

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2013-2014 academic session held on Friday 11 July, 230pm,**

 **KW003, King William, Greenwich Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen, DSE, BUS |
| Sally Alsford, EDU | Alex Brooks, President, SUUG |
| Jenny Greenfield, CEO, SUUG | Eleanor Kehoe, Deputy Director, OSA |
| Ginny Malone, ILS |  |
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| **In Attendance:** |  |
| Lee Devlin, Head of Campus Services, FM | Bill Franciscy, Head of Residential Services, FM |
| Christopher Hallas, Director of Student Affairs, OSA | Felicity Hilditch, Head of Primary Education, EH |
| Lizzie Loveridge, Complaints Investigation Officer, OSA | Edward Oakes, SUUG |
| Lynne Savage (acting Secretary), OSA | Katarina Thomson, PAS |
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| **Apologies:** |  |
| Nusrath Ahmed, ACH | Will Calver, PDV |
| Karen Cleaver, HoD, EH | Christine Couper, DSP, PAS |
| Corine Delage, DSE, ACH | Mike McGibbon, DSE, ES |
| Christopher Powner, Director, FM |  |

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| **SEC13.41****Actions Arising** | **MINUTES AND ACTIONS ARISING***SEC 13.40 Medway Campus Update* Head of Residential Services, FM and Head of Campus Services, FM commented that they did not feel the minute accurately reflected the discussions at the meeting. Head of Residential Services, FM did not recall action point d) *residential services to* *provide SEC with a comprehensive list of all additional costs*. They felt that the phrase “extra charges” was misleading, as the students were not actually being asked to pay anymore, but that at present the charges were incorporated in the rent. It was also felt that the phrase “more transparency” was misleading since showing the charge was more transparent. Further discussions ensued during which the Chair emphasised that the SEC was a new forum, which might look at many issues in a new way, and therefore request new information. It was felt that any costs to students should not be “hidden” in any way, leading to the request for a report of all the charges etc. both from FM and in due course from the various services. It was agreed that this would be a positive thing to be brought to the SEC.It was agreed to return to the subject in the Autumn within the context of being furnished with some further information about charges etc. FM & SUUG (see item 13.40)With amendments as suggested, the minutes of the previous meeting were agreed as a true and accurate record. *SEC13.11 Student Journey*Report had been disseminated by FSECs, where meetings had taken place thus FEH had not yet circulated this. **ACTION**: FEH to circulate for future meeting in the Autumn, FACH to continue to promote taster days, FBUS continue to build upon actions, FES to follow up actions in report.*SEC 13.35 Estates Development update*FM and PAS to meet and agree on data requirements.Action completed*SEC 13.39 Student Surveys*Item ongoing *SEC 13.40 Medway Campus update*Item ongoing **ACTION:** Head of Campus Services, FM to work with President SUUG to produce list of charges relating to halls of residence, and detail common approach for charging for consideration by SEC in October.*SEC 13.10 National Student Survey(NSS)**Issues around social opportunity for students, FSECs to briefly survey clubs and societies.*Item ongoing. Reports produced from FACH and FES. FBUS need to update their report. FEH to provide progress report.SEC **noted** the reports.*SEC 13.30 Informal Student Complaints*Item deferred to October meeting of SEC*SEC13.31 Personal Tutoring Report** *Data received from HR and EDU regarding personal tutoring workshops held during 2013-2014 and faculties asked to continue to send members of staff to the workshops.*

SEC Faculty representatives felt that more participation in training in relation to the policy was also taking place, alongside the formal sessions. ILS suggested that further online sessions should be available. EDU stated these were being considered but were not yet available.**ACTION** – A further update on personal tutoring workshops requested from EDU to come to the Autumn SEC.* The Pro Vice-Chancellor ACH requested that there be a continued push throughout the Faculties via the DSEs.

SEC **noted** the report. |
| **SEC 13.41** | **Membership of SEC***SEC 13.36 items (a) and (b) ratified by Academic Council**Item(c) - structure of student representation – declined to ratify. See more detail under SEC 13.43* |
| **SEC13.42** | **Student Engagement Policy** The Pro Vice-Chancellor (ACH) presented an up-to-date report, *Student Engagement Framework July 2014 V2* and the SEC discussed it in detail. Various suggestions were put forward including having “campus based” activity, and the need to reach students who did not actually attend campus. The SEC felt that some clarification for the students as to what constituted “delivery” would be useful, and that the University offer should be seen as a much wider opportunity than just the delivered hours. It was also felt to be a topic which could be raised with the new Chief Operating Officer.The Pro Vice-Chancellor ACH agreed to do additional work on the final version of the report, following suggestions.It was agreed that there were several main areas for immediate action;**ACTION:** 1. DSEs asked to meet Pro Vice-Chancellor ACH re their students’ journey
2. PVC invite new COO to contribute with their team to the section regarding services as well as more generally
3. PVC to follow up with PAS re surveys
4. PVC will present to the VCG and the Executive and circulate for informal feedback to the Higher Education Review Group (HERG) and the membership of the Academic Council
5. Wider consultation necessary with staff and students – SEC members to consider how best to facilitate this to the PVC
6. It was agreed to present the report to the Executive Committee of SUUG (PVC and President)

 SEC **noted** the report. |
|  | **Student Representation on Committees**The President SUUG presented a paper, following earlier discussions about student representation on committees. The Academic Council had not been inclined to ratify earlier recommendations; however the President SUUG still felt that the model suggested was the correct one, having looked at QAA recommendations and best practise. The report also detailed various options regarding incentivising students, and gave a brief summary of SUUG’s plans for recruiting and training Programme Representatives.**ACTION:** i)SEC to support proposal regarding representation on Committees, having considered governance structure as a whole, to Academic Council.(PVC to take up with Chair of the Academic Council)ii)SUUG to provide further information about budget implications for incentivising students.SEC **noted** the report. |
| **SEC 13.44** | **Student Complaints Annual Report 2012/2013**Complaints Investigation Officer presented a report “*Regulations covering the* *University Formal Complaints Procedure for Students*” in draft format, and explained the main changes in detail;* Changed of structure from “Schools” to “Faculties”.
* New regulations included students who are “interrupted”.
* Compliance with QAA requirements

The CIO stated that the updated OIA Ombudsman requirements had not yet been released, but these would also be incorporated in the final version. The report still had to be submitted to senior management for comment.SEC **noted** the reportIt was further noted that work was ongoing on the management of informal complaints in Faculties. This would be formalised in the Autumn. (CIO to SEC) |
| **SEC13.45** | **‘Follow that Student!’ (FTS) update**1. SEC FTS end of year report circulated

This final report built on the interim report, and continued to look at various aspects of the student journey, and focusing upon the period of assessments at the end of the year. The group discussed the report and noted particularly the need to look at the bigger picture in terms of managing the expectations of students, and their perceptions of what is actually included in their contract with the University. It was felt that students needed more detailed explanation of the opportunities available to them, and how these were included in the “value for money” that they received given the ‘great expectations’ that the student body had developed. Further it was noted that assessments continued to present a challenge to the student body.SEC **noted** the report**ACTION:** DSEs to confirm that an action list would be drawn up to ensure that outcomes of the FTS project were pursued in Faculties. PVC to ensure that the new COO received the reports.1. SEC FTS interim report re-circulated

**ACTION:** DSEs/Faculty representatives to confirm that actions had been taken in response to the report. It was noted that there would be increased activities for Week 1, a greater promotion of SUUG societies and clubs, and groups of all kinds in the University, and that there would be close focus on the student journey across the faculties and services from start to end.SEC **noted** the report.1. Director of Student Affairs presented a report “*Day 1 Week 1 group*” which explained the structure and priorities of the Day 1 Week 1 working group. It identified the background of the group, the 4 work-streams and their leads. He also gave an update on what had already been done, explained that it was an ongoing project, and there were financial constraints to consider. Even so, considerable progress was being made including with the move towards integrated information being made available to students and the development of the week 1 website with the programme information to hand.

The Pro Vice-Chancellor (ACH) thanked the Director of Student Affairs for bringing the report and stated that SEC would be pleased to see further updates, in particular in the Autumn SEC. She hoped that the new Chief Operating Officer would support the group going forward.**ACTION**: Director of Student Affairs to advise Operations Committee that SEC recommended Day 1 Week 1 activity is accorded status of corporate project in same way as Clearing.**ACTION:** PVC to suggest to VC that the Week 1 activities should have the same degree of focus and resource as other periods (for example Clearing) and to support the new COO with efforts to this end.SEC **noted** the report1. Video shown to group, looking at students experiences and views of assessment and feedback

The Chair explained to the meeting the rationale behind the video, how it had been made, how the final footage had been selected etc. and advised that the final version, although very useful, may not necessarily be representative of the whole student body.The meeting discussed the video and its content, and agreed it contained useful data, which could be used in a variety of ways including workshops, team meetings, Faculty meetings etc. It was felt that the film of the end of year experience was interesting and relevant way of engaging the Faculty staff with the issues. It was further suggested that the PVC also show the film to service heads and their teams.**ACTION:** FSECS to show video to Faculties, Services etc. and SEC members to consider other ideas for distribution and advise the PVC who would start showing the film to Faculties over the Summer. |
| **SEC13.46** | **ITEMS FOR INFORMATION**1. Flow of minutes from Faculty Student Experience Committees
2. Workflow of items for future meetings

Not presented to this meeting |
|  | **DATE OF NEXT MEETING**Thursday 16th October 2014, 2.00 pm, S309, Avery Hill Campus |

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