

**STUDENT EXPERIENCE COMMITTEE**

**NOTES of the SIXTH meeting of the STUDENT EXPERIENCE COMMITTEE**

**in the 2015-2016 academic session held on Thursday 7th July 2016 held in Blake 028 Medway Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen DSE, BUS |
| Corinne Delage DSE, FACH | Scarlett Dempsey, SUUG |
| Virginia Malone, ILS | Mike McGibbon DSE FES |
| Christopher Philpott DSE,FEH | John Schless, CEO SUUG |
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| **In Attendance:** |  |
| Martin Compton, FM | Pauline McFarlane, SAS |
| Lynne Savage (Secretary), SAS | Jon Sibson, PVC BUS |
| Lynne Spencer, AD SAS |  |
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| **Apologies:** |  |
| Sally Alsford, EDU | Will Calver, PD |
| Christine Couper, DSP, PAS | Michael Flanagan, DEF |
| Nikki Makinwa, QM | Anne Poulson, COO |
| Sara Ragab, AD,SAS | Katarina Thomson, PAS |

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| **SEC15.57**  **Actions Arising** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 17th May 2016 were amended as follows:  Page 8 – The existing *Students Giving Cause for Concern* document had been amended to include guidance on radicalisation.  The HLS presented the *Library Strategy* for information.  Subject to these amendments, the minutes were **approved,**  *SEC15.46 Clubs, Societies & Associations*  Pres.SUUG presented an update *SEC15.P067 Clubs, Societies and Associations* *End of Year Report* showing participation statistics. The trends were as expected. The paper showed key highlights, and impact reports would be produced later.  The Chair felt the paper was really useful, and particularly liked the case study. It would be good to send it around the Faculties for action. CEO SUUG said there was a new post in SUUG – Clubs and Societies Development Officer, and the team had been further strengthened by merging with the AH reception team.  SEC **noted** the report.  *SEC15.49 Faculty Withdrawals and Interruptions*  The link to the Charging and Refund policy had been sent to the FOO’s.  This **closed** the agenda item.  *SEC15.50 Pregnancy and Maternity Policy*  Updated Policy and Guidance had been circulated, and appeared as an *Item for Information.*  This **closed** the agenda item.  *SEC15.51 Students Giving Cause for Concern*  Link to JISC Workshop to Raise Awareness of Prevent had been circulated to SEC.  This **closed** the agenda item.  *SEC15.52 ILS Annual Report*  Presentation slides had been circulated to SEC members.  This **closed** the agenda item.  *SEC15.54 Youthsight Survey – update*  PAS had circulated link to Youthsight dashboard to members.  This **closed** the agenda item.  *SEC15.26 DSE FEH Annual Report*  Chair had spoken to HoD about the Student Engagement Framework, at their development day. Conversations with DSE’s and DLT’s would continue over the summer.  This **closed** the agenda item. |
| **SEC15.58** | **Third Term- update**  Pres. SUUG presented paper *SEC15.P068 Update on Third Term Research.*  This Executive summary would now go to the DVC, and the final version would come back to SEC to see how it could be taken forward. Pres. SUUG stressed that it would be important to liaise with each Faculty, as they had different needs, and activities could be tailored as appropriate.  Head of LS added that she had worked with the outgoing president of SUUG, and ILS, to provide Study Skills support for the students, which had worked well. These had been “café style” informal sessions, very relaxed. A report would be circulated. Students had requested cv checking support, so ECS had been invited in to help. Pres SUUG said she had received good feedback about the sessions.  DSE FACH felt that point 5 – “Almost three quarters of students claimed… did not offer preparatory work to support transition….” was worrying.  The Chair felt this was being addressed under the Transitions work, and found the summary interesting.  Pres SUUG confirmed the full report would be broken down by Faculty and Programme.  CEO SUUG advised that the Students Unions had done research which showed the topics students were most concerned about; Employability; Finance; Courses; and Mental Health.  DSE FES stressed that it was important for third term activities of any kind to be clearly labelled in the timetables from the start.  AD SC (SAS) also asked the meeting to remember that UoG had made great strides, and were ahead of other Universities.  The Chair thanked SUUG, and noted the research was ongoing. She advised that SEC would offer any help or support needed, and looked forward to a good solution.  SEC **noted** the report. |
| **SEC15.59** | **Student Engagement Framework – Student Consultation Matrix**  Pres. SUUG presented two papers *SEC15.P069 Matrix SEC submission*, and *SEC15.P070 Student Consultation Implementation Plan.*    The Matrix had been agreed by Academic Council, subject to minor modifications. Pres. SUUG felt it was a good piece of work, having spoken to students about how they preferred to be communicated with, for instance via an app.  DSE FACH agreed that an app was well received, and was one the main ways forward.  Pres. SUUG mentioned that each Faculty might implement in a different way, but with a consistent approach, using identified key champions, making the system more robust. The timescales needed to be looked at, to ensure they were realistic, and discussions around how to brand it needed to take place. It would be a working document – always needing review and updating.  Head of LS asked that the Matrix contain a version number or date to ensure staff were confident they were looking at the latest version.  The Chair commented that SEC supported the Matrix and appreciated it, it was helpful to know what was in place. Well done to the Students Union.  SEC **approved** the Matrix.  **ACTION:** Final version of Matrix to be sent to Academic Council, via secretary, for information. |
| **SEC15.60** | **International Student Barometer – student lunches**  The Chair explained that following feedback in the ISB survey, SEC wanted to gauge if Faculties felt staff could extend the practise of inviting International Students to lunches, to make them feel more welcome.  DSE FACH had discussed this with their SMT, and although they felt it was a good idea in principle, they needed to sort out the practice – who/how etc. The Heads of Department had suggestions, but would need admin support.  DSE FBUS had discussed the idea with staff, whose opinions were mixed. Business had a volume problem, with huge numbers of international students. They felt it could be done, but not sure how, but would work on it. PVC BUS commented that historically this had been done anyway – e.g. events for the Chinese students at Christmas.  DSE FES had spoken to his management team and other staff, with varied responses. Informal provision already took place at Medway, via the Chaplain, who opened her home to numbers of students and it was hoped that other colleagues would do the same. Last year there had also been a Christmas Ball which had been very popular.  DSE FEH said that his staff were enthusiastic in principle, and as they had such small numbers it was something that could be catered for, although finding suitable venues might be a problem.  The Chair asked if the support Directorates had any ideas on how to assist.  Head of LS commented that she and an academic colleague were thinking of doing a joint lunch.  AD SC (SAS) advised there was already an organisation called *HOST* which invited students into their homes, and it should be possible to utilise this service too.  The Chair commented that it was good that some staff were interested, and that it would be useful to learn about the *HOST* initiative.  Head of SW asked that members be aware of the safeguarding issues raised by this sort of initiative.  PVC BUS emphasised the need to make the students welcome, and said there were already lots of events, mostly involving food, already taking place.  The issues around providing cost-effective catering were discussed.  **ACTION:** Information and contact details for *HOST* to be circulated to SEC. |
| **SEC15.61** | **Student Engagement Framework**   1. Employability   PVC BUS presented a paper *SEC15.P071 Improving Employment outcomes: extra/co-curricular activities* which set out a framework for faculties to foster extra/co-curricular activities by students in ways which will improve employment outcomes. He explained that a working group, chaired by DSE FES, had looked at both the policy and the IT system requirements.  DSE FES advised that the group had looked at the range of activities that the students were engaged in, and how to capture and record that information. He said it was generally recognised that employers are not just looking at graduates technical or study skills, but need an indication of what type of person they were employing. Looking at the evidence, the University captured some of it, but knew that students were undertaking lots of good work not being captured. The value of this needed to be stressed to the students.  The Chair asked what actions the Faculties were taking.  PVC BUS said all that Faculties were doing something on Employability, but it was useful to have a statement, of which this was a draft, to ensure that Faculties knew what was expected. The draft was not prescriptive on how it needed to be done, only on what needed to be done. The Faculties would be required to report annually, perhaps to SEC, to show what work had been don. Initially this would cover FT undergraduates, from the UK, but it might be extended in the future. Once the draft had been tidied up, it would be taken to Academic Council.  DSE FACH said that the new Personal Tutors policy had an element of employability included, and it would be useful to cross-refer, which PVC BUS agreed to.  The Chair asked about the ILS systems required?  PVC BUS said a system was needed for the passports – at present there were 2 systems (Moodle and Pebblepad) which partly covered this. A Project Development form had been submitted, and the work was on the ILS list, preferably using a system which could feed into the Personal Tutor Monitoring system.  The members agreed this would be best, as there were too many standalone systems. Various suggestions were made as to training issues and confidence building.  CEO SUUG also mentioned that students’ digital footprints needed to be part of this – individuals needed to be aware of the need to present a professional view on social media, Snapchat etc.  PVC BUS agreed, and said students were being rewarded with passport points for taking part.  The Chair asked PVC BUS to revise the document, it would then be updated via Chairs Action, and submitted to Academic Council.  SEC **noted** the report.  **ACTION**: Submit final document to Academic Council   1. Transitions (STJ) Annual Complaints Report – update   AD SC (SAS) presented paper *SEC15.P072 Annual Complaints report – response* on behalf of Student & Academic Services. (SAS) The document showed how the recommendations presented in the report were being addressed. Many were already being dealt with by the Student Centres, or Student Wellbeing, as part of the Matrix accreditation process. A new leaflet detailing SAS services had been produced, and handed out at “pop up” stalls during exam weeks.  Results surgeries had taken place, with more to follow. Training on how to deal with “Complaints/Concerns/Suggestions” would also be happening.  The Chair commented that it was a very helpful update, and that some of the recommendations had been included in the revised “New Arrivals” policy.  SEC **noted** the report.   1. New Arrivals, Transitions and Welcome Back Policy   DSE FACH presented the latest draft of the policy *SEC15.P073 New Arrivals, Transitions and Welcome Back Policy*. She explained that the existing policy had been enhanced by adding sections on the transition between academic years and returning students, and also the recognition of issues facing Early and non-standard starters. It was hoped to ensure all had comparable provision.  The Chair welcomed the adjustment of the policy to acknowledge the diversity of the cohorts, and attempt to commit to a service for all.  DSE FEH advised SEC that there was to be a new “mini Freshers” event, on the 15th September, in The Dome at Avery Hill. There would be stalls from all service areas, and the Faculty, to try and make the early starters feel more welcome.  The meeting expressed some concerns that with the changes in the Directorate of Communications & Recruitment, the Flying Start programmes might not take place, but were assured this was not the case.  Pres.SUUG felt that the Flying Start programme enhanced the course experience for students, not the general student experience, but said that SU were trying to link it to their new “commuter” project. She also asked DSE FACH to add a section to the policy “let students know about their Student Union”, which was agreed.  It was agreed that it would be useful for AD SC (SAS) and Pres.SUUG to liaise outside the meeting regarding the Flying Starts.  Discussions also took place regarding the increased numbers of Level 3 students, who needed to be considered.  DSE FEH also asked the policy be revised to include reference to the Personal Tutor remit and policy, which again was agreed.  The Chair expressed the view that it was very positive, and that next year’s SEC would start looking at other stages of the student journey.  SEC **endorsed** the policy.  **ACTION:** DSE FACH to send final draft to secretary to be submitted to Academic Council. |
| **SEC15.62** | **Course Evaluation sub-committee meeting**  PAS had submitted three papers *SEC15.P074 Draft minutes of the Student* *Course Evaluation Sub-committee which met 20 June 2016, SEC15.P075* *Guidelines for timings of Course Evaluations in 2016/17* and *SEC15.P076 Questionnaire for Course evaluations 2016/17.*  Chair commented she was pleased to see many good changes were included, and in the absence of anyone from PAS, asked the DSE’s for comment.  DSE FEH said the meeting had been mainly a presentation by PAS, but the new system appeared to have given more ownership to course leaders, which was welcomed, although it had both pros and cons.  DSE FES said the new system was positive, but required financial resources. Discussions had taken place around including questions around PT, but this was not felt to be the place, the USS was considered a better vehicle for these.  The Chair asked SEC to approve the changes to the questions and thanked the group for their work. It had been a big project which SEC were happy to endorse. She said that once finalised the recommendations should be brought back to SEC, with costs, for the meeting to consider.  SEC **approved** the questionnaire. |
| **SEC15.63** | **Under 18’s Policy**  The Head of International Compliance & Advice was reviewing the policy in terms of the International students.  Head of SW outlined the main points of the policy. She said that many other documents existed throughout the University but that there was no overall Safeguarding policy and that more detail was required. Although this document went some way to addressing the issues, more work and discussions around safeguarding were needed. She asked SEC to endorse the document.  The Chair asked about the 3 trained designated Safeguarding Officers, and asked if anything could be done before September to increase these numbers?  CEO SUUG said the NSPCC did some good online training. He also said the issue was an important one to the SU, who also needed a safeguarding policy, particularly around the issue of the age of students attending Cooper building, where there were licensed premises.  Head of SW felt that each Faculty should have someone trained. She said there was also an issue with enhanced DBS for personal tutors.  DSE FEH congratulated Head of SW on the policy, which had been very difficult for her, given DBS rules and other constraints. Universities were not covered by statutory child protection legislation. There were lots of considerations going on around safeguarding – child protection, sexual violence – but no over-arching approach. The Task and Finish group had written to DVC, University Sec, and the COO, listing where safeguarding was considered, but advising that there was not one policy. He felt it would be useful for that to be minuted.  The Chair agreed. She thanked H of SW and the working group, and said it would be good to get the policy in place. She asked SEC to support the recommendation put forward that an over-arching approach/policy was needed. She noted that the SU were also working on something and said it would be useful if all could work together – CEO SUUG confirmed they would be happy to help.  SEC **endorsed** the policy.  **ACTION:** Link to NSPCC safeguarding training to be circulated to SEC  **ACTION:** SEC to ask Academic Council to endorse the policy. |
| **SEC15.64** | **Any Other Business**  The Chair mentioned that workflow of items for future meetings, listed under Items for Information included an extra meeting for September 7th. This would be a more informal meeting, with minimal papers, where the group could discuss their plans for the forthcoming year. It was possible initial NSS results might be available. Refreshments would be provided. |
|  | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Minutes were received from FEH 7/4/16, FACH 17/3/16   1. Workflow of items for future meetings 2016/2017 2. Survey Timetable 2016/2017 – updated 3. Policy and guidance regarding student pregnancy and maternity |
|  | **DATE OF NEXT MEETING**  Wednesday 7th September 2016 at 2.00 pm in QM068 |

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| **Key to work streams:** | student voice | supporting student experience |
|  | student journey | data and resources |