

STUDENT EXPERIENCE COMMITTEE

NOTES of the SECOND meeting of the STUDENT EXPERIENCE COMMITTEE
in the 2018-2019 academic session held on TUESDAY 27 NOVEMBER in Blake 028,
Medway Campus

Present:

Karen Bryan, DVC (Academic) (Chair)
Christopher Bustin, HIR
Christine Couper, DSP, PAS
Simon Leggatt, DSE FEH
John Schless, CEO GSU

Colin Allen, DSE, BUS
Paul Butler, DILS
Michael Flanagan, DEF
Mike McGibbon, DSE FES
Chris Shelley, DSAS

In Attendance:

Heather Doon, GSU
Lynne Savage, (Secretary)SAS

Kelly Powell, MC
Henry Setter, VP (Welfare),GSU

Apologies:

Corinne Delage, DSE, FLAS
Iain Morrison, HMC

Meike Imberg, Pres GSU

SEC18.08 MINUTES AND ACTIONS ARISING

The minutes of the meeting held on Tuesday 4th October were **approved**.

Actions Arising

SEC18.02 Greenwich SU Annual Report

Summary report of academic communities had been circulated with minutes.

HMC and CEO GSU had met to discuss how best Faculties could support the elections, and a plan had been put in place.

This **closed** the agenda item.

Schedule of important dates and key communications to be circulated before end of year, by CEO GSU.

SEC18.04 Safeguarding Policy

DSE'S and Directorates had ensured that all staff knew who their safeguarding lead was.

This **closed** the agenda item.

SEC18.05 Registration processes feedback and next stages in planning

DSAS had circulated the plan to improve registration processes to SEC.

This **closed** the agenda item.

SEC18.07 Any Other Business

DSAS to enquire about the policy on Religious observance and bring it to the January meeting.

Policy on children in lecture theatres – agenda item.

Minutes of Faculty Student Experience Committees

The DSE's had met to discuss the minimum requirement for exam resit support, and had come up with some ideas. These included earlier notification of resits; reducing the number of resits; earlier publication of timetables; support being available online (e.g. Panopto) and additional support being put in place. Recommendations would be prepared and brought to SEC. GSU commented that there was some good practise within FEH, which could be shared.

The Chair asked that any recommendations be taken to LQSC.

ACTION: DSE's to prepare recommendations and present them to LQSC.

ACTION: Secretary to advise secretary of LQSC of proposed agenda item.

SEC17.47 Death of a Student – procedure

Revised **Death of a Student** procedure had been amended and was included as an Item for Information.

This **closed** the agenda item.

SEC17.50 Bus and Locker Survey recommendations

Bus and locker survey recommendations were being discussed, and plans were in place.

This **closed** the agenda item.

SEC18.09 GSU Chairs Item – GSU President Report

In the absence of Pres GSU, VP Welfare GSU rep presented *SEC18.P009 GSU President Report 16-11-18* and explained that it was a summary from the Pres GSU, outlining key highlights, engagement, detailing the rebrand and the big referendum which had taken place. It outlined changing priorities. He advised that one of the priorities, improvements at Avery Hill, was already taking place, following consultation with students. The report updated SEC on the academic communities, and gave officer updates.

The Chair asked DEF how work was progressing at AH. DEF confirmed that consultations were ongoing with Pres GSU, and workstreams had been created to look at various aspects – social space, teaching space and office space. He emphasised that although things were being planned for next year, small changes needed to be implemented now! DEF agreed he would be in a position to bring an update to the January SEC meeting.

The Chair commented that in a small number of areas there were no academic societies, and she was going to discuss this as the Provost group, however she also commented that good progress had been made.

CEO GSU thanked the SU for all their hard work, it was a challenging time and everyone had been very busy, despite which they had all performed well.

The Chair asked if they had any information on initiations. CEO GSU reported that the SU had no reports of any taking place, and as far as they were aware, it was not an issue. However, he felt there was always a risk, but it had been made clear that any initiations would not be tolerated, and would be treated seriously.

SEC noted the report.

ACTION: DEF and Pres GSU to bring report back to January SEC around developments at Avery Hill.

SEC18.10 GSU Student Panellist Report

Heather Doon, Representation & Advice Manager for GSU presented *SEC18.P010 GSU Student Panellist Report 201718* and outlined the main findings, and the recommendations going forward.

The Chair mentioned to DSAS that concerns had been raised in the report. DSAS said he did not disagree with them, and the SU had been in discussion with the Academic Registrar. Training was being considered further. The Chair said that regarding Fitness to Study (FtS) procedures, impartiality was even more important. DSE BUS said that on a FtS panel, it was only the chair who was from the Faculty, with relevant expertise, so this was not so difficult. R&AM for GSU said that needed to be made clearer through the process documentation. The Chair asked if it was a concern when a student panellist did not attend and was advised that it would be made clearer, in writing, why they should attend. It was confirmed that a further detailed report would be produced. CEO GSU felt that the GSU offer could be improved.

The Chair commented that it was a very helpful paper, and thanked GSU for their work on the panels, and for the evaluation.

SEC **noted** the report.

SEC18.11 GSU Advice Strategy

GSU VP Welfare presented *SEC18.P011 GSU Advice Strategy* and highlighted the main points around what the SU do in terms of advice and why the service offer was deemed “excellent”. He told members about the wellbeing checks carried out at registration, where 25% of students had been seen. This had resulted in a drop in case work in the first 2 months of term. He said the move to Dreadnought had increased demand for GSU services, but the proximity to the Student Wellbeing team had helped manage this. GSU VP Welfare also outlined the strategic priorities and implementation plan. DSE FEH asked if they felt the communications part of that was working, and was advised they did. However, improvements were planned. There would be newsletters, peer-to-peer support etc.

Other priorities included the vision and values and the next steps. CEO confirmed that the move to Dreadnought had presented some challenges, which now needed to be evaluated. It was important that the advice offer continued to improve, and this required careful use of a finite resource allocation. SU also had to consider how best to support Avery Hill.

The Chair thanked the SU for their excellent work and for the report.

SEC **noted** the report.

ACTION: Chair to table the report at Provost's Group for information.

SEC18.12 Student Experience Key Facts – Library Services Overview

DILS presented *SEC18.P012 Library Services Overview* which had been compiled by David Puplett, Library Manager. He had been concerned that with many programmes moving to Greenwich, there might be an impact on the Stockwell Street library. However, the report showed that library usage was down, indicating that some students who had used the library to study, were now going to Dreadnought. Further analysis around duration of usage was planned. The overview showed that library use was becoming more studious, with the quiet areas being utilised positively now that social space is available in Dreadnought.

CEO SU said the Dreadnought study group rooms were all booked out, so another was being added. DILS confirmed there had been an increased demand for small and medium study spaces. They were reviewing the 24/7 opening model for Stockwell St and consulting the SU about a 24/5 model that would deliver a longer period of extended opening.

DEF said that Greenwich was functioning well, with the library and Dreadnought, and this needed to be replicated elsewhere. DILS said things were slightly different at Medway, as the Deep End had no social learning spaces. CEO SU explained they were talking to GKUnions about it, and DSE FES said a user group meeting was due, looking at the connections between the Drill Hall Library and the Deep End. The internal geography of the Deep End meant it was not used as flexibly, and DEF agreed it did not function well. CEO GSU said it wasn't within their remit, and that the University of Kent had slightly different views on its running. DSE FES said he had already spoken to faculty reps and the concerns had been raised – hopefully some changes would take place. DILS commented that the decision making around the Deep End should be 50/50 between the universities.

The Chair thanked them for the excellent report, and asked to be kept updated.

SEC **noted** the report.

SEC18.13 Analysing and categorising qualitative survey responses

DoSP advised the meeting that obtaining qualitative data from surveys had always been a challenge. A new pilot had been developed, using EVASYS

software, which was able to take the comments, analyse them, set benchmarks and colour code the responses. Various discussions took place around other available software, and its potential usage. DoSP asked SEC to support the pilot. DILS asked about the cost, and was advised there was no cost for the pilot, but eventually it would be £5k per year.

The Chair confirmed that students would complete EVASYS as usual, and wouldn't know the difference, but staff would have qualitative data available.

The Chair advised that a full evaluation of the pilot would be needed afterwards, and a report, but that it sounded very positive.

In response to questions DoPS said it could be applied in the term 2 EVASYS survey.

Various pilot areas were discussed, PAS were asked to agree with DSE's for a pilot to take place in BUS and FES.

SEC **supported** the pilot.

ACTION: DSE's to confirm pilot areas for survey to PAS

ACTION: PAS to bring a report on the pilot to SEC in due course.

SEC18.14 Minutes of survey sub-committee

DoPS presented *SEC18.P013 Feedback from Student Surveys Subcommittee* and *SEC18.P013a Student module evaluation questionnaire 2018/19*

PAS presented the minutes for information, and asked SEC for any comments. The Greenwich Student Survey (GSS) replacing the University Student Survey would start on 28th January, being a wider survey than the NSS. The survey sub-committee had agreed GSS would only be open for 6 weeks. In response to various concerns it was suggested that 6 weeks was probably too long, and SEC suggested a 4 week survey period. The Chair emphasised that marketing and comms would need to ensure that GSS was communicated effectively, as it runs at the same time as the NSS, and DSE's needed to brief their staff.

The Chair said that results would be managed locally, without cross university announcements.

SEC **noted** the minutes.

SEC **endorsed** the questions.

ACTION: DSE's to ensure their staff knew what was happening with regard to the GSS survey.

SEC18.15 Children in Learning Spaces

DSAS presented *SEC18.P014 Code of Practice – Young Persons & Children on University premises*.

DSAS had brought this to the meeting following concerns raised at the last meeting around children in the library and the general policy. He had been tasked with going back to Health & Safety, but now felt the policy needed to be owned by SEC, updated, and then H&S could advise on its content. In response to a query, DILS confirmed that the library had produced a policy on this, which had not yet been communicated. The Chair commented that a student was in the process of running a campaign around the issue, too. In Dreadnought there were often children around, as the ground floor is a public area. DSAS agreed, saying this had required extra training for security staff and created a different environment, whereas DSE FES said children were quite rare on site at Medway. Various discussions took place around the pros and cons, but it was agreed there needed to be a policy which balances access for children, noise and safety. It was generally agreed that child access may be acceptable in certain defined spaces, but not everywhere, and certainly was not allowed in laboratories.

The Chair asked the SU to canvas their Parent Group for their views. A small working group could then be set up to update the Code of Practice, consult with Trade unions and take the final policy to Academic Council, via the Health and Safety unit.

ACTION: GSU VP (Welfare) to ask SU Parent Group for their views on children in learning space and bring to the next meeting.

ACTION: DSAS to set up a task and finish group to develop a short and focussed new policy and to report to March SEC if possible.

SEC18.16 Health and Wellbeing Strategy

DSAS presented *SEC18.P015 Health and Wellbeing Strategy* saying it was the final version, due to be launched in the New year. There would be a new charter next year. There would be further consultations, and changes could still be made. A final governance report would come to SEC and the Operations Group. There would be a “soft launch” in student friendly language.

The Chair asked if the document linked to University KPI's, and was advised that it did. GSU thanked DSAS for their involvement.

SEC **approved** the policy.

SEC18.17 Relationship between travel times to college and engagement/satisfaction

DoPS presented *SEC18.P016 Relationship between travel times to college and engagement/satisfaction*. This was information gained from results of the 2018 USS, and was only a small sample size. The survey showed that this cohort was not so engaged as those in Halls. However, it also showed that those who travelled for a long time to get to University had a greater independence. She asked SEC if they felt it was worth doing further work on these outcomes?

GSU said that accommodation already did a survey, and the Chair felt it would be good to find out what students were already being asked. DILS said if it could be done quickly, it would be helpful in planning the developments at Avery Hill. Suggestions as to how best to gather data were put forward. The Chair felt a Focus Group might be best, preferably at Avery Hill. DEF said that the results did not quite chime with those from the commuter surveys, which showed a need for good quality accommodation on site. CEO GSU felt the different campuses had different needs; Medway did not have enough of a community base; Avery Hill had issues in the evenings and Greenwich students seemed to feel they were there to study, but might like a student village.

The Chair felt that although these results were from a small number of students, SEC should find out what was already happening. Focus groups would already be happening around the Dome at Avery Hill, DSAS confirmed GSU would be involved. The Chair felt that if the evidence from them was enough, SEC could leave it at that.

ACTION: DSAS and DE&F to report back on consultations around estate changes and how these are being adapted to ensure that the needs of commuter students are being heard.

SEC18.18 Attendance and Engagement Policy

The Chair had brought *SEC18.P017 Attendance and Engagement Policy* As the final version, for information, on behalf of AD SAS (Student Registry).

SEC **endorsed** the policy.

ITEMS FOR INFORMATION

Minutes of Faculty Student Experience Committees

- FES 14 Nov 18; FLAS 21 Mar 18; BUS 11 Oct 18; FEH 11 Oct 18.

DSE FES raised an item under the FES minutes, around transport to and from Medway campus. Students arriving at Chatham station found it almost impossible to get to campus by 9.00 am, as buses were irregular and unreliable, and he wondered if a shuttle bus could be considered, as at Avery Hill. DEF agreed to talk to Arriva to discuss the options. Students also compared the costs to fee buses at Greenwich and this was causing some resentment. It would be helpful to clarify any subsidies in place?

ACTION: DEF to discuss transport from Chatham station with Transport manager.

DSE FEH raised an item under the FEH minutes, around the difficulties in registering large numbers of students in lecture theatres. DILS had investigated this before, and his Business Analyst had advised it was not easily resolved. There were solutions, but they had implications (e.g. for Tier 4 students) He advised the card readers could be placed in additional place, e.g. the back of the room, and agreed to investigate further and bring to next SEC.

ACTION: DILS to investigate increased options for registering large groups of students and bring to January SEC.

DSE BUS raised an item under the BUS minutes, asking if it was possible for students to be notified when their timetable had changed suddenly, in the same way they did when a class was cancelled. The Chair commented that moving classes was quite common and might mean a large number of notifications. DILS said it depended how you defined sudden changes. The Chair felt this could also be discussed at the next Timetabling meeting.

- Death of a Student Procedure – final revised draft noted.

ACTION: DSE BUS commented that sadly they had recently needed to use the policy and had found it slow. The chair requested that DSEBUS and DSAS conduct an anonymised review of the case to assess whether the time taken was acceptable

DATE OF NEXT MEETING

- Thursday 24th January 2019 at 2.00 pm, in Grey 104, Avery Hill Campus.