



## STUDENT EXPERIENCE COMMITTEE

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

in the 2018-2019 academic session held on TUESDAY 4 OCT in QA075, Greenwich Maritime Campus

#### Present:

Karen Bryan, DVC (Academic) (Chair)	Colin Allen, DSE, BUS
Christopher Bustin, HIR	Paul Butler, DILS
Christine Couper, DSP, PAS	Corinne Delage, DSE, FLAS
Michael Flanagan, DEF	Simon Leggatt, DSE FEH
Mike McGibbon, DSE FES	Iain Morrison, HMC
John Schless, CEO GSU	Chris Shelley, DSAS

#### In Attendance:

Henry Setter, VP (Welfare),GSU	Lynne Savage, (Secretary)SAS
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#### Apologies:

Marianne Boyle, HoSS	Meike Imberg, Pres GSU
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### SEC18.01 MINUTES AND ACTIONS ARISING

The minutes of the meeting held on Thursday 28<sup>th</sup> June were **approved**.

SEC17.48 Team Greenwich – Clubs and societies End of Year Report – included on agenda.

#### Actions Arising

*SEC17.50 Bus and Locker Survey recommendations*

Route plan from Falconwood station to Avery Hill campus had been prepared, and would be circulated with the minutes of this meeting, together with links.

DEF advised that there was a real mixed model of lockers within the University. Some had keys, some were more sophisticated, and some remained locked. The Chair asked GSU if they wanted to take this forward, and they did. Clarity was needed on where they were, their current status etc.

DEF also advised that at the last meeting SEC had considered the recommendations of the bus survey. Additional resources had been provided, and the timetable had already been improved. VP (Welfare) GSU asked about the size of the buses being used, as on a recent occasion a single decker had been used and staff had to stand. DEF said he would discuss this offline. CEO GSU felt that the conversation around buses could be included with the meeting around lockers. Chair thanked GSU and FM for their work on this.

**ACTION:** SU and Simon Earp for Estates to do an initial survey to see what lockers were already in place, and what was required.

SEC17.51 Academic Communities Group

Chair to circulate review of Groups activities to SEC with minutes of this meeting.

## **SEC18.02 Greenwich SU Annual Report**

GSU presented *SEC18.P003 Greenwich SU Annual Report*

In the absence of Pres GSU, VP (Welfare) GSU outlined the main points of the report. He confirmed that SUUG had been rebranded to Greenwich Students' Union (GSU) and reported that 88% of University stakeholders say there is a strong working relationship between the SU and the University. CEO GSU advised that he would be presenting their impact report to the Finance Committee. He reported that the very successful "Welcomefest" was still going on, with tripled numbers from previous years. Induction talks were taking place, and over 1000 cups of their new *Change Coffee* had been distributed. There had been developments in the Dome, with more to come. Dreadnought was now open, and being used for lots of welcome events, lunches etc. The Lower Deck was due to open on Monday 8<sup>th</sup> October. The Big Choice referendum would take place in a few weeks' time, giving students the opportunity to decide how they wanted the SU to be run. The Chair said the summary update of academic communities could be sent out with the minutes.

CEO GSU mentioned some of the key achievements for 2017/18, including the engagement activities; honours for the Rugby and Hockey teams, and the Midwifery society hosting a Hypnobirthing course. The Society awards would be held in Dreadnought in May 2019.

The Chair asked if there was anymore could be done to help publicise the societies. CEO GSU confirmed he had met with M&C earlier, and they had agreed to work more closely – much easier now the GSU were in Dreadnought. In response to a question from the Chair, DSAS confirmed that joining clubs and societies was picked up as part of the Wellbeing offer.

The Chair also noted there had been less votes in the elections and said that promotion needed to happen at Faculty/programme and course level. She asked CEO GSU to advise on how best we could help?

DEF confirmed that The Lower Deck would open on Monday, following another round of cleaning. Opinion was that it looked amazing, and that in general the facilities in Dreadnought were some of the best student facilities ever seen.

DSE FLAS commented that it was good to see all the support services in one area.

The Chair thanked GSU for their report, and FM for the considerable work done on Dreadnought over a long period, including the 11<sup>th</sup> hour work.

SEC **noted** the report

**ACTION:** Summary report of academic communities to be circulated with minutes. *Circulated*

**ACTION:** HMC and CEO GSU to discuss how best Faculties could support the elections, and the Chair will take any requests to VCG. *Update required*

**ACTION:** Schedule of important dates and key communications to be circulated before end of year, by CEO GSU. *Not yet due*

### SEC18.03 Health and Wellbeing Strategy

DSAS presented *SEC18.P004 University of Greenwich Health and Wellbeing Strategy*

DSAS reported that this had not been approved yet, and was due to go to VCG on Monday. He advised there was a lot going on in the sector, and in the University, under this heading. Politically it was important, and the VCG had been very receptive. The strategy had been put together by a small working group, and needed to be in place by Christmas, with a launch for September 2019. DSAS welcomed SEC comments. DSE FLAS said that it covered a lot – DSAS confirmed the list would grow, and he would eventually produce a diagram or flowchart detailing all avenues. He said there were other things contributing to health and wellbeing, such as attending a gym, which were not logged. DILS agreed, and cited things like time management and revision skills, included in the library strategy. DSAS felt it was a good start. The Chair queried whether there could be further reference to the Personal Tutor (PT) role, and it was agreed there would be. HIR said things like the pre-arrival work done by International recruitment and the International welcome should also be included. The Chair asked if GSU were happy with the strategy, and was informed they were, as they sat on the working group. DSAS advised that they had been allocated £50k, which was initially being used for some software, and increased staff resources.

SEC **noted** the report.

SEC **supported** the strategy.

### SEC18.04 Safeguarding Policy

DSAS presented *SEC18.P005 University of Greenwich Safeguarding Policy* explaining this was a new policy, approved by VCG. There was already a steering group to look at how it joined up with other initiatives already in place. In many areas processes existed, but training might be required. The Chair asked if all staff knew who their safeguarding officer was, and was advised that in most cases they did. However, DSE's agreed that some local awareness raising may be required. In response to a query DSAS said that although it applied to UGIC, they would also have their own policy.

SEC **noted** the report.

**ACTION:** DSE'S and Directorates to ensure that all staff know who their safeguarding lead is. *Verbal updates required*

## **SEC18.05 Registration Processes feedback and next stages in planning**

DSAS addressed the agenda item, but asked DSE BUS to comment first, as he had also requested a similar item. DSE BUS said that there was no criticism of any staff involved, but he felt that this year's registration process, at Greenwich, had been a poor experience for some students. Some students had queued for 4 hours.

DSAS responded that there were many reasons for this – none insurmountable. A process review had taken place, and some ideas had already been implemented, but some remained outstanding, and would need to be actioned now. Various reasons were put forward for the queues, including more students, 2 new departments now studying at Greenwich, using staff volunteers who often didn't turn up, or had a flexible approach to their support, issues around communications, staff and students not sticking to schedules, plus a major issue around checking original qualifications, exacerbated by a change in policy for clearing students. Qualifications had, in many instances, already been sent to the University, but we were still obliged to see them at registration.

Further problems were around the card printers, which were no longer fit for purpose. A registration "wash up" meeting was already planned. DSAS asked the Secretary for her view – she said that Medway had similar problems re the staffing but otherwise things went smoothly, with much smaller numbers involved. The Chair asked GSU for their view – they advised that GSU had been in place, at Greenwich, doing health checks for the students, and had advised that not many students took up the chance to register during moving in weekend, when registration staff were in place, and that the PG students did not appear to know they needed to pay a 15% deposit before they could full register. CEO GSU also commented that as the registration had now moved to Dreadnought, the positive side was that it was making for a busy campus, creating a community already.

The Chair said that in future if staffing was agreed in advance, the same weight should be given to registration as was given to Clearing, and those staff should not change their mind at the last minute. Once DSAS had come up with a plan, it would go to OMG, and to SEC at a later date.

**ACTION:** DSAS to bring plan to improve registration processes to SEC.  
*Circulated to SEC*

## **SEC18.06 DHLE 2016/17 Leavers Report**

PAS presented *SEC18.P006 Destinations of Leavers from the Higher Education (DHLE) survey of 2016/17 leavers*.

The Chair reported that PVC BUS had prepared a summary report on this, outlining the proposed changes to graduate outcomes. PAS advised that although the University continued to push up graduate employment numbers, so had other Universities, but the differential between our figures and the bench mark had reduced. There had been massive efforts to get to this position. Having reached a high point of 93% two years ago, things had now

slipped, with more detailed analysis showing this related to less going in to part time work. The University needed to continue to drive it forward. Going forward, DHLE would be replaced by a Graduate Outcomes survey, which would take place quarterly, and alumni would be interviewed approximately 15 months after leaving. There would be new “graduate voice” measures. PVC BUS had talked to the Leadership Forum, and they would work with Internal marketing & comms team.

CEO GSU had met with Head of Employability & Careers (ECS) regarding graduate roles, and ensuring GSU were included in the circulation. The Chair reminded SEC that there was a re-launch of the Employability passport in October, across the University. Although there were some challenges in FEH, this was met with general approval.

SEC **noted** the report.

## **SEC18.07 Any Other Business**

### **International Students Guarantor Scheme**

DSAS presented a paper *International Students' Guarantor Scheme* and explained that many International students had problems accessing private accommodation because of the fees demanded in advance. Many universities had sought to address this by providing a guarantor scheme. The document proposed a new partner *Yourguarantor*, who currently worked with many universities to provide a commercial scheme with a lower rate. There was no risk, and no data transfer, but it provided a service to students. He asked for any comments or feedback. SEC were happy with the proposal.

SEC **noted** the paper.

SEC **endorsed** the proposal.

### **Policy on Religious observance with regard to changing student timetables**

DSE BUS raised this issue, because several students had asked for timetable changes for religious reasons. He felt there should be a policy, if there wasn't already. DSAS felt there had been discussions but had been unable to find a policy. DSE FES said there were problems, as different group's interpreted things in various ways. It was agreed discussions needed to be had. The Chair will contact the COO to see the policy was still current. CEO GSU felt this was an opportunity to link a policy to the Faith Forum, and asked they be consulted. The Chair reminded the meeting that the University was a secular organisation, and there were a lot of conflicting views, but that clarity and consistency needed to be improved.

**ACTION:** COO to check if there was a policy on religious observance, and DSAS to bring recommendations to SEC. *No update received*

### **Policy on children in lecture theatres**

DSE BUS raised the issue that although there was a policy on children in classrooms, libraries etc. this didn't seem to extend to lecture theatres. The Chair had checked with David Puplett, for the libraries, and he confirmed he

was re-working the library policy, to enable a better service. It was felt there was a policy gap. The Chair suggested that it needed to tie in with the Health and Safety policy. VP (Welfare) GSU said one of the mature students Alessia Serafini was doing some work on the provision of things like baby changing areas, and this all fitted in.

**ACTION:** Chair to discuss policy on children with COO. *Agenda item 8*

## ITEMS FOR INFORMATION

Minutes of Faculty Student Experience Committees

FES 6 June 2018; FEH 12 July 2018; FES 17 Sep 2018

Following up a mention in the FES minutes, the Chair asked SEC what support was in place for resit students, and was this the forum for discussing that support? Members felt that maybe it should fall within the remit of the Teaching & Learning group, but that further discussions should take place. Chair asked DSE BUS to invite DLT's and DSE's together to agree the principles of what should be in place.

SEC **noted** the reports.

**ACTION:** DSE BUS to arrange meeting with DLT's and DSE's to decide on minimum requirement for resit support. *Update required*

## DATE OF NEXT MEETING

The Chair explained that in future she would be co-setting the agenda, with GSU, and members should advise in advance if they had agenda items.

Tuesday 27<sup>th</sup> November in Blake 028, Medway Campus.