STUDENT EXPERIENCE COMMITTEE

Minutes of the FIRST meeting of the STUDENT EXPERIENCE COMMITTEE in the 2013-2014 academic session, held on 18 October 2013, 2pm,

In S309, Mary Seacole Building, Avery Hill Campus

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| Present: |  |
| Judith Burnett (Chair), PVC ACH | Colin Allen, BUS |
| Sally Alsford, EDU | Alex Brooks, President, SUUG |
| Christine Couper, Head of PAS | Jenny Greenfield, CEO, SUUG |
| Eleanor Kehoe, Deputy Director, OSA | Simon Leggatt, DLQ, ED |
| Ginny Malone, ILS | Christopher Powner, Director, FM |
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| In Attendance: |  |
| Tom Barnes, DVC Research & Enterprise | June Balshaw, LHSS |
| Samer El Daher, SCI | Sarah Hills, OSA, minute taker |
| Lizzie Loveridge, OSA | Ed Paxton, GET, OSA |
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| Apologies: |  |
| Richard Blackburn, DLQ, SCI | Christopher Hallas, Director, OSA |

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| SEC/13.1Actions arising: | MINUTES AND ACTIONS ARISINGThe minutes of the previous meeting were agreed as an accurate record, subject to an amendment on the attendees list of Christopher Powner from ‘Present’ to ‘Apologies’.*Minute SEC/12.12: Medway Student Experience Group. The committee were provided with the minutes from the Medway Student Experience Group and were informed that a questionnaire about their experience is to be issued shortly. The DLQ, SCI will provide the SEC with the results when they become available –* the questionnaire results will be presented to the December meeting of SEC*Minute SEC/12.16: New Arrivals Planning* 1. *The Chair to arrange the distribution of School and Office plans for new arrivals and to alert Executive of the need to keep the SUUG in the loop re planning etc* – this had been done
2. *Update on new arrivals* – EDU is undertaking reporting on the New Arrivals survey is underway, the results of which will be presented to the December meeting of SECalongside the Follow That Student report
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|  | 1. *The Chair to develop the Student Journey project and the data/records pages over the summer with the assistance of an intern* – to be dealt with under item 2 on the Agenda
2. *The Chair to alert Executive of the importance of early allocation of personal tutors and the streamlining of the functionality of personal tutor ‘tagging’ in Banner –* Executive updated. SEC noted that Personal Tutoring will now be considered by this committee.

**ACTION:** Personal Tutoring Report to be requested with update brought to December meeting of SEC *Minute SEC/12.17: International Student Barometer*1. *The Chair to draw attention to the results of the survey and request that these are integrated into planning going forwards with International Office, DVCs, PVCs* – issues discussed and agreed with relevant parties
2. *Also, to include an international group and a group of postgraduate international students in the Follow that Student project*  – to be dealt with under item 2 on the Agenda

*Minute SEC/12.18: Report from Space Management & Timetabling Group* 1. *The issue of lack of student and academic representation on the group to be raised at the first meeting of the group* – two student reps have now been appointed to the Group
2. *FOOs to be asked to provide updates on any relevant issues to the group with strategic issues being provided directly to the Chair of SMTG –* FOOs have provided updates, additional issues will be considered by the Operations Committee led by the Chief Executive Officer
3. *ILS to provide clarification to both FM and SMTG as to who has responsibility for the care of equipment in rooms to both SMTG and copied to SEC* – division of responsibility including costs were confirmed: ILS are responsible for audio/visual equipment and technical support; FM are responsible for furniture and furnishings

*Minute SEC/12.19: Activities and Events for Freshers’ Fortnight. A calendar of all the events taking place is to be devised for distribution* – improvements to the content of Week 1 calendars was noted. SEC noted the increased involvement of the SUUG in sending out notices and bulletins, and better relations between staff and the SUUG resulting in an improved service for students; the new arrivals reporting and the Follow That Student reporting will be interesting to examine from this point of view, see also SUUG report (below).*Minute SEC/12.21: AOB* 1. *The Chair to look into the issue of Medway travel costs and cost of printing for student meeting representatives –* the Chair has requested a small budget to assist with these measures, no response to date
2. *Information regarding the Internal Audit Review on Student Complaints to be fed back to SEC –* to be dealt with under item 3 on the Agenda
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| SEC/13.2 | ‘Follow that Student’ initiative1. Report on current status
* This initiative arose from interest in mapping the student journey. It follows the journey of three representative groups of students over the course of the academic year: new international students; new home students and second years. Recruiting to the groups is on track, with the first focus group planned for Nov 2013. It is being administered by an intern, with reporting points planned in Dec 2013, Feb 2014 and June 2014.

**ACTION:** Chair to report on current status at the December meeting This will include the proposed Greenwich Student Experience and Engagement Survey for second years, which is currently being constructed.The Chair thanked SUUG for support with these initiatives.1. Update from Students’ Union on start of year

The CEO, SUUG informed SEC that:* Approximately 6300 students attended three cross-campus Freshers Fayres, an increase on previous years
* Over 1000 students were registered at the advice stands
* SUUG cafes and bars recorded increased business
* Communication with students started earlier than in previous years
* Daily bulletins were issued to UoG staff to keep them informed of all activities

The SUUG president further advised that:* Clubs and societies membership numbers have exceed targets and are double that of last year
* SUUG officers were present in halls of residence offering student advice and information on activities
* SUUG officers were present at 26 Induction meetings across all campuses, however these were not felt to be widely effective due the amount of information being present to students. It is intended to target further specific groups of students in weeks 6-7.
* A successful Freshers Ball took place, with over 1100 attendees, up from 388 the previous year.

SEC **noted** the verbal reports and thanked the SUUG for the noticeably increased involvement this year.Following concerns from the SUUG President, SEC confirmed that the SUUG may recommence using the all-staff email network for UoG staff updates and bulletins.   |
| SEC/13.3 | Student Complaints1. Update on issues arising from student complaints in 2012-13
* The student complaints officer presented a verbal report to SEC, key points included:
* only 14 eligible complaints of the 31 submitted, including one large group complaint covering a range of complaints such including disability support, equality, accommodation, finance/fees
* awareness needs to be raised with the students in respect of how and when they engage with the complaints process
* it would be helpful for Schools to provide students with designated points of contact during the summer resit period, as many informal and formal complaints were raised regarding difficulty with tutor contact during at this time of year
* SEC noted the issues raised alongside the number of complaint settled at the informal stage. Members welcomed and supported early dispute resolution and further agreed that increased awareness of the student complaints process is essential in improving the student experience in this regard.
* **ACTION:** SEC to assist in promoting student awareness of the processes and early dispute resolution.
1. Internal Audit Review – Student Complaints

SEC **noted** the report and the recommendations made therein, including to report earlier in the cycle. |
| **SEC/13.4** | Employability1. Results of 2011/12 DLHE survey

Ed Paxton, the Destinations Manager, GET presented SEC with a report detailing the results of the 2011/12 DLHE survey. In respect of the HESA defined performance indicators, UoG figures have improved but against the background of increased improvement from peer institutions the overall league table position is not where we would like it to be. Comparison to previous years is not strictly viable as the questionnaire has changed. A more detailed breakdown of the unemployment variations by School is available from the Destinations Manager as required. The Head of PAS advised that the terminology used by students to describe their employment role can adversely affect the survey outcome, presentation of job title is the key to positive end-coding. Further steps to support and encourage students in answering more effectively may improve the outcomes.  |
|  | * It was reported that the Reed Employment initiative is likely to improve DLHE outcomes going forward, particularly in supporting graduates with a degree classification 2.2 or lower.

SEC **noted** the need to channel employability initiatives to the most at-risk groups amongst others. SEC **noted** the report and **approved** the proposed recommendations as under:* Within the GET, for the Reed initiative to continue to target resources at those students and recent graduates most in need of support, such as recent and soon-to-be graduates with low expected or actual degree classifications within the employment performance indicator group
* For relevant university staff to consider new strategies that aim to result in a greater proportion of students and recent graduates of ethnic minority backgrounds to achieve successful transitions to positive graduate destinations
* Staff across the university to continue to increase links and develop partnerships with employers, professional bodies and other relevant organisations to optimise opportunities for students and recent graduates.
* University staff to work closely with the GET, throughout the DLHE survey to ensure that all known positive outcomes are captured within the tight timeframe allowed by HESA.
* Relevant university staff to promote and support a focus on work related learning to include project work, part-time work, career-focused mentoring, volunteering, enterprise activities, Student Union and course representation.
* Relevant university staff to continue to promote postgraduate further study opportunities and to raise awareness of financial support available to students in need.
* University staff with a remit for disseminating and responding to DLHE results to attend training organised by the PAS to access DLHE results using Business Objects and the ‘heidi’ online reporting system (the HESA HE information database) for comparison with national and peer-institutional results.
* To raise awareness amongst university staff that course-level graduate employment information for the university, derived from DLHE Survey results, is published on the Unistats website (at http://unistats.direct.gov.uk) and forms part of the Key Information Set.
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|  | 1. Enhancing employability outcomes

The Deputy Vice-Vice (Research & Development) presented SEC with a comprehensive presentation on the current status of employment outcome initiatives.Key areas of notes included:* The instigation of the Reed Employment Initiative
* Improvements to the website need to be undertaken
* The need to raise awareness levels in colleagues of the importance of employment outcomes and how they can assist

The Deputy Vice-Chancellor (Research & Development) requested that SEC agree the following:1. support in promulgating the initiatives amongst colleagues
2. endorse the creation of improved focus across the institution
3. support a move to focus on employment and recognise the need to act on it

**ACTION:** all SEC members to provide at least one comment or suggestion to the Deputy Vice-Chancellor The Chair acknowledged that a key role of SEC is to demonstrate how this is achievable at programmes and School level, with a particular drive towards a recognition of the difference between developing employability and employment outcomes.ACTION: All SEC members to communicate this item to the Faculty student experience committee SEC **noted** the report and **endorsed** proposals therein.  |
| **SEC/13.5** | Student Safety1. University safe-neighbourhood report
* The OSA advised that league table is not very useful for a multi campus reference point as only relates to the Greenwich campus and the surrounding area. It is nonetheless a useful prompt to promote crime prevention activities that have been undertaken alongside neighbourhood police. The president of SUUG advised that the students’ union are aware of the large amount of reports currently in circulation. They have put together a group of officers to run a higher level awareness campaign across all campuses and are meeting shortly with facilities management to discuss further.
* **ACTION:** SUUG to provide update at December meeting on this initiative
1. Update on Woolwich incident
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|  | SEC **noted** the update**ACTION:** SEC members to communicate this via the faculty student experience committees |
| **SEC/13.6** | **STUDENTS’ UNION IMPACT REPORT BROCHURES**The CEO SUUG informed SEC that the brochures had been well received and successful in promoting the values of the SUUG. The reports will be produced for the 2014-15 academic session.SEC **noted** the verbal report and welcomed the initiative.  |
| **SEC/13.7** | ITEMS FOR INFORMATION1. Flow of minutes from Faculty Student Experience Committees
* No faculty level meetings have yet taken place. SEC noted that information and reporting between SEC and FSECs flows both ways.
1. Student Experience Workshop <http://bit.ly/136ouXw>
* SEC **noted** the report for information.
1. SEC portal site
* The site is in the first stages of development.
* **ACTION:** Chair to advise members once the site is operational.
1. Workflow - schedule of items for future meetings
* SEC **agreed** the New Arrivals Survey would commence such as to allow sufficient time to develop the results for presentation to the December meeting of SEC.
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| SEC/13.8 | DATE OF NEXT MEETINGFriday 6 December, 2pm, QA075, Greenwich Campus |