

STUDENT EXPERIENCE COMMITTEE

NOTES of the FOURTH meeting of the STUDENT EXPERIENCE COMMITTEE

in the 2017-2018 academic session held on THURSDAY 22 MARCH 2018 in QA075,
Greenwich Maritime Campus

Present:

Karen Bryan, DVC (Academic) (Chair)
Christopher Bustin, HIR
Christine Couper, DSP, PAS
Meike Imberg, Pres SUUG
Mike McGibbon, DSE FES

Paul Butler, DILS
Corinne Delage DSE, FACH
Simon Leggatt, DSE FEH
Chris Shelley, DSAS

In Attendance:

Kate Dawson, SUUG
David Kingston, John Smiths
Jon Sibson PVC BUS

David Fox, John Smiths
Lynne Savage, (Secretary)SAS

Apologies:

Colin Allen DSE, BUS
Michael Flanagan, DEF
Stephanie Robinson, M&C

Marianne Boyle, HoSS
Iain Morrison, HMC
John Schless, CEO SUUG

SEC17.24 MINUTES AND ACTIONS ARISING

The Chair welcomed Jon Sibson, PVC Bus, and David Fox and David Kingston, representatives from John Smiths, to the meeting.

The minutes of the meeting held on Thursday 25 January 2018 were **approved**.

Actions Arising

The SEC Terms of Reference and Membership had been approved by Academic Council.

This **closed** the agenda item.

DSAS had advised SEC of ToR and Membership for the Registration Review Task & Finish Group.

DILS had circulated data from the management reports for the lecture.
/class cancellation system to SEC members.

Term 3 – the Chair advised that discussions were still ongoing around Term 3 activity, with some quite polarised views being shared. It was likely that this would be covered in forthcoming strategic developments.

SEC17.25 Extra/Co-Curricular Activities Report

PVC Business presented a paper *SEC17.P022 Extra/Co-Curricular Activities report* and explained that currently Faculties all do extra-curricular activities. One way of noting this is by the passport scheme. The report showed what each Faculty were doing – there was a great deal going on, but there were some inconsistencies. 2 and two thirds had adopted, 1 and a third had not. The commitment from PT's was also variable, and some using the system found it clunky. Migration from the current system, Moodle, to Careerhub was being planned, which would then include links to the PTMS, and the attendance monitoring system. This would be rolled out by 2018/19. At that stage everyone would have to use the PTMS. The group would meet again next Monday. All PT's needed to be engaged – the expectations of them were being communicated at interview, in job descriptions, shortlisting criteria etc. and it would be mapped in their career pathways. Staff development sessions were being planned by ECS, in a programme of workshops. The Chair said the requirements of the PG Teaching Cert were being reviewed, in liaison with Simon Walker of EDU, along with a roadmap for PT's, with DSE BUS leading.

SAS and SUUG had been consulted. The Chair said a re-launch was planned, to iron out the inconsistencies. She asked if some good practise guidelines could be developed. PVC Bus said this was planned, he wasn't sure if it would be mandatory. The Chair said the idea was for it to be mandated through the new Teaching & Learning Strategy, and also asked for the reports from the Faculties to be circulated.

Pres SUUG asked if Faculties were worried about implementing the passport system but was assured that support would be in place, once it had been decided what was needed.

SEC **noted** the report.

ACTION: Report to be circulated to other PVC's for information.

SEC17.26 Aspire Results 16/17

David Fox, (DF) for John Smiths, tabled a presentation *SEC17.P024 Aspire Results 16/17*. He outlined the service, and their 4 main aims. Of these, the Online store was most used. He showed the latest user figures, and an example of the website view. They would have liked more involvement by the SU. KD explained they had technical issues in September 2017, which hopefully were now resolved, and in future the SU would promote it more.

DSE FACH asked if printing was included? DF said it wasn't at the moment. DILS explained that a request had been made through PMO, but it would not be immediate, as it was a big project. DF also said that a number of other institutions had removed printing, for environmental purposes.

The Chair thanked them for coming, and for the presentation, and asked that an electronic copy be emailed to all members.

ACTION: Electronic copy of Aspire Results 16/17 to be emailed to SEC members.

SEC17.27 Update on the development of the Learning, Teaching and Assessment Strategy

The Chair updated the meeting on the work of the strategic development group, looking at the Learning, Teaching and Assessment Strategy. They were working with a student reference group, with students nominated by SU. There had been some good early discussions, and the group were now moving from ideas about what was important to the actual framework. This was being worked into a strategic document, and when circulated it would be accompanied by a "what we need to do" checklist. It would hopefully be ready in early May.

SEC **noted** the update.

SEC17.28 .Attendance and Engagement Policy

AD SAS presented the report *SEC17.P023 Attendance and Engagement Policy – update on progress*. He explained there had been a change in approach to managing attendance, with a new system in place, and he was bringing summary feedback to SEC for their information. The report included current usage figures. At present the figures were by Faculty, and he was working with ILS to enable figures by Programme to be shown.

Discussions took place around when a third email should be sent. The Chair asked if the system was having a beneficial effect, and AD SAS felt the data proved it was. Pres SUUG asked if a "read receipt" was set up, as there had been concerns about students reading emails. The meeting also felt there was some concern around the wording of the emails – they might be seen as a bit strong, rather than encouraging. DSE FACH said there was a template, which could be modified, and a balance needed to be found between being too strong, and too polite! DILS asked they ensure the subject line was appropriate, as this helped to combat email overload. AD SAS said the system was definitely flagging up some issues, and at present the Faculties had discretion. DSE FES felt the emails were having a positive effect, and were giving the students the opportunity to engage. DILS said it would be more apparent when the University went live with learning analytics.

Various discussions took place around how best to use the system e.g. for things like snow weeks, and whether any of the emails could be automated.

PAS asked that the requirements of GDPR be considered, too. DILS and AD SAS agreed to discuss further outside meeting.

Pres SUUG mentioned the need to be careful around International students, as withdrawal had visa implications. Hol said the International Office were notified about withdrawals and contacted the students with advice etc.

AD SAS clarified that at present the system did not include Distance learning or PG students, and he needed to get further feedback on how to approach those.

The Chair felt Faculties and RETI would have systems in place, but that the policy should be raised at the Research Committee.

The Chair also asked AD SAS to do a separate piece of work on how many Interrupted students returned to the University. She queried the students self-certificating requirements, and asked how they compared with those for staff. Although staff could self-certificate for longer, there were Return to Work procedures in place.

The Chair also said that Academic Council had asked for a report on Attendance Monitoring, which she and AD SAS would prepare.

SEC **noted** the report.

ACTION: AD SAS and DSE FES to talk to staff who run Distance learning and PG programmes to ascertain their views on implementing the policy.

ACTION: Chair and AD SAS to prepare report on Attendance Monitoring for Academic Council

SEC17.29 Student Course Evaluation Sub-Committee

DoSP for PAS presented *SEC17.P025 Revised Terms of Reference and SEC17.P026 Minutes (for information)* She explained the ToR, that they were going to plan the survey schedules, report to LQSC, review feedback and questions and monitor the activities. The sub-committee had not yet met, but she asked SEC to approve the Terms of Reference and Membership.

SUUG asked they be clear about the purpose of surveys, and Pres SUUG said they would ask questions about things like accommodation and transport themselves. DoSP advised they would keep a record of all surveys. They would route map the surveys, hoping to rule out the need for students to answer the same questions again.

SEC **approved** the Terms of Reference.

SEC17.30 Sexual Violence Policy Implementation

DSAS wanted to update SEC on the implementation of the Sexual Violence Policy, particularly in light of the petition to the VC, by the SU, to which the VC had responded. He said it was a year since the Policy had been introduced.

Training of Sexual Violence Liaison officers had been implemented. There had only been a small number of reported incidents coming through, but it was good to have a mechanism in place to deal with them. Students now knew where to raise their concerns. It was difficult to promote the scheme and the outcomes, because of its sensitive nature. AD SAS (Student Wellbeing) was co-ordinating the group, and was identifying the next steps.

There were many policies to promote, but in the end they were all about promoting a positive culture around Equality and Diversity, Sexual Violence, positive behaviours, and the sexual charter. The aim was to promote visible tools for all, with a positive inclusive message. Further updates would be given in May, on the anniversary of the policies implementation.

The Chair asked that the report be worded to ensure there were no issues around confidentiality.

Pres SUUG said that sexual violence was one of the issues which appeared to make students more politically active, and that going forward the SUUG would support the University to endorse all that was happening.

DSAS said he would update SEC at the next meeting, to ensure transparency.

ACTION: DSAS to bring report on implementation of Sexual Violence Policy to SEC.

SEC17.31 International Pathway College

DSAS outlined arrangements for the International Pathway College (also known as UGIC) due to start in September 2018. It was designed for International students who were not quite ready to undertake a degree programme. He was bringing it to SEC, as there would be implications on student experience in terms of services, space etc. It would be well supported, but some of the students would be under 18. The University already has a policy for Under 18 students which would be applied in the normal manner. Accommodation would need to review their policy, which is being dealt with.

Pres SUUG agreed there might be safeguarding issues to be aware of. DSE FACH asked if they were identified as University of Greenwich students, and was advised they were. Hol said the students would all have a mentor, and that Student Wellbeing would be considered. DSAS said there was nothing to be alarmed about, systems were in place, but he wanted to raise awareness.

SEC17.32 iBarometer Survey

DoSP presented a survey on the iBarometer Survey outcomes. She explained it was conducted worldwide by iGraduate, and UoG had taken part since 2012. It provided benchmarks where possible – most consistently from University Alliance (UA). The survey gave good information for the TEF. Generally our students were very happy, although we were now slightly adrift from UA. The

results were presented by Faculty and subject. Sections included *Arrival, Learning, Living* and *Support services*. PAS had requested that we be compared with other London Universities rather than UA, but that had not yet happened. A more detailed presentation would be delivered on 11 April, for which invitations had been sent out.

It was clear from the results that first impressions were very important.

The Chair said the overview was very helpful, and another survey would take place in two years.

Pres SUUG felt it was important for SU to work more closely with accommodation around activities, particularly for the welcome weekend.

Hol asked where any actions would sit and was advised that Faculties would follow through any issues. The Chair asked DSE's to set up a meeting, with DSE FES to arrange. Hol to be invited to attend.

SEC **noted** the report.

ACTION: DSE FES to arrange meeting with other DSE's to discuss iBarometer survey outcomes.

SEC17.33 Observations on the ground during SU elections

Pres SUUG was delighted to report that she had been re-elected. There were 3 new officers in place, and all 3 were very keen to get started. There would be a handover in 3 months' time. All but 2 positions had been filled, and for the first time Faculty officers has already been appointed. She felt sure that next year there would be stronger collaboration between the University and the SU.

During the campaign she had the chance to speak to many students, and find out what the issues on the ground were. Some concerns were around meeting Personal Tutors, coursework books and tended to focus on the academic communities. On a positive note there had been a massive increase in the nominations for the teaching awards.

SEC **noted** the observations.

Any Other Business

DoSP said the University Student Survey (USS) would be launched on 9 April. It was a survey which delivered a wealth of feedback, but as the University had many surveys it would be delivered with a "light touch" over 5 weeks

ITEMS FOR INFORMATION

Minutes of Faculty Student Experience Committees

FEH – 1 Feb 18
FACH – 18 Jan 18
FES – 17 Jan 18

The Chair noted that both FES and FACH minutes raised some issues around PG Student Experience. The Chair said she would raise these concerns with DVC Research.

DSE FACH and DSE FES said they had raised issues with RETI, about inconsistent feedback, and these were being addressed.

The Chair also mentioned the issue of reading weeks – and what the policy was? DSE FACH said they were flexible, by Programme, which she felt was correct. Chair said that whatever in place needed to be best for students. DSE FES felt that FES didn't have any, but would check. The Chair said she would have a discussion with the DLT's.

ACTION: Chair to clarify policy around reading weeks with DLT's.

DATE OF NEXT MEETING

Thursday 22 May 2018, at 2.00 pm, in QA075, Greenwich Maritime Campus