

STUDENT EXPERIENCE COMMITTEE

NOTES of the SIXTH meeting of the STUDENT EXPERIENCE COMMITTEE

in the 2018-2019 academic session held on Tuesday 2ND July 2019 in

QM068, GREENWICH MARITIME CAMPUS

Present:

Karen Bryan, DVC (Academic) (Chair)
Paul Butler, DILS
Henry Setter, VP (Welfare), GSU

Colin Allen, DSE, BUS
Iain Morrison, HMC

In Attendance:

Lynne Savage, (Secretary)SAS
Mark Crittenden (SAS)
Bilal Ijaz (GSU)
Richard Mendez (ECS)
Jon Sibson (PVC BUS)

Uzma Arif-Fryer (GSU)
Mayo Femi-Obalemo (GSU)
Pauline McFarlane (SAS)
Sara Ragab (SAS)
Jono Smith (GSU)

Apologies:

Christopher Bustin, HIR
Corinne Delage, DSE, FLAS
Simon Leggatt, DSE FEH
John Schless, CEO GSU

Christine Couper, DSP, PAS
Michael Flanagan, DEF
Mike McGibbon, DSE FES
Chris Shelley, DSAS

SEC18.56 The minutes of the meeting held on 14th May were **approved**.

The Chair, Karen Bryan, welcomed the new SAABs to the meeting, and introductions were made all round. The Chair emphasised that they were all welcome at any SEC meeting, as appropriate.

Actions Arising

SEC18.42 Mature, Placement and Parent Student Experience paper
Chair said that following approval of the Late Arrivals Policy, there were queries around the allocation of accommodation. For DSAS, AD SAS advised that consideration was being given to allocating certain accommodation blocks to groups of students – e.g. those with placements. AD SAS confirmed GSU had been consulted. She also reported that the information to returning students around booking accommodation needed to be improved, for students who wanted to book accommodation as a group, as some students were unaware. Other groups being considered were those students returning just for exams. A meeting was due to be held. Chair asked that a report come back to SEC.

ACTION: DSAS to bring report around more flexible allocation of accommodation back to SEC.

SEC18.43 Student Charter

This has been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.45 Religion and Belief Policy

It was confirmed that the use of non-English texts applied to all faiths, and the VP Welfare GSU had circulated examples of claims for Extenuating Circumstances.

Policy had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.46 Student Protection Plan

Plan had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.47 Student Disciplinary Procedure

Procedure had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.48 Fitness to Practise Procedure

Procedure had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.49 Attendance and Engagement Policy

Policy had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.50 Children on Campus Procedure

Procedure had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.51 Sexual Violence Policy

Policy had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.52 Criminal Conviction Checking for Applicants

It had been agreed a process review was not required, as criminal convictions were only being collected once, and that the Admissions Policy had already been updated to reflect the changes.

This **closed** the agenda item.

SEC18.53 Students Giving Cause for Concern

Policy had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.54 Fitness to Study Procedure

Procedure had been **approved** by Academic Council.
This **closed** the agenda item.

SEC18.55 Any Other Business

Vice Chancellors Award for Excellence

Chair had been requested to find an appropriate occasion to celebrate the awards. The overall winner would be invited to the Vice Chancellors dinner, and other nominees would be celebrated elsewhere.

This **closed** the agenda item.

SEC18.57 GSU PRESIDENT UPDATE

Henry Setter, incoming President of GSU, was pleased to welcome all the SAABs to the meeting. He advised it was day 3 of the new year, and much planning and mapping of priorities was going on. The new team remained committed to the priorities of academic representation, international support, working with Medway GKU and fair representation. A report detailing the team and personal goals would be ready in the next few weeks. Plans were ongoing for the new student Welcome programme. Numerous meetings were taking place and it was an exciting time.

The Chair welcomed them all, and advised that once again she would like to visit the Welcome, with any available senior managers and Governors to meet the SU and society chairs etc. It was hoped to attend both Greenwich and Avery Hill welcome.

SEC18.58 THIRD TERM TEACHING PILOT – REVIEW

Jonathan Gascoigne, Impact Adviser had presented *SEC18.P057 Term 3 Teaching Pilot 2019: Review*, incorporating feedback from the DSE's.

DSE BUS reported that although it was a good idea, unfortunately attendance had not been good. Several reasons were suggested for this, mainly around late notification of programmes and the weeks not being timetabled from the beginning. A very interesting programme had been put on, so it was a disappointment that more students had not benefitted. The Chair felt that early embedding in next year's timetables was essential. It was agreed to aim the programme for year 1, and year 0 students for 2019-20, and then roll it out to year two after that.

The Chair noted that clear alignment with the academic discipline and a "gain" for students in terms of the academic discipline was essential.

DILS agreed that if it was targeted at year 1's, it would become the norm. He reported that ILS did a *Skills Week*, where over 100 students had attended, and felt this could be integrated next time.

SEC agreed to push on with the initiative and agreed that DSE's and DLT's would liaise over appropriate dates and get them in the timetable. It should be

noted that a three-week period within which to include a block of teaching is specified in the new academic timetable for 2019-20. The Chair asked GSU to be advised of the dates, so they could organise social activities at the same time.

ACTION: Chair to take plans for next year to Provost Group.

ACTION: DSE BUS to liaise with Timetabling team to ensure dates were included in timetable for next year.

SEC18.59 WELCOME 2019

Mark Crittenden, Head of Student Centres (HoSC) presented *SEC18.P058 Welcome Experience Management Group – Update July 2019* on behalf of DSAS. He reported the group had been meeting since November, in response to some negative student experiences during registration last year. The plan was to make registration more of a welcome experience, rather than an administrative one. Much of the necessary checking work would be done pre-arrival, and duplication of work would be removed. Dates for registration would be aligned for home and International students. Additional staff from across the University were being used. HoSC also advised that a subgroup had been set up to consider the communications sent to new and continuing students - it was apparent there were some gaps to be addressed. HoSC had been working in partnership with Heather Doon, from GSU, around incorporating GSU Health Check's into the registration process. Planning was continuing.

The Chair congratulated the team on their work. Pres GSU confirmed that Health Checks would take place on all 3 campuses. DILS advised that new card printers were about to be installed to speed up the issue of Gateway cards. The Chair asked HoSC if more staff were needed and was advised they were. She advised HoSC to be more specific about what was required in terms of numbers and dates when a further request for help was sent out.

The Chair felt there was good progress and thanked them.

ACTION: HoSC to make further request for additional staffing to assist with registration.

SEC18.60 DEATH OF A STUDENT PROCEDURE

AD SAS presented *SEC18.P059 Procedures: Following the Death of a Student* which had been reviewed. The review was an annual one, but also included a review undertaken as part of the Mental Health audit. Specific guidance had also come from UUK and Papyrus UK. Changes had been made to the order of the document, plus a new appendix 4 – Postvention Support, which covered circumstances where a student had, or was thought to have, died by suicide. This gave extra guidance and a communications plan to be used in those cases. AD SAS advised of the concerns around a cluster effect, and the need to be very prescriptive in what should be done, and who should be contacted. DSE BUS felt it was a good move forward.

The Chair asked that Paragraph 3, Appendix 4 have an additional comment referring them to advice around comments which should, and shouldn't, be

made. Pres GSU asked about support to students, and how they ensured they were only communicating with those likely to be affected. AD SAS advised this was done by liaison with the Faculty, who notified the students personally to ensure they got the correct information and were offered relevant support.

The Chair also asked who the communications were agreed with and felt it should be specific. AD SAS said it would be the Postvention lead but agreed that some people might not know who that was. She agreed to amend the procedure to say that communication should be via the DSE/DLT in the first instance.

Uzma Arif Fryer, Head of Membership Services, GSU (HoMS GSU) asked that GSU were advised in case there was a need to support a particular group or society, and AD SAS confirmed this would happen.

The Chair felt it was much clearer signposting, and really helpful guidance, and thanked those involved in producing it.

ACTION: AD SAS to make suggested amendments and recirculate to SEC.

SEC18.61 UNDER 18 POLICY – REVISION

HoSW presented *SEC18.P060 UoG: Student & Academic Services Framework Policy for students under the age of 18 years*.

HoSW advised that the University had a duty to safeguard any student under the age of 18 and required a parent/guardian to sign a consent form in those instances, therefore the policy had been amended to include that process.

In future, they would ensure the relevant documentation and support was in place before the student was registered - they would not be able to register until the consent form had been signed. The main changes appeared under Appendix 1 and included updates to terminology. Policy names had been updated, and the new registration process had been added. Admissions and ILS were included in the changes. The Chair asked if there were any questions.

AD SAS asked that the document should refer to the Student Wellbeing Service, not Listening Ears, following service changes. DILS asked that the logo etc. be updated before publishing on the website. The Chair asked that the document be consistent when it referred to parent or guardian, rather than “parental” or “parent”. The Chair also asked GSU to confirm they were strict with their licensing laws, in relation to under 18’s. HoMS GSU confirmed that ID’s were scanned, and staff were trained accordingly. The Chair thanked them and said the numbers of under 18’s would increase with the presence of UGIC students. AD SAS advised that usually there would be about 30 under 18’s in September, with most reaching 18 by the end of calendar year.

Mayo Femi-Obalemo, GSU Officer (GSU) asked what the situation was with accommodation, as there had been a particular problem with an under 18 student arriving at Medway. AD SAS said there were different arrangements in place. Chair asked if we would help an under 18 student arriving on campus to find suitable accommodation, and Pres GSU advised that in the incident mentioned, emergency accommodation had been provided. AD SAS advised that the reason for the new policy was that in future students would have the necessary support in place before they arrived.

The Chair thanked HoSW for a good piece of work.

SEC **approved** the policy, with suggested amendments.

ACTION: HosW to make minor amendments and publish the Policy.

SEC18.62 SAS EXAMINATION & ASSESSMENT REGULATIONS FOR STUDENTS WITH DISABILITIES, SPECIFIC LEARNING DIFFICULTIES AND LONG-TERM MEDICAL CONDITIONS

HoSW presented *SEC18.P061 SAS Examination & Assessment Regulations for Students with Disabilities, SLD and long- term medical conditions* – review and advised SEC of the updates.

The appendices had been changed to incorporate relevant policy changes. The Chair asked for any questions and comments. The Chair asked how often the students had to submit evidence and was advised that it was annually. The Chair requested addition to the policy to state that students can seek a review of their examination and assessment arrangements at any time during the year. DILS reminded HoSW that the logo needed updating before publication.

SEC **noted** the regulations.

ACTION: HosW to make minor amendments and publish the Regulations.

SEC18.63 EMPLOYABILITY UPDATE

PVC Business had presented *SEC18.P062 Employment Outcomes: Update for the Student Experience Committee*. Richard Mendez, ECS outlined details of the ECS restructure, as detailed in the paper, carried out following an external review. The key changes included development of the Careers function, building on the experience in some faculties; further support for students progressing to PGT, incorporating the Student Ambassadors Scheme into ECS, and additional staff recruitment. The additional staff would free up the time of the Employer Partnership Managers. The Chair thanked him for the update.

PVC BUS advised that he updated SEC annually on Employability. The Graduate Outcomes Strategy had been reviewed, updated and simplified following an external review by Dr Andrew West.

The Chair thanked PVC BUS for the report and asked for any questions. Pres GSU advised that GSU would be designating an officer to concentrate on Employability. The Chair said this was good and asked that GSU see how they could add value to what the University were doing. Pres GSU realised it was very important, and stressed to students that anything they were doing needed to be added to their CV. The Chair thanked him and asked if GSU could also try and support FES to see the value of the Employability passport, maybe with links in the GSU website.

PVC BUS said that plans were being made for students to sign in to Careerhub at registration. Pres GSU said they could include a question on Careers and Employability at their wellbeing checks. The Employability service were being relocated to a central point at Greenwich, to ensure a

consistency of service. Regular meetings were planned, together with a revamp of the website.

SEC looked the figures in the report, which varied between Faculties. The Chair urged caution around the figures in the report as some Professional programmes would not require the passport.

The Chair was happy with the report and noted that it reflected the involvement of GSU.

SEC **noted** the report.

PVC BUS also presented *SEC18.P063 Graduate Outcomes Strategy*. The aim going forward was to make use of the Employability passport more consistent, as not all Faculties had adopted it. A mandatory roll out was being planned. Software already being used elsewhere in the University, and Careerhub, was now being used to access information and help on employability. Superusers were being appointed in Faculties and training was ongoing. The software could do much more, and the University would continue to build on its use. A user group was planned, and AD SAS agreed to invite HoMS GSU to the meetings.

The Chair felt there was good co-ordination with GSU but wondered about with GKU at Medway. GSU felt it was very important to get academic staff to champion the passport, and Pres GSU said all Faculty reps would be trained.

The Chair thanked PVC BUS and ECS for attending the meeting.

ACTION: Graduate Outcomes Strategy to go to Academic Council for approval.

ACTION: AD SAS to invite HoMS GSU to the Career hub user group meeting.

ITEMS FOR INFORMATION

Minutes of Faculty Student Experience Committees

- FES 8 May 19 (confirmed); FES 5 June 19 (draft)

DATE OF NEXT MEETING

- Thursday 3rd October 2019 in QA075, Greenwich Campus.