

STUDENT EXPERIENCE COMMITTEE

NOTES of the SECOND meeting of the STUDENT EXPERIENCE COMMITTEE in the 2017-2018 academic session held on TUESDAY 28TH NOVEMBER in QA075 Greenwich Maritime Campus

Present:

Anne Poulson, COO (Chair)
Marianne Boyle, HSS
Corinne Delage DSE, FACH
Simon Leggatt, DSE FEH
Chris Shelley, DSAS

Colin Allen DSE, BUS
Christine Couper, DSP, PAS
Michael Flanagan, DEF
Mike McGibbon, DSE FES

In Attendance:

Kate Dawson, SUUG
Stephanie Robinson, MC

Luke Ellis, SUUG
Lynne Savage, (Secretary)SAS

Apologies:

Christopher Bustin, HIO
Cos Ierotheou, FACH
Iain Morrison, HMC

Paul Butler, DILS
Meike Imberg, Pres SUUG
John Schless, CEO SUUG

SEC17.08 MINUTES AND ACTIONS ARISING

The minutes of the meeting held on Thursday 5 October 2017 were **approved**.

The Chair, Anne Poulson, explained that this would be her last meeting as the new DVC (Academic) would be chairing the meeting in the future. She thanked everyone for their hard work and support in the past.

Actions Arising

It was confirmed that the *Strategy paper for Graduate outcomes* had been presented to Academic Council.

This **closed** the agenda item.

It was confirmed that the revised *Student Complaints Procedure* had been presented to Academic Council.

This **closed** the agenda item.

NSS Update

Most actions to be discussed under main agenda item

SU to discuss replacement term for “You said, We did”.

Chair asked if this had been agreed. SU and MC confirmed they were working together to look at this, but that no new name had been decided. A consultation was taking place, but as it was urgent to get something in place, “You said, We did” would continue to be used until next year.

This **closed** the agenda item.

SEC17.09 Student Union Welcome Report

Kate Dawson, SUUG presented the paper *SEC17.P010 Students’ Union Welcome Debrief 2017* and asked if members had any questions. DSE FEH commented that the International Welcome programme needed to be expanded to include Avery Hill students, and SU agreed this was already being planned with the International Compliance Manager. DSE FEH said he would help in any way.

DSAS mentioned that a full registration review was to take place over 3 days next week, with external consultants. All stakeholders would be included, and the processes would be analysed and pulled apart. Once the processes were right, SAS would dovetail with SU, and ensure the new processes were included as part of induction etc. He would be in a position to report at the next SEC meeting.

The Chair asked DEF to update the meeting on Dreadnought. He reported that the topping out had taken place, and the project was currently on budget and on schedule. Completion expected 4 June 2018. Currently tours were being arranged for those expecting to reside there, and as from January for any interested staff and students. The new build would be publicised at Open Days. The Chair remarked that lengthy consultations had taken place with those expected to move in.

SEC **noted** the report.

ACTION: DSAS to report on registration review at next meeting.

SEC17.10 Academic Representation Strategy

Kate Dawson, SUUG presented the paper *SEC17.P011 Academic Representation Strategy – Update to SEC*.

The report identified the priority areas for 2017/2018, and the recruitment, training and support programmes in place. It also gave information about the new Union Academic Council, and updates regarding the Student Led Teaching Awards.

The DES's for FACH and FES confirmed that students had attended their recent Faculty SEC meetings, and it had been very positive. FBUS and FEH said that students would be attending their forthcoming meetings.

The DSE's remarked there had been some issues where student rep names had not been received, and the process needed to be tightened up.

DSE FES said there had also been a small local difficulty, at Medway, around training. SU confirmed this had been addressed, and drop in sessions were being held. SU thanked the meeting for their feedback, and assured the meeting that improvements could be made.

MC said that plans were in place for a platform for the Student Reps to be able to share news and views with other reps.

SEC **noted** the report

SEC17.11 Residences – “Your Hall Your Call” – report

Luke Ellis, SUUG presented a report *SEC17.P012 “Your Hall, Your Call”* which DSAS had requested be placed on the agenda.

SU suggested staff read the summary and recommendations. There were several concerns around security, which were being addressed in conjunction with Facilities. A forum would be held at Avery Hill in the near future, with others hopefully planned at Greenwich and Medway, enabling students to express their views.

DSAS explained that he had put it in the agenda, as he felt it was the type of report SEC should be looking at. The committee could request feedback and reports on anything they felt relevant. The committee could empower the SU to seek opinions, if required. SEC would need to agree in advance the processes and questions. This report was just an example of the student market research that goes on.

The Chair reiterated that it was an important report, and an example of the flow of work needed to improve strategies. There would be more to come!

SEC **noted** the report

SEC17.12 NSS Update

Chair explained that at the last SEC meeting, the VC's policy officer had come along, and had now prepared his action plan. A revised version was due to be circulated to members later that day. The Chair went through 4 documents, which had been provided for information, and gave further details;

Week 10 Checklist – this had been provided to HoDs, PLs, PVCs, and DSEs. Some meetings had taken place to stress the importance of this, and others were planned. The meetings were to highlight any resource issues and offer help where required. Court had earlier this week given NSS/Student Experience a red RAG rating in the corporate risk register.

NSS Guidance for staff – this outlined how to deliver the message to students about the NSS, and how their responses were used, where the results were published etc. Obviously it was essential not to tell the students how to vote, but they *could* be encouraged to vote.

SU emphasised the importance of their role in this, and asked Faculties to ensure they were invited to get to see the students.

DPAS asked if the student rep's were fully briefed on what they needed to do, and was assured they were.

The Chair confirmed the guidance was for staff, working with the SU.

NSS Communications Plan – this summarised the plans and materials for circulation to teaching colleagues. A further meeting was planned.

NSS Presentation – this was a template, detailing what the survey is, what was in it etc., which needed to be personalised for each Faculty.

DSE FEH asked if the HoDs and PLs were getting this information, and was advised they had been sent it already by the VC. Therefore any communications should back up what had already been sent. It would not, however, be placed on the portal. Again, emphasis was placed on the requirement to get SU involved. SU advised that to book a representative, Faculties could contact Kat Moody, or use the google form.

The Chair also advised that a £2 charitable donation would be made for every student who participated.

SEC **noted** the papers.

ITEMS FOR INFORMATION

- i)NSS Communications Plans 2017
- ii)NSS:Guidance for Staff
- iii)NSS Week 10 Checklist for HoDs/PLs
- iv)NSS presentation template

DATE OF NEXT MEETING

Thursday 25th January 2018 in Blake 028, Medway Campus