was needed in some areas.  SEC welcomed the system.  The Chair thanked ILS for their demonstration.  **ACTION:**   1. Chair to circulate DSE’s responses. 2. HR to be asked about BAW points 3. Items under 3.2 to be added to SEC Workflow 2015/2016 |
| **SEC14.74** | **Mobile App Launch**  Sebastian Sefton, Senior Developer and David Mutti, Head of Programme Management & Change, ILS, demonstrated the new *Mobile App*. They explained that it was now live, and there were Android and iPhone versions.  The app included Timetables, Courses, Grades, Moodle, pc availability, link to SU site and campus maps, news, and contact numbers. The app focused on giving students information, and had currently been tailored using the existing design, but may be given further enhancements at a later stage.  Anyone was able to download the app.  It was planned to evolve the app going forward, with plans including linking the app to the new University CRM, and having more functionality around roles and users.  Queries to be answered outside the meeting included when the app was available to acceptors and how the first week timetables were to be presented.  The Chair thanked them for the presentation and on behalf of SEC welcomed the new app. |
| **SEC14.75** | **Any Other Business**  **Young Adult Carers**  The Head of Student Wellbeing explained that it had been identified there was a 29% drop out of students with care responsibilities, and new legislation required the University to identify these students and provide support. She stated that a strategy was being put in place and asked for the item to be included in next SEC agenda.  **ACTION:** Item to be placed on SEC agenda for October. |
| **SEC14.76** | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Minutes were received from FES.   1. Workflow of items for future meetings |
|  | **DATE OF NEXT MEETING**  Thursday 15th October 2015 at 2.00 pm in S309/S310 Avery Hill Campus |

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