

STUDENT EXPERIENCE COMMITTEE

NOTES of the THIRD meeting of the STUDENT EXPERIENCE COMMITTEE

in the 2017-2018 academic session held on THURSDAY 25TH JANUARY 2018 in
Blake 028, Medway Campus

Present:

Karen Bryan, DVC (Academic) (Chair)
Christopher Bustin, HIR
Christine Couper, DSP, PAS
Michael Flanagan, DEF
Simon Leggatt, DSE FEH
Iain Morrison, HMC
Chris Shelley, DSAS

Marianne Boyle, HoSS
Paul Butler, DILS
Corinne Delage DSE, FACH
Meike Imberg, Pres SUUG
Mike McGibbon, DSE FES
John Schless, CEO SUUG

In Attendance:

Lynne Savage, (Secretary)SAS

Apologies:

Colin Allen DSE, BUS

Jack Beresford, ARO

SEC17.13 MINUTES AND ACTIONS ARISING

The minutes of the meeting held on Tuesday 28th November were **approved**.

The new Chair, Karen Bryan Deputy Vice Chancellor (Academic), thanked everybody for coming to her first meeting.

Actions Arising

The Director of Information & Library Services **confirmed** that the Business Objects management reports within the lecture/class cancellation system were currently in testing and will be available for use by key staff by the end of February 2018. He had some data to hand showing there had been 37 cancellations this year to date, which will be circulated to members of SEC.

ACTION: DILS to circulate data, by Faculty, to SEC members.

DILS had checked if the Aspire card could be used by students for print costs. Although there were no technical issues, the external provider, John Smiths, would have to be in agreement. Director of Student Experience, FACH asked if he could, as she felt it was very important to the students. President SUUG asked if it were possible, did DILS have a timeline, but was advised that he didn't at present as John Smiths were a separate

organisation. The Chair asked if there was a group responsible for the Aspire card, and was advised that Sara Ragab, Assistant Director, Student & Academic Services led on this.

ACTION: DVC Academic to discuss Aspire card with AD SAS.

SEC17.14 Terms of Reference and Membership of SEC - revised

The Chair presented *SEC17.P015 Student Experience Committee Terms of Reference and Membership* and explained that there had only been one meeting with the new membership, and asked if everyone was happy with them as they stood.

Chief Executive Officer Students Union University of Greenwich (CEO SUUG) said he was very happy, and positive, in terms of the membership, but wasn't sure if resources would automatically be allocated to any action taken by the meeting. The Chair explained that the committee would only be able to make recommendations.

The committee considered the terminology of the ToR, deciding to change "oversee" to "ensure" in items 2, 3 and 4; to remove "referred to the Committee" in item 1; and "implement" to "recommend" in item 5. They also added the need to monitor implementation.

DILS asked for his full title to be added.

The Chair asked if Head of Sports Strategy (HoSS) as a co-opted member should be added to the membership, but Director of Student & Academic Services (DSAS) felt that she should remain as a co-opted member, and the same status should be given to his other direct reports, as it may be more appropriate for them to attend.

DILS asked if alternates could attend if necessary, but Chair asked that anyone who couldn't attend contact her in the first instance if they felt an alternate was needed. This is aimed at encouraging attendance by the membership.

SEC approved the amendments.

ACTION: SEC Terms of Reference and Membership to be submitted to Academic Council for approval.

SEC17.15 Re-energising University initiatives to support Student Experience

The Chair informed the committee she had been working with the Directors of Learning and Teaching (DLT's) to review Learning Teaching & Assessment initiatives and to identify a set of '60% there' initiatives that need to be re-energised. DLT's are leading on this. More widespread use of Panopto is particularly important to students

Chair reported that EDU is repackaging and rebranding the offer to support staff with these initiatives, working with the DLT's leading. The list of initiatives would be circulated with the SEC minutes.

SEC17.16 Development of new Learning Teaching & Assessment Strategy

The Chair reported that she had put together a small strategic group, including a student and the SU, and their first meeting would be on Monday. This would run alongside a student reference group, which is being organised by the SUUG with appropriate remuneration to students.

A draft of the new strategy would come to this Committee.

SEC **noted** the verbal report.

SEC17.17 Registration Review

DSAS presented a report *SEC17.P016 Registration Review update for Student Experience Committee*

DSAS reported that he had commissioned Processfix, to lead a 3 day workshop to review the registration process. It had been hugely valuable as the review analysed what we do, where are we wasting resources, and what we want to get out of the process. At the end of the 3 days an Implementation plan had been produced. Many were IT related. When the plan is approved and implemented, registration would be quicker, and more welcoming! DSAS was pleased to report that he had been advised by ILS that the enhancements were not new developments, and as such could be implemented for the next main cycle registration. He suspected that for September 2018 the process would not appear much different, just more streamlined in terms of student and staff time. From experience in previous institutions, year 1 would show improvements, but by year 2 the students would see greater enhancements to their all-round experience.

DILS felt this was an excellent example of collaborative work, his team had been involved in the review, and everyone would do what they could.

President SUUG agreed that the SU representatives had really enjoyed the experience, and were glad to have collaborated.

CEO SUUG felt the next stage was to look at Day 1, Week 1, and the welcome programmes – how space was utilised etc., as he had some concerns about the arrivals events which had taken place.

Head of International Recruitment (HIR) wondered how wise it had been to use the Pre-session English group as a pilot, as they had limited grasp of English, and were a vulnerable group.

DSAS agreed to have a look and see what could be done, in terms of the pilot group. The Chair commented that it was important that any plans were communicated to Faculties and programme teams.

CEO SUUG felt there was a piece missing – they struggled to get information regarding start dates etc. at Faculty level, to ensure they were in the right

place. The Chair also mentioned other groups, such as Commuters, who need to be included.

DSAS confirmed that commuters had previously been written to, inviting them to register a week early. He also reminded the committee that item 12 was “Review and communicate consistent registration messaging across Faculties, Directorates and Students Union”.

DSE FACH felt it was very important that all the welcome strategies tied up, and the previous Day 1, Week 1 group had been really useful to ensure this happened. The Chair suggested that a “task and finish” group, comprised of DSAS, DSE’s, ILS, the SU plus other co-opted participants, should be set up to ensure that faster registration resulted in changes to the academic part of Welcome Week. A focus on activities that students would enjoy, and chances to meet fellow students and to make friends should be considered.

SEC **noted** the report.

ACTION: DSAS to advise SEC of remit and membership of the proposed “task and finish” group and their workplan.

SEC17.18 Student Surveys

Director of Strategic Planning (DoSP) for PAS presented a paper *SEC17.P017 Pulse survey results*. She outlined the background to the survey, it had been put together quickly as a short sharp survey, using the Evasys software, at programme level. The main content of the survey fell under the headings of commitment, feelings, employability, self-assessed learning gain, technology and requests for improvements.

DoSP felt it had worked well, and outlined the main findings of the survey for the committee. The Chair said there was a powerful message in the findings, showing a strong level of commitment by students to attend. She asked the SU for their thoughts. CEO SUUG said it was a great idea, and the University needed to think what could be asked in the future. It gave a good early indication of problems.

Director of Student Experience Faculty Education and Health (DSE FEH) said it was a good experiment, but they needed to explore methods to increase the participation rate. Head of Marketing & Communications (HoMC) said that any survey was obviously taken at a “moment in time” and consideration needed to be given as to how frequently surveys took place.

The Chair urged caution, that if we were asking for feedback, we needed to close the loop. If problems were high-lighted, the University need to address how it had addressed the issues. If we ask, we need to ask for a purpose, and then do something and to report back what we have done. This might include explaining why we can’t do something. The Chair also said the Survey Policy needed to be reviewed, again. She asked the survey group to do some work, and bring recommendations back to SEC.

The Chair also suggested we needed to ensure students were kept informed of survey results.

SEC **noted** the report.

DoSP had circulated a link to the *Course evaluation results for Term 1*.
<https://www.gre.ac.uk/pas/DashboardRepository>

She explained that there had been a few changes this time. Within 15 working days quantitative results were available for Faculties, but academic staff need to upload qualitative responses to the feedback. Responses would be a new component in Evasys, with DSE's having access, and the ability to input feedback.

EDU would put further training materials in place – the hope was to move to a 60% response rate.

DoSP said that Business had shown the greatest improvement in response rates, having taken it up most, FEH had good response rates and FES had a lower response rate. DSE FES said there had been some technical issues preventing them from fully completing.

The Chair said that teams should not allow system glitches to detract from academic engagement.

Pres SUUG felt that although the response rate was low it was important to focus on the feedback, and outcomes. He asked the committee to use their course reps to push for completion in the future.

DoSP emphasised that PAS do have feedback at various times of the year. Staff had access to the Dashboard within 2 days of the survey closing, and the dashboard included a sector view.

SEC **noted** the report.

ACTION: Survey group to review Survey policy and bring recommendations back to SEC

ACTION: DVC Academic to contact Simon Walker, EDU, to ask for training materials to be put in place.

SEC17.19 Spring Leadership Elections 2018

CEO SUUG handed round a leaflet *Student leadership elections* and gave a PowerPoint presentation. He outlined the positions up for election, the key dates, voting details and timeline of events, leading to the big reveal on 9th March. He also explained that although a democratic review was underway, the election would use the rules as they stand now. He also detailed how staff could help with the process.

The Chair asked that communications be sent out to all staff.

SEC **noted** the information.

ACTION: CEO SUUG to ensure details of the elections were communicated to all staff.

SEC17.20 SU President Observations report – term 1

Pres SUUG presented a report *SEC17.P018 SU Presidents Observations report – term 1*

Pres SUUG thanked the committee for letting her submit the report. The report addressed best practise, and the challenges she had faced and she hoped the committee would forgive her honesty! Overall, the term had been very positive, the SU were working with more departments and more staff. The highlight for her had been the successful campaign to reduce the price of soya milk in Starbucks – a great example of a quick change. The challenges included the frustration she experienced when faced with the fact that the historical relationship with SU stuck in people's minds. She also felt some staff did not appreciate the value of the SU input into the NSS – valuable SU resources were being used talking to 3rd year students to help the University to achieve its goal.

Pres SUUG said the SU needed to focus more on outcomes, and was delighted to say that the coffee machine in Stockwell library had been agreed. It was important that if something couldn't happen, the SU were told it couldn't, so they could take that message back to the students. She felt the University and the SU should work collaboratively on quick wins. Main aims were support and promotion, but there had only been 15 requests for "shout outs" and more academics needed to come on board.

Director of Estates & Facilities (DEF) commented that the report was very clear and helpful, and he sensed her frustration with some areas. He also said there was some frustration on the Estates side too. DILS said they worked with the SU, having meetings every 6 weeks rather than waiting for big issues to arise., which is building a new sense of trust,

Pres SUUG said it was nice to know the reasons why things could or couldn't happen, communication was the key.

The Chair agreed that students needed to be made aware of joint initiatives. She thanks Pres SUUG for her report, and for the SU support of the NSS.

SEC **noted** the report.

SEC17.21 Student Conduct Annual report

The Chair advised that the Academic Registry Officer (ARO) could not attend, so the DSAS presented the report *SEC17.P019 Student Conduct Annual report* and asked if they had any questions for the ARO.

CEO SUUG commented that the SU attended Fitness to Practise and Disciplinary meetings and often found them emotional and draining.

DSAS said that maybe some supportive training could be offered. The Chair asked DSAS to thank ARO for his report, and commented that it was good that the disciplinary and Fitness to Practice numbers were low.

DSAS agreed, explaining that several levels of mediation may have taken place within his team before getting to this stage.

SEC **noted** the report.

ACTION: DSAS to discuss training sessions for SU officers with ARO, and report back to SEC.

SEC17.22 Term 3 – timetabled activities

DSE FES talked to this agenda item. He asked what colleagues thought about the possibility of timetabling activities in the week after exams. Most students disappeared as there was nothing in the calendar, but it could be a useful time to undertake transitional and employability events. It had been discussed before, but there had never been any conclusions. Pres SUUG said it could be a wider project, because students were paying for accommodation but had no reason to be here.

The committee discussed various ideas for activities, and work that had been done previously around Term 3, by the SU. CEO SUUG said he would send the previous report to the Chair, for information.

The Chair said that we needed to make it worth the students while to be here. In any event it was too late to implement anything for this academic year.

ACTION: Chair to take Term 3 timetable activity for discussion at new Learning Teaching and Assessment group.

SEC17.23 Any Other Business

Chair advised the committee that she had been presented with a plan for audit of SEC, and how it related to other committees. She had already had some discussions with the auditor, who would look at how it operated and in particular its linkage with LQSC. She asked for, and was given, permission to give member's contact details to the auditor.

ITEMS FOR INFORMATION

Minutes of Faculty Student Experience Committees

FEH – December 2017
BUS – December 2017
FACH – November 2017
FES – September 2017, November 2017

Chair asked if there were any particular issues the DSE's wanted SEC to be aware of.

Business were not represented.

DSE ACH commented that it had been good to have Student reps at the Faculty SEC, and their main focus was transitions and employability.
DSE FES advised the committee of the new opening hours of the Nelson computer lab, and some of the local issues they had resolved with specialist software.
DSE FEH said there had been discussions around the Avery Hill campus, and how dark and miserable it was in the evenings. They would be meeting SU to see if they could support any student led improvements.

The Chair asked if Estates were aware of this and was advised by DEF that they were. They were waiting to see if Mansion site was sold, which would potentially release funding. DSAS said that this echoed a strong message coming from student groups he had worked with.

HoSS reported they were working on sports activities, and Pres SUUG said they had met with Sodexo regarding long term plans for The Dome – so things were moving forward. CEO SUUG had met with Estates re The Dome, and there were some pilot plans in place. They also wanted to co-ordinate the hours of societies, but an administrator and resources were needed for this.

DATE OF NEXT MEETING

Thursday 22nd March, in QA075, Greenwich Maritime Campus