

## STUDENT EXPERIENCE COMMITTEE

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

in the 2020-21 academic session held on Thursday 22<sup>ND</sup> April 2021, at 2pm and via Teams

#### Present:

Martin Snowden PVC FES (Chair)

Colin Allen, DSE BUS  
Christopher Bustin, HIR  
Karen Brough, AD SAS-Registry  
Bilal Ijaz, Pres GSU  
Simon Leggatt, DSE FEHHS  
Niel U Lewis, GSU Officer  
Mike McGibbon, DSE FES  
Stephanie Robinson, ICO  
Jane Roscoe, DVC, Academic  
John Schless, CEO GSU  
Chris Shelley, DSAS  
Tania Struetzel, GLT

#### In Attendance:

Richard Mendez, Head ECS  
David Puplett, for DILS  
Rob Hartley, for DE&F  
Norma Powell, (Secretary) SAS

#### Apologies:

Paul Butler, DILS  
Mark Crittenden HoSC  
Heidi King, DoC&R  
Chris Forster DoE & F  
Sara Ragab, AD SAS-Student Services  
David Watson, DSE FLAS

**SEC20.34** i) The minutes of the meeting held on Thursday, 18 March 2021, via Teams, were **approved**.

ii) **Actions Arising**

- *SEC20.28 University on-campus delivery.*

DSEs to provides responses to the GSU paper 'University of Greenwich on-campus Delivery'.

**Completed.** Agenda item 8 refers.

- *SEC 20.29 International Student Support*

GSU presented a report outlining the case for an increase in support provided to international students at the University. Chair requested they continue to work with DSAS and SAS to take this forward. Progress to be reviewed at a future meeting of the SEC.

**In progress.** Agenda item 5 refers.

- *SEC 20.30 Faculty International Student Barometer action plans.*

DSEs had provided action plans following the results of the 019 ISB survey. Concerned parties to meet to discuss.

**In Progress.** Agenda item 5 refers.

- *SEC 20.31 GSU Retention Project*

It was agreed that results of the project could be tied to the Interruptions and Withdrawals project. AD-SAS, Registry to provide relevant information to be raised at VCG.

**Completed.** Data provided to Chair who presented at VCG. The new Student Engagement Team will take over the project from next term.

- *SEC 20.32 Any other business.*

DSE FES said Faculties needed very clear guidance very soon on order to make decisions about Welcome Week 2021 in relation to Covid\_19.

**Completed.** Agenda item 7 refers.

## **SEC20.35 EMPLOYABILITY AND CAREERS SERVICE (ECS) - UPDATE**

The Head of ECS (Richard Mendez – RM) provided an update to the group on the work of the team.

- Graduate labour market trends had taken a devastating hit, but February 2021 saw an increase in the number of online job adverts. It is hoped that there will be a full recovery by 2022-23.
- The top three most in-demand jobs are for surveyors, project managers and teachers with registered nurses also being in high demand.
- Graduate support at the University during September – March 2020 was focussed on curriculum delivery, 1-2-1 interviews and career clinics. Student engagement was highest from the Engineering and Science faculty with an increase in interest from students of the Business faculty.
- Provision of support for students moving to postgraduate study showed a high level of engagement – the highest coming from FEHHS students.
- A joint recruitment fair held alongside 5 other London universities took place over 2 days. ECS invited their 'own' employers along and it is hoped a similar event can be held in November. Students from FLAS showed the most interest in this event.

- With faculty support a virtual in-house recruitment fair was held with 600+ students attending. In future it is hoped this can take place in a blended format – virtual and on-campus.

RM reported that future plans include talks with HR about subsuming the JobShop in to ECS, which already runs the Student Ambassadors programme.

The Chair thanked RM for his update and said it was encouraging to see high levels of engagement and that it would be good to put on more events to mark the fact that the University will be back on campus in September. RM replied that the team are already heavily involved with Welcome Week.

DSE FEHHS and DSE FBU asked if it would be possible to present the numbers as percentages by faculty and programme to highlight the differences in student numbers in these areas.

**ACTION:** RM to provide percentage figures as requested.

## **SEC20.36 GSU PRESIDENT'S REPORT – APRIL 2021**

President GSU presented a report on activities to the group.

Officers have been working hard to deliver on their key campaigns and points from their manifesto as they come to the last few months of their terms of office. A successful 'Ask the VC' event had taken place and students had appreciated the chance to be able to speak directly to the Vice-Chancellor and Deputy Vice-Chancellor.

Societies, library and lab opening times, Pier Quays hall rebate disparity and GP services have all been topics of discussion. Work has been undertaken relating to the GSU Race Equality plan, GSU strategic planning areas and with students on Liberation. The Green Ambassador programme has now come to an end and has created greater awareness around sustainability.

The President has been working on the International Student Support paper alongside various stakeholders and taken part in the Avery Hill Phases 2 & 3 planning.

GSU represented Greenwich students at the NUS National Conference 2021. Niel Lewis was elected to the National Security Council and Roshini to NUS Liberation Committee.

The Chair asked the President to convey congratulations to Niel and Roshini on behalf of the SEC.

Virtual Varsity 2021 took place on 24 March 2021 with London South Bank University and Greenwich won the title. Various activities have been planned for term 3 including tennis at Avery Hill and continuing virtual sessions in yoga, zumba, HIIT etc. The advice team will continue their virtual appointments – they have seen a 100% increase in appointments this month. Lower Deck opens from 17 May and multi-faith prayer spaces have opened at Avery Hill and Greenwich.

Finally, the team is currently in the process of developing a new five year strategy in consultation with various stakeholder groups.

## **SEC20.37 STUDENT CONDUCT PANELS**

GSU presented a report on students' involvement in student conduct panels. There has been an increase in the number of panels for which they have been asked to

provide student representatives. Student panellists complete debrief papers and the data collected has led the GSU to come to several conclusions. Key findings were that the majority of the time students had received papers at least 5 days in advance of the hearing and felt that procedures had been correctly followed; that the panellists voted with the majority of the panel 95% of the time; they felt listened to by the panel and that panels had been well chaired. However, 85% of panellists reported that they felt the student had not received 'timely and appropriate support' from the university. As a result of the feedback, several recommendations were made:

- University review into panels – especially whether they should be centrally monitored and administered to ensure parity of panels across the institution.
- Rigid structure – clear process as to how and why panels are convened. Can issues be resolved prior to the panel process being set in place?
- Payment to student panellists – there is a lot of work involved in prior preparation and they can often be distressing to the student panellist especially if a punitive sentence is handed out. The panellists use their own time to prepare for and to attend the panel. This could be in the form of appropriate gifts, written recommendations including on LinkedIn – but preferably in the form of payment of which there are examples in the sector.
- Service Level Agreement – between GSU, SAS and faculties which states exactly what is expected of each party.
- Development outcomes for students – a move to development outcomes for students called to a panel rather than punitive measures. This would help them to learn from and perhaps rectify their mistakes.

There was some discussion about the proposals and GSU was asked to provide examples of universities which provide rewards to panellists and to meet with AD SAS, Registry to set up an action plan to bring to the first meeting of SEC in the new academic session. The point was raised that students have already gone through several processes before they appeared before a panel which are in themselves developmental.

**ACTION:** GSU/AD-SAS, Registry to meet and to bring action plan to first meeting of SEC in the new academic session.

## **SEC 20.38 INTERNATIONAL STUDENT SUPPORT**

President GSU update the meeting with regard to international student support following on from his report presented at the last meeting of the SEC. He had met with the Chief Operating Officer (COO), the DSAS and other stakeholders. A paper has been prepared and was presented at VCG where there was support for the model and how it is designed to feed into current services while avoiding duplication of provision. The COO is currently drawing up plans and a follow up meeting is planned. The Chair said it was important to continue dialogue with faculties.

There was some discussion about support to be provided for students arriving from India bearing in mind the current Covid\_19 situation there. HIR said emails and deferral requests had been received and that his team could contribute towards supporting these 140-180 students. It is possible there may be 1800 students from India arriving in September and discussion is taking place around how much teaching can be offered online should it be necessary.

## **SEC 20.39 MEDWAY TRANSFER PROJECT**

CEO GSU updated the meeting on progress with the Medway Transfer Project. The key driver is clarity of vision re campus identity and consistency of delivery. The project considers how to deliver student activities and services across the three campuses as well as creating and achieving income generation. The Deep End will move to GSU control and there will be a review of catering provision with fewer outlets at Kent. All GSKU posts will transfer to GSU and planning is underway to achieve integration over the summer period.

The Chair thanked CEO GSU for the update and said results will be worthwhile. He offered help and support from Medway staff if required.

## **SEC 20.40 NEW TERM PRINCIPLES**

The Deputy Vice-Chancellor Academic (DVC AC) presented a set of guiding principles providing starting points to help plan teaching, resources and timetabling for term 3. These are guidelines only which will be adjusted in line with government advice.

DSAS said that it was important to be able to move forward with timetabling and asked that the Wednesday Afternoon policy be reinstated with Wednesday afternoons kept free for students to undertake activities unless, as a last resort, the time had to be used for teaching. President GSU stated that he was unhappy that GSU had not been consulted about this. His comments were noted.

SEC **approved** the reinstatement of the policy.

It was generally agreed that the principles provided useful guidance going forward and that any issues would need to be resolved quickly. DVC AC recognised that extra resource may be required but asked that local knowledge be used to mitigate any additional spend. She also said that work would take place at programme level to get guidelines on provision of online study.

David Puplett (ILS) had outlined ILS proposed provision and promised to provide a more detailed list after the meeting (included with the minutes).

AD SAS-Registry said that UKVI would revert to their previous expectations at the end of September and would require mainly face-to-face teaching.

**ACTION:** D. Puplett to provide details of proposed ILS provision.  
Focus on UKVI expectations to be included on May agenda.

## **SEC 20.41 FACULTY RESPONSES TO GSU PAPER 'The University of Greenwich's Delivery of the On-Campus Offer'**

At the previous meeting, GSU had presented a report on the outcome of a survey of students about on-campus delivery. DSEs had requested a right of reply as experiences of provision reported in the survey did not correspond to actual faculty provision.

DSE FEHHS – The report had said that 4 programmes in the faculty had not provided an on-campus offer. After checking, he said that 2 of the programmes had not had on-campus teaching as the lecturers were shielding but that the other 2 programmes had provided this and the information had been conveyed to the GSU officer.

DSE BUS had approached programme leaders who had confirmed that they had delivered face-to-face teaching.

DSE FES – said that Biomedical Science had continued to run practical work for 1<sup>st</sup> and 2<sup>nd</sup> years.

DSE FLAS did not attend the meeting but had submitted a paper outlining some discrepancies in the GSU paper – misnamed programmes, programmes which no longer run – and identifying those programmes which had provided face-to-face teaching.

It was recognised that this had been a difficult year but also that the university has channels where students can raise their voice. The Major Disruption Complaints Procedure has provided a quick intervention. Students need to come forward and talk to us so help can be given. President GSU said that this was what students had reported so it needed to be brought forward.

**ACTION:** President GSU to meet with DSEs to discuss improved ways of working together.

The Chair said there should be greater dialogue between GSU/DSEs/Faculties before presenting reports like this at committee level.

## **SEC 20.42 SEXUAL VIOLENCE LIAISON OFFICER (SVLO) AND MEDIATION TRAINING.**

AD SAS-Registry reported on the proposed expansion of training for Sexual Violence Liaison Officers and training in Mediation. Four additional SVLOs will be trained to provide support and signposting to students who have undergone or are currently undergoing sexual violence.

As the number and complexity of complaints has increased it is felt that some form of mediation training would help both to resolve some complaints earlier and to provide staff with skills needed for the more complex cases. Initially, the training will be for SAS staff and then rolled out to professional services and faculty staff. For this interested, formal mediation training over 5 days will be offered.

The Chair offered help to promote this if needed.

#### **SEC20.43 ANY OTHER BUSINESS**

President GSU reminded members that the Student-led Teaching Awards were due to be live streamed on YouTube.

AD SAS-Registry said a new online PAB system will be implemented in summer. This will revolutionise the release of results to students. There will be a run through of the system at the next meeting of the Student Regulations Committee.

#### **SEC 20.44 ITEMS FOR INFORMATION**

Minutes of Faculty Student Experience Committees:

- FEHHS, 23 March February 2021

#### **DATE OF NEXT MEETING**

Thursday 27<sup>th</sup> May 2021, 2.00 pm (via Microsoft Teams)