

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2014-2015 academic session held on Tuesday 19th May 2015 at 2.00 pm in QA075, Queen Anne, Greenwich**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen, DSE, BUS |
| Sally Alsford, EDU | Alex Brooks, President, SUUG |
| Christine Couper, DSP, PAS | Corinne Delage, DSE FACH |
| Michael Flanagan (FM) | Jenny Greenfield, CEO, SUUG |
| Virginia Malone, ILS | Mike McGibbon, DSE, FES |
| Christopher Philpott DSE, FEH | Anne Poulson, COO |
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| **In Attendance:** |  |
| Aisling Conboy, IPM | Sarah Hills , SA |
| Harry Hodges , SUUG | Pauline McFarlane , SA |
| Duncan McKenna , EDU | Lynne Savage (acting Secretary), SA |
| Katarina Thomson ,PAS |  |
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| **Apologies:** |  |
| Nusrath Ahmed ,FACH | Will Calver, PDV |
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| **SEC14.49**  **Actions Arising** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 31st March 2015 were **agreed** as a true record, and approved.  Further information relating to item *SEC14.34 SEES (Student Experience and Engagement Survey)* was tabled.PAS presented paper *SEES 2013 and 2014: Supplementary report on student engagement by demographics and subject*, and explained that it made interesting reading, although there was a small response rate, and was a taster for the sort of analysis which could be carried out.  The Chair thanked PAS and asked the DSE’s to take it back to their Faculty SEC meetings.  *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.  DSE FES further tabled a paper “*Faculty DSE’s Summary of Issues raised in the USS and PTES and actions underway to address them” The* surveys showed similar issues as other surveys, and matched with discussions on the outcomes of the Higher Education Review, a positive commentary. Recurring themes came up – social opportunities, communications, Clubs and Societies, but overall the University scored well. CE SUUG commented that there was some variance between Faculties and Campuses, which she would like to be discussed at Faculty level. DSE FES said that data had not yet been drilled down, but would be discussed locally, for key actions to be decided – including the problem areas of Assessment and Feedback and Employability. Several members felt that staff development would be useful, although it was also noted that a lot of work had been done since the surveys.  The Chair thanked PAS for the useful data, and commented that results were already being seen in the areas highlighted, following earlier work.  **ACTION:**  i)Chair to communicate with DLT’s to look at the area of Assessment and Feedback.  ii) Chair to send note re Employability to John Sibson and ask about some sessions being held in the Faculties.  *SEC14.35 Hidden Costs*  The Chair to share two papers with PVC’s and discuss the discrepancies in response rates between Faculties, and the possibility of Faculty funding being used and report back to SEC.  It was **confirmed** that this had been done.  *SEC14.43 Undergraduate Student Progression*  PAS presented two papers *SEC14.P050 Report on Undergraduate Student Progression 2013.2014 and SEC14.P051 Undergraduate student Progression summary table.*  Reports to be discussed at Faculty SECs by DSE’s.  PAS reported that these had been discussed at Faculty level, and could be circulated. They were very wordy, and full details could be accessed via the web. PAS highlighted some of the main findings of the reports, showing differences between modes of study. Overall there had been a slight decline in performance, also the gender gap had widened. Some of the statistics needed to be treated with caution, such as those giving a breakdown by ethnicity.  The Chair thanked PAS for the reports and asked the Faculties to look at them carefully.  The **reports** were noted.  *SEC14.44 Postgraduate Student Progression(PAS)*  Trans-national summary to be presented.  PAS reported that the preparation of these summaries was proving difficult, as programmes with more than one start date lost data if they were analysed together. PAS needed to separate the data, giving smaller numbers, but it was a better solution. PAS would circulate this after the meeting, and requested feedback regarding its usefulness, as it was very complex.  The Chair thanked PAS and would await receipt of the data.  **ACTION:** PAS to circulate Trans-national summaries. |
| **SEC14.50** | **Student Course Evaluation Survey**  PAS presented a paper *SEC14.P059 Student Course Evaluation Subgroup, Terms of Reference and Membership* and explained that this followed on from the course evaluations working group, and the technical group, and reflected the need to formalise the group. The meeting discussed the proposed membership and terms of reference, and expressed their support. DSE FACH asked what additional resources were required, and was advised that was really a decision for SEC. The Chair said that SEC would be able to make recommendation regarding resources. EDU wondered whether academic staff could feed in their views, and were advised that this would be through DSE’s.  The Terms of Reference and Membership were **ratified** by SEC.  This **proposal** was agreed and will thus go to Academic Council.  **ACTION:** Chair to present proposal to Academic Council. |
| **SEC14.51** | **QAA Higher Education Review feedback**  The Chair reported that the review had taken place, with a good outcome. Recommendations and affirmations had been made, some relating to SEC. The International Partnerships Manager, in attendance, commented that the QAA letter clearly mentioned the rights of partner organisations.  The Chair thanked the members of SEC for the work they had done leading up to the review, and thanked SUUG for their support, and work on the Student Submission. |
| **SEC14.52** | **Academic Council Committees – Annual Review of Terms of Reference and Membership**  The Chair presented papers *SEC14.P058a Terms of Reference and Membership and SEC14.P058b Membership*  The membership “A member of staff appointed by the Pro Vice Chancellor of each Faculty” was amended to read “Director of Student Experience for each Faculty”.  The terms of Reference and Membership were **ratified** by SEC.  This **proposal** was agreed and thus will go to Academic Council.  **ACTION:** Chair to present revised Terms of Reference and Membership to Academic Council. |
| **SEC14.53** | **International Student Barometer Survey Report**  PAS presented a report *SEC14.P060 International Student Barometer Summary report of the results*  PAS gave a PowerPoint presentation on the results of the ISB survey, conducted in December by iGraduate, involving International and EU students. Although overall satisfaction had fallen, this was not unique to the University of Greenwich, and was in line with other London universities, albeit we had fallen slightly further behind. All results were broken down by Faculty, campus, residence etc. and were available on the PAS website, and 10 years results were now accessible. There had been some gains – e.g. Support – and some declines – e.g. Personal Tutoring.  The Chair thanked PAS for their work, and commented that the University were going in the right direction particularly compared to other London Universities. She asked SEC for their comments.  Director of ILS asked why the issue of opening bank accounts was so difficult? She was advised that it was always a problem, as students were required to have a permanent address etc. and it was something being addressed by the Day 1 Week 1 group. Solutions to this, and other problems affecting International students, were being planned, including them arriving earlier, with a more tailored programme of induction activities.  PAS asked whether they should continue with this survey as they felt it was useful. SEC agreed, but said PAS would have to put together a proposal for the VCG as that was the budget source.  SEC **noted** the reports. |
| **SEC14.54** | **Personal Tutoring Implementation Monitoring**  The Chair reported that this item would be held over until next SEC meeting, due to staff sickness.  **ACTION:** Item carried forward to July SEC.  An item of “Any other business” was tabled by SUUG – *Proposal for personal tutor doing Employability session with their tutees*  SEC discussed the proposal in detail. DSE FBUS felt that this was already being dealt with by SEF “Task and Finish” groups, and was best left to them. This view was shared by several other members. DSE FACH was reluctant for another duty to be added to Personal Tutors workload, and others felt that Personal Tutors were already addressing this. Further discussions took place around the role of GRE, following their restructure, and whether it would be useful to ask them to prepare some resources which could be used by Personal Tutors, and any other interested parties. EDU mentioned that “off the peg” training sessions were already available on the Personal Tutor tab. PAS mentioned a forthcoming JISC project, covering the journey of the student, which included employability, which might prove useful.  The Chair felt it was an interesting proposal, and welcomed any support around Employability.  SEC **noted** the proposal.  **ACTION**: Chair to ask GRE to develop a resource to support Personal Tutors and others around Employability. |
| **SEC14.55** | **Student Engagement Framework**  The Chair gave a verbal update on the “Task and Finish” Groups. John Sibson was chairing the Employability group, the alumni, personal tutorship and student voice groups were underway, and the Day 1 Week 1 group were turning their attention to 2nd and 3rd year students.  SEC **noted** the feedback. |
| **SEC14.56** | **ILS Annual Report**  Information Services Manager gave a presentation on the work of the library *Library Services 2014-2015.* She was delighted to report that the Stockwell Street library had been given a prestigious RIBA London Regional Award, and was going on to the national awards. She gave an update on events at each campus, especially in regard to staffing, stock, usage, 24/7 opening, and resources. Main issues for the future were the proposed closure of Dreadnought, and the temporary loss of 200+ pc’s. It was also reported that the Archives had proved to be a great success, widely used by the University and external bodies. There was a lot of teaching being carried out, including research skills, and various IT support packages, very successfully. New Resources in place included “LibrarySearch” – allowing one search for all materials, BoB British Box of Broadcasts, LibGuides and Cite Them Rite – an aide to referencing and bibliographies, paid for by the Alumni.  The 24/7 hours would be reviewed for 2015/2016, and a Library Services Strategic Plan was being produced, with contributions from focus groups and surveys.  The Chair thanked Information Services Manager for the presentation, and the library staff for their work in what was a critical resource.  SEC **noted** the report. |
| **SEC14.57** | **Wednesday Afternoon Policy**  The Chair presented a paper *SEC14.P064 Wednesday Afternoon Policy* and explained that a draft, prepared by a Working group, had already gone to Academic Council. The amended version was now being presented to SEC for consultation. SEC discussed the document, and in particular the issues around Postgraduate students. It was agreed that there were specific challenges relating to them, and their engagement with societies and clubs. However, it was not quite so certain whether including them in the policy would be helpful. Other initiatives were taking place throughout the University to address the problems. The Chair reminded SEC that the policy required Faculties to “make every effort” to free up students, and there may be room for manoeuvre where necessary.  Following questions the Chair explained that the document was for consultation, and she would be going back to the Working Group, chaired by Director of Student Affairs, with comments from SEC.  SEC **noted** the policy.  **ACTION:** Chair to provide comments to DSA. |
| **SEC14.58**  **SEC14.59**  **SEC14.60**  **SEC14.61** | **Student Disciplinary Procedure**  **Fitness to Practise Procedure**  **Student Complaints Procedure**  **Final Review Procedure**  SAO, Awards and Standards presented papers *SEC14.P065 Student Disciplinary Procedure, SEC14.P066 Fitness to Practise Procedure, SEC14.P067 Student* *Complaints Procedure and SEC14.P067a Final Review* *Procedure* and requested the items be taken together.  SAO Awards and Standards identified the main changes in the procedures, which had been prepared taking into account OIA guidance. However, there were still further changes expected to the *Student Complaints Procedure*, taking into account ongoing guidance from the sector, and the new Consumer Protection Law. These were likely to affect the *Final Review Procedure*, in particular in relation to Partner Colleges. SEC were advised that Faculties and DSE’s had been consulted about the procedures. The Chair asked if SEC were being asked to agree the procedures today and was advised that they were being asked to agree the Student Disciplinary Procedure and the Fitness to Practise Procedure, with the Student Complaints Procedure and Final Review Procedure to be presented at the July SEC meeting. The Procedures would, however, have to be in place prior to the new academic year, even if they had to be amended later by Chair’s Action.  PAS commented that where partner colleges were being included, the wording “student of the university” needed to be clearly defined, as funding definitions varied.  SEC **endorsed** the Student Disciplinary Procedures  SEC **endorsed** the Fitness to Practise Procedures  **ACTION:** Student Complaints Procedure and Final Review Procedure to be brought back to July SEC |
| **SEC14.62** | **Survey Timetable for 2015/2016**  PAS presented *SEC14.P068 Student Survey Planning for 2015/2016*, for annual review. Director of PAS explained the various surveys and schedules, which ones were mandatory, and outlined the reasons for including each survey. She also gave information about proposed new surveys, like Youthsight.  The Chair asked why there were so many in the first year, and was advised that it was because of the different populations covered. The Chair felt it would be good to simplify the timetable, so that we ended up with a “year 1” survey, “year 2” survey etc. which PAS agreed was the ideal. Various discussions and suggestions were made, and PAS asked for feedback to enable a definitive timetable to be agreed by July.  Following further discussions, the Chair summarised – SEES would go, Youthsight would replace “New Arrivals” survey for year 1 students, USS/UKES survey would be adapted for year 2 students, and PTES/DLHE for year 3 students.  The Chair thanked PAS for their work on the timetable.  SEC **noted** the report.  **ACTION:** PAS to bring final survey timetable to July SEC. |
| **SEC14.63** | **SEC Workflow 2015/2016**  Chair presented SEC14.P069 SEC Workflow 2015/2016  SEC **agreed** the workflow. |
| **SEC14.64** | **EDU Student Partnership Work**  EDU tabled a paper *Partnerships with Students in the Development of Graduate Attributes*  The Chair thanked Duncan McKenna for attending the meeting, and apologised for the delay in reaching this agenda item. It was therefore carried over to July SEC meeting, and would be placed early on the agenda.  **ACTION:** Item carried forward to July SEC |
| **SEC14.65** | **Any Other Business**  SUUG tabled a paper *Proposal to introduce online career counselling Service.*  The Chair suggested this fell within the remit of Student Affairs.  **ACTION:**Proposal to be referred to DSA. |
| **SEC14.66** | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Minutes were received from FES, FBUS   1. Workflow of items for future meetings 2. New OFFA agreement 3. DSE Annual reports – received from FEH |
|  | **DATE OF NEXT MEETING**  Friday 24th July at 2.00 pm in 10\_B006, Stockwell Street, Greenwich |

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