

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2014-2015 academic session held on Tuesday 31st March 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 |
| Jenny Greenfield, CEO, SUUG | Christopher Philpott DSE, FEH |
| Anne Poulson, COO |  |
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| **In Attendance:** |  |
| Paul Butler (ILS) | Lee Devlin (FM) |
| Harry Hodges (SUUG) | Sara Ragab (SA) |
| Lynne Savage (acting Secretary), OSA | Katarina Thomson (PAS) |
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| **Apologies:** |  |
| Nusrath Ahmed (FACH) | Will Calver, PDV |
| Michael Flanagan (FM) | Peter Fotheringham, Acting Director of Estates & Facilities |
| Virginia Malone, ILS | Mike McGibbon, DSE, FES |

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| **SEC14.28****Actions Arising** | **MINUTES AND ACTIONS ARISING**The outgoing President of SUUG introduced the new President, Harry Hodges, to the meeting, and explained that Harry would be shadowing him until he formally commenced his post on 1st July. The Chair welcomed him to the meeting.The minutes of SEC held on 29 January 2015 were agreed as a true record, and approved.*SEC14.15 New Arrivals*The Chair, PAS, COO and EDU to discuss future of New Arrivals survey and report back to SEC.This was now part of the Student Engagement Framework and moved to the task and finish group looking at transitions at the start and throughout journey.*SEC14.21 Amended Complaints Procedure*Procedures would be presented to Academic Council*SEC14.23 Academic Council Committees*SASS sub-committee – Proposal, ToR and membership to be presented to Academic Council.This is in train.*SEC14.26 Annual Complaints Report*1. Breakdowns to be provided, by Faculty, to DSE’s and FOO’s.

Breakdowns had been provided.1. COO to talk to DSA, and Chair, regarding formation of a sub group to look at all complaints policies.

The COO had reviewed this task and had recommended that this approach wasn’t pursued at this time, this was agreed by the SEC and it was noted that it could be further reviewed after OIA guidance received. |
|  **SEC14.29** | **SEC – updated Terms of Reference**Proposal to amend ToR by adding PTES (Postgraduate Taught Experience Survey) to item 6.The new Terms of Reference were **ratified** by SEC.This **proposal** was agreed and will thus go to the Academic Council. |
| **SEC14.30** | **Medway Campus Student Experience**Faculty DSE had supplied a report to the SEC and this was tabled as an Item for Information alongside other Faculty reports. Agenda item (re Medway experience paper) carried over until July meeting.**ACTION:** DSE FES to be asked to provide Medway Campus report in July SEC.  |
| **SEC14.31** | **PTES (Postgraduate Taught Experience Survey)**PAS presented a report *SEC14.P036 University Student Survey (USS) and Postgraduate Taught Experience Survey (PTES) Summary report of University of Greenwich results.*Katarina Thomson made a presentation, and explained that the full version and other information could be found on the PAS website. The survey was part of the HESA survey, and benchmarks were provided by HESA and the Universities Alliance. For PTES generally the results were in line with, or slightly above, those for the sector, and were reasonably good news. The USS survey was not nearly so good, although this may be understandable as this survey was for groups not otherwise surveyed. The results were lower than the NSS results, both for UoG and for the sector. It was noted that this is in line with previous years (where the USS scores are lower than those for the NSS). There were various explanations, and it was noted that there were some low response rates. There were low satisfaction rates in particular around employability and Personal tutoring, but good results for the “Aspire” card which was well received by students.The Chair asked why there was a poor response rate, and PAS explained that it was reasonable, given that no marketing was done. The survey merely gave an indication of a pattern. Comment was made that there was now a more critical student population as a whole and that marketing would need to be done next time.The COO, and Director of ILS commented that the views on the library resources were not surprising, given the move to Stockwell Street, and the teething problems experienced. Dir ILS asked if there were breakdowns on the web, this was confirmed. **ACTION:** DSE’s (as a group) and SUUG were asked to study the report, and write a brief response for the next SEC meeting.SEC **noted** the report. |
| **SEC14.32** | **DLHE/NSS Update** PAS presented two papers *SEC14.P037 DLHE survey reference data, and NSS Response Rates.*PAS gave a presentation on the survey outcomes, and explained the presence of the NHS subset. At this time, UoG are marginally ahead of, or meeting, their targets; however data was still being gathered.The Chair commented that response rates were low in a small number of departments, and stressed the need to keep going in those cases. In terms of DLHE, the outcomes indicated unemployment being marginally down. However, coding for graduate level courses was still ongoing.PAS explained that the final outcomes would be known in July/August, and they were optimistic that they would tell a good story, with a 3% improvement this year. The Chair thanked PAS for the presentation.SEC **noted** the report. |
| **SEC14.33** | **SCES (Student Course Evaluation Survey)**1. PAS gave a PowerPoint presentation *SEC14.P038 Course Evaluation Surveys Analysis*

DSP PAS explained that this was the first time this survey had been in operation, and the 22% response rate was lower than hoped. The results were not out of line with other Universities, but work needed to be done by all to obtain a larger response rate. DSE FEH commented that the response rate was not good, it would not satisfy professional bodies, and work needed to be undertaken to “sell” the survey to Faculties etc. The Chair said that engagement of the student body was essential, and asked the SU to assist. The President SUUG informed SEC that on this occasion they had not been advised the survey was taking place but could contribute if they knew another time. PAS advised that a new timeline of surveys had been devised and would be shared. It was agreed that this was desirable, with involvement from the Faculties and SUUG. Concerns that the data would be used for performance management were raised, but were without foundation. Regarding the actual survey, questions needed to be answered with agree/disagree or were open ended. The scores could be viewed by Faculty, were easy to understand, and showed clearly how courses compared. There were some interactive slides on the view of the reporting Portal. PAS asked that members provide feedback and comments on the format and that these could be dealt with through the sub-committee (see next item).Regarding the content of the survey, the DSEs were asked to take the data as an item in their Faculty SEC and to note the course and programme leaders responses as appropriate. 1. Proposal for SEC to set up sub-committee to review work around Course Evaluations.

The SEC wished to accept the proposal to turn the existing group into a formal sub-committee of the SEC. The Chair advised that a formal proposal thus should be brought back to SEC in May and from there go to the Academic Council. She welcomed the data, which was very useful, and welcomed the formation of a sub-committee.**ACTION:** PAS to form sub-committee and report back to SEC with a ToR, membership and schedule of dates in May SEC. The **proposal** was agreed. |
| **SEC14.34** | **SEES (Student Experience and Engagement Survey)**PAS presented paper *SEC14.P039 Student Experience and Engagement Survey – Summary Report*DSP PAS explained that this was a survey commissioned by SEC, it comes from USA and is American in style with different kinds of questions asked. It was conducted with 2nd years, who were not otherwise surveyed. Again, there were problems with the response rates, but the results were steady and informative. PAS explained the format of the paper – a series of graphs, with some benchmarks, and some questions which just applied to University of Greenwich. PAS commented that if response rates were to be raised, some work needed to be undertaken to embed the survey in the teaching environment. They showed some concerns over attendance, but with good responses surrounding Personal Tutors. The Chair noted that this was a small survey, but interesting, and worth doing again. It will be handed over to the Day 1 Week 1 group, as detailed within the Student Engagement Framework document, which is going to look at supporting students over 2nd and 3rd years of the student journey.SEC **noted** the paper.**ACTION:** PAS to provide data to the Day 1 Week 1 Transitions task and finish group for its use.  |
| **SEC14.35** | **Hidden Costs**The COO presented a paper, *SEC14.P040 (i) Recommendations* The COO explained that no direct response was being presented by SUUG, but there had been dialogue, and the results would be brought to next SEC meeting. The reports focussed on recommendations for transparency, and equity across campuses. This was difficult as each campus had different contracts with different providers. Dir of ILS stated they were looking at the whole library strategy, in relation to costs. The COO explained that the cost implications were being put to the VC, and needed to be part of the overall round of budget discussions. The COO also stated that while more work needed to be done, broadly agreements had been reached with regards to the general principle that more transparency was required, and that the online prospectus needed to be accurate at all times. DSE FACH suggested that costs would be in programme handbooks which was thought a good idea. The SUUG reminded SEC that schemes like “Aspire” did not apply to all students which was accepted. **ACTION:** Costs to be input to programme handbooks (DSEs to effect in time for next session, report on this in July SEC). The COO presented a paper *SEC14.P040(ii) Extra Costs*Head of SFFS explained the paper had been devised using information provided by Faculties and Directorates.**ACTION:** The Chair to share the papers with PVC’s and discuss the discrepancies in response rates between Faculties, and the possibility of Faculty funding being used, report back May SEC.SEC **noted** the reports. |
| **SEC14.36** | **Student Experience – Facilities, Transport and Accommodation**Head of Campus Services FM had tabled two papers *SEC14.P041 Catering and Bus Survey, and SEC14.P042 Accommodation Survey,* but was unable to present them due to illness.SEC **noted** the papers. |
| **SEC14.37** | **New OFFA agreement**The DSE FEH tabled two papers *SEC14.P043* *Scholarships and Bursaries, and* *Table 7a Statistical targets and milestones,* prepared by the SASS sub-committee.DSE FEH explained that SASS was a new sub-committee of SEC, put together to prepare a new OFFA agreement by 23rd April. This work was still in progress. It had ambitions of more Faculty ownership, and was being redesigned around the life cycle of a student – from Primary School to Employability. It was hoped to tie in other initiatives of the University of Greenwich, in terms to Outreach, Employability, Progression, Student Engagement Framework, Personal Tutoring etc. and to work towards capturing more accurately the costs involved and the impact of these activities. DSE FEH asked for any comments or queries regarding the targets to be sent to him – given they were currently a work in progress, and some of the targets may be too ambitious, there were other conversations ongoing for example with the Finance Director. DSP PAS suggested that the targets be linked to KPI milestones and agreed to discuss this outside of the meeting with DSE FEH.Head of SFFS talked to the paper on Scholarships and Bursaries, explaining that it reflected the current situation, and contained recommendations for the future. Queries had been raised by SU, regarding targeting support. Head of SFFS explained that it was difficult to use Student Loan Company (SLC) residue. President of SUUG expressed the view that there had been good discussions at the last group meeting, and that the plans were long term ones.The Chair congratulated the SASS group on the work already done, it was seen to be very positive, and brought the agreement out in the open.The draft text of the OFFA agreement needed to go to VCG.SEC **noted** the reports.**ACTION:** PAS and FEH map targets in OFFA to KPIs by May SEC**ACTION:**  Bring back final OFFA to May SEC for information |
| **SEC14.38** | **Results of SU Inter-Campus Bus Survey**The President SUUG presented a paper *SEC14.P044 Results of Survey Conducted by Students Union on Greenwich Inter-Campus Bus Service*Pres SUUG explained that the survey had been carried out, with FM, at the time that a new evening service was being trialled, as it was felt this would be a good time to do a survey. There had been a good response rate, with 330 students taking part.There were recommendations at the end of the report – the COO confirmed she was happy to respond that recommendations 1, 2, 3 would be actioned, recommendation 4 would be referred to the Executive Committee and recommendation 5 would be looked at.SEC **noted** the reports |
| **SEC14.39** | **Student Engagement Framework**The Chair presented a paper *SEC14.P046 Student Engagement Framework – Interventions in Student Journey*The Chair explained the paper, and confirmed that VCG would support the framework. The intention was to have “task and finish” groups to take forwards each theme. There were other themes possible as well, these will join a queue for future years. The objectives could be reviewed and amended as each Project Team met. The Work Packages would look at policies and resources. In terms of membership of the Project Teams, ILS and PAS would be happy to attend meetings, if the particular agenda required their input and this was welcomed. The next step was that the Chair would discuss with the Chairs of the various task and finish groups and report back to the May SEC.SEC **noted** the paper. |
| **SEC14.40** | **New Arrivals Survey**1. EDU presented a paper *SEC14.P047 New Arrivals student survey analysis report*
2. EDU presented a paper *SEC14.P048 New Arrivals response rates*

EDU explained the format of the New Arrivals survey, which was the third January survey compiled. It was primarily free text, with a 20% response rate. However, feedback for January mirrored that from September. It was pleasing that there was an absence of negative comments regarding registration and timetabling, for the first time. More students were also aware of the work of the Student Centres. Other responses were similar to previous surveys. The Chair said the survey was very useful, and that the survey had become embedded in University cycle now. She thanked EDU for their work on this survey over the past 6 years, and explained that the future of the survey now rested with SEC, as the survey moved to PAS, and that it would be referred to the new task and finish group from the SEF which will be the repurposed Day 1 Week 1 Tranisitions group which was looking at second and third year and PGT welcomes. SEC **noted** the papers. **ACTION:** PAS to provide data to the Day 1 Week 1 Transitions task and finish group for its use probably with PGT entrants in the first instance.  |
| **SEC14.41** | **“Follow That Student”**The Chair gave a verbal update. She was currently working with an external writer, and a group of students, detailing their expectations around the University and Employability, it will be launched in May and once completed, would be brought to SEC. |
| **SEC14.42** | **Personal Tutoring Implementation Monitoring**The Chair presented a paper *SEC14.P049 Personal Tutoring Implementation Monitoring*The Chair explained that the Personal Tutoring policy was now being monitored by SEC. A questionnaire had been devised, and given to DSE’s to return by the end of April. A summary would be prepared and presented to May SEC meeting.Director of ILS explained that he was almost in a position to present the new Personal Tutoring Management system – this included student photographs, data, background, indicators, and links to Moodle etc. It was looking very positive, and the pilot launch was a few weeks away. It was hoped he could demonstrate at next SEC meeting. DSE FBUS expressed the view that it would be useful to record meetings – Dir of ILS confirmed that this should be available within the new University CRM. EDU reminded the meeting that they still ran PT workshops, and were working on Moodle courses.The Chair commented that this was all excellent news.**ACTION:** DSE’s to respond by end of April, summary to be brought to May SEC, and then presented to Academic Council **ACTION:** New Personal Tutoring Management system to be demonstrated at May SECSEC **noted** the report. |
| **SEC14.43** | **Undergraduate Student Progression**1. PAS presented a paper *SEC14.P050 Report on Undergraduate Student Progression 2013/2014*
2. PAS presented a paper *SEC14.P051 Undergraduate student Progression Summary Table*

DSP PAS presented the reports to SEC. It was explained that the message was much the same as the last 10 years, in terms of female/male, ethnicity etc. Large volumes of data were available, and various reports could be produced. Several queries were voiced regarding the groupings. It was emphasised that the data was available under BI reports on the Portal, and that PAS were happy to come and train users if necessary. The Chair asked if there were benchmarks, but was advised that there were averages, at the same levels as KPI’s, but not comparisons with other Universities. Pres SUUG raised concerns about the support for mental health students, given the growth in their numbers; he had been trying to get the Directorate of Student Affairs to address this. The COO recognised this but explained there were limited staff, although a bid had been put in for extra resources.The Chair stated that there was certainly lots of useful data, and that it should be looked at by Faculty SEC’s. They could then identify 2 or 3 key projects, and respond to SEC. DSP PAS felt that the targets for the new OFFA agreement should also be linked to this, and DSE FEH agreed.**ACTION:** Reports to be discussed by Faculties SECs by DSEs and report back to the July SEC.SEC **noted** the papers. |
| **SEC14.44** | **Postgraduate Student Progression**PAS tabled a paper *SEC14.P052 Postgraduate Student Progression*DSP PAS explained the paper, with the caveat that various different requirements for sector level reporting had been brought together. The September and January starter results were very similar. In some areas the University had performed better in 2012/13 than in 2013/14. Young participants had performed better as had females. She talked through the various statistics included in the report. DSP PAS also said that a survey of the Trans-national population was being prepared, and should be circulated later this week.The Chair requested the DSE’s take it back to Faculty SEC meetings.**ACTION:** FSEC’s and Student Representatives to discuss and report back to July SEC.**ACTION**: Trans-national summary to be brought to next SEC meeting by PAS for discussion.SEC **noted** the report.  |
| **SEC14.45** | **Updated Data Management and Reporting Strategy**PAS tabled a paper *SEC14.P053 Data Management and Reporting Strategy for Planning and Statistics (PAS)*DSP PAS advised SEC that this had originally been tabled at December SEC and had now been revised following feedback. It now included a table of dates indicating when survey results would be presented to SEC.SEC welcomed and **approved** the strategy. |
| **SEC14.46** | **Programme Leaders Handbook**EDU presented a draft paper *SEC14.P054 Programme Leaders Guidance 2015*EDU explained that the guidance had been put together, by Simon Walker and AQU. This followed feedback from the Programme Leaders workshops, where concern had been expressed that no guidance existed. It was now in the final stages of consultation, having already been to AQSC, Faculties and Programme leaders, and final comments and suggestions were welcomed. It was hoped the final document would be ready for September, work needed to be done on the design. Various queries were raised, including the possibility of including hyper-links, and faculty/department differences to be highlighted, and it was confirmed these would all be part of the finished book, where possible. Dir of ILS asked that it also be circulated to service providers, and this was agreed.The Chair welcomed the handbook, and asked members to comment to EDU outside of the meeting. SEC **noted** the document |
| **SEC14.47** | **Students Work/Study Balance**DSE FACH presented a paper *SEC14.P055 Students Work/Study Balance* written by a student from FACH, Jessica Carrillo Coello. DSE FACH explained some of the data and expressed concern that only 15% of the students had found work through the Jobshop. The COO explained this was a service in transition, as it had moved from the Directorate of Student Affairs. Dir of ILS asked if the request for “lecture capture” was a theme, and it was confirmed that this was the case. The Chair thanked the DSE FACH for bringing the paper to the meeting, and Jessica Carrillo Coello for her work – it was most useful.**ACTION:** Paper to be circulated to other Faculties by DSE ACHSEC **noted** the paper. |
| **SEC14.48** | **ITEMS FOR INFORMATION**1. Flow of minutes from Faculty Student Experience Committees

Minutes were received from FACH, FES, FEH, FBUS1. Workflow of items for future meetings
2. DSE Annual reports – received from FBUS, FACH, and FES.

FEH would be presented at meeting on 19th May.1. Framework for Development and Amendment of University Strategies, Policies, Procedures and Regulations.
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|  | **DATE OF NEXT MEETING**Tuesday 19th May at 2.00 pm, in QA075, Greenwich Campus |

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