

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2015-2016 academic session held on Thursday 24th March 2016, at 2.00 pm, in S309/S310 Avery Hill Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen DSE, BUS |
| Sally Alsford, EDU | Corinne Delage DSE, FACH |
| Jenny Greenfield, SUUG | Harry Hodges, Pres SUUG |
| Virginia Malone, ILS | Mike McGibbon DSE FES |
| Christopher Philpott DSE, FH | Katarina Thomson, PAS |
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| **In Attendance:** |  |
| Richard Cottam, EFD | Scarlett Dempsey, SUUG |
| Nikki Makinwa, QM | Victoria Parrett, Intern, FACH |
| Lynne Savage (Secretary), SA | Jon Sibson PVC,B |
| Lynne Spencer, SAS | Danielle Tran EDU (observing) |
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| **Apologies:** |  |
| Will Calver, PD | Catherine Churchill, TT |
| Christine Couper, DSP, PAS | Michael Flanagan, FM |
| Anne Poulson, COO | Sara Ragab, SAS |

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| **SEC15.30**  **Actions Arising**  **SEC15.31**  **Actions Arising…..cont.** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 28th January were **agreed** as a true record, and **approved.**  The Chair welcomed newcomers and visitors to the meeting.  *SEC15.21 Wednesday Afternoon Policy*  Catherine Churchill had circulated an update on the teaching taking place on Wednesday afternoons. The Chair thanked Catherine and the Faculties for their work, and explained the background behind the policy to the meeting. The Wednesday Afternoon Policy had been implemented, with good outcomes. She asked the meeting to continue this good work, and further reduce PG teaching activity if possible. Pres SUUG agreed that it was appreciated, and that further discussions would take place with FEH regarding placement activity on a Wednesday afternoon.  (*Agenda item 3 taken out of sequence*)  **Wednesday Afternoon Derogations**  Head of TT had circulated papers *SEC15.P043a List of Derogations and P043b Requests for Derogations* which showed the derogations agreed for 2015/16. The Chair asked if there were any objections to these continuing, or if they could be carried forward.  SEC **approved** the derogations.    *SEC15.22 Student Engagement Framework*  It was confirmed that Head of PMO had been going round to the Faculties, discussing the Personal Tutor Management System, to try and encourage increased usage, and understand the reasons in the areas where use was less frequent.  This **closed** the agenda item.  *SEC15.24 COO Update*  It was confirmed that the paper presented to SEC *COO - Update for* *Student Experience Committee* had been circulated to the Faculties for their information.  This **closed** the agenda item.  *SEC15.27 Third Term*  Pres SUUG updated SEC regarding this proposed project. He confirmed that funding had been secured for an intern to research the project, and an overview would be presented to SEC after the research was complete in July. He also confirmed that as timetables had already been prepared, the activities included in the third term for this year would not be as substantive as they would have liked. ILS confirmed that the Library were trying to ensure a programme and activities continued into the third term, but they needed academics to be on board.  The Chair thanked them both, and agreed that the research was something that was needed.  SEC **noted** the update.  **ACTION:** Pres SUUG to bring update to July SEC  *SEC15.29 PTES Survey*  The Chair explained that at the last meeting the results of the PTES survey had been taken, and a “task and finish” group had been convened. This had taken place, and a few key actions had arisen;   1. Increased engagement – it was agreed a good response rate was necessary – SU help would be sought. 2. Data presentation and visualisation – discussion to take place with PAS to enable better understanding and use of the results 3. Social opportunities – the University had not done very well here. It was apparent that activities worked better where they were embedded. The role of the PL was crucial. Communications with PL to go out, asking them to put on something for PG students. 4. Perception of postgraduates – some PG students held the view that the SU was mainly for undergraduates – this needed to be addressed. 5. Imperative that Personal Tutors allocated to each student.   Members of SEC discussed these actions and agreed they were relevant.  The Chair said the group would now be closed, and the actions would be worked on, offline.  This **closed** the agenda item. |
| **SEC15.32** | **Student Engagement Framework**  The Chair explained that work had been going on for the past year, following a change paper which had been delivered which set out the principles, and covering all stages of the student journey. The various working groups were arriving at their conclusions, and were now reporting with recommendations. The groups would continue for 1 or 2 more meetings only over the next year, in order to ensure that planning and implementation occurred. The Chair thanked all the groups, and the Chairs, for their work.   1. Graduand to Alumni   COO had circulated papers *SEC15.P039a Transitions Graduands to* *Alumni report*, SEC15.P039b *Alumni Association Package* and *SEC15.P039c E-Resources for Alumni* for information. The Chair explained that the group had been meeting during a time of restructure, and had focussed on what should happen in the future. Key proposals had been outlined, and she asked for comments. IS Manager stressed that there were cost implications for the e-resources, and that the requirements of graduands changed with the advances in technology. The Chair asked about the graduation day packages, and was advised that, again, there were cost implications. DSE FACH welcomed the reports, and asked if the recommendations included International students – it was confirmed they did.  The Chair thanked all parties involved, and wished the Alumni project well, emphasising that this represented a good opportunity for progress.   1. Employability   PVC Business presented a paper *SEC15.P048a Report to SEC* – *improving employability outcomes.*  He explained there had been 3 sub-groups looking at employability – Employability Skills, Extra/Co-curricular activities and Placements. The employability group had produced proposals on the key employability skills descriptors, and incorporating them in the curriculum. The Extra/Co-curricular activities group had recommended the establishment of a common platform for the various passport schemes in operation across Faculties. A draft policy paper was to be drafted for the next meeting of SEC.  The Placements group had agreed that more placements should take place. They had agreed in principle that a wide range of programmes should have a sandwich mode, in order to remove a barrier to students undertaking placements, and this would be pursued through the appropriate QA processes, including looking at how or what credits could be allocated etc. They had also looked at internships, and the first internship fair had taken place on 2 March.  A sub-group had looked at the various pathways *SEC 15.P048b Path to Graduate Outcomes* showing work in progress. This would enable faculties to benchmark their offerings, and to identify any gaps. Preliminary discussions had taken place around embedding the pathway in a CRM system, recording the engagement of individual students.  Further issues surrounded training on employability, and the evaluation of the Reed NCFE contract.  The Chair thanked him for the work of the group.  SEC **noted** the reports.  **ACTION:** Draft policy paper on the establishment of common platform for various passport schemes to be prepared for May SEC.   1. Transitions (STJ)   The Chair of this group, Christopher Hallas, D of SAS, had submitted two reports *SEC15.P040a Report to Student Experience Committee,* and *SEC15.P040b Transitions (STJ) Work plan.* As a member of the group, DSE FACH explained that the group was divided into work streams, with individual actions being planned. Most actions were amber, turning to green, and related to the arrival and welcome back delivered to students.  The Chair commented that it was good to see non-standard starts being tracked, and that progress was being made.    DSE FACH confirmed that where the student journey was weak, it would be strengthened.  SEC **noted** the reports.   1. Personal Tutoring   The Chair produced reports *SEC15.P041a Personal Tutorship Report to* *SEC – March 2016* and *SEC15.P041b Personal Tutorship Work Packages – March.* It was explained this group had completed its work. The policy had been updated, and actions had been developed to ensure a robust system of personal tutoring was implemented wef September 2016. Moodle course to support personal tutoring was being developed, plus a formal review system, commencing in Summer 2016. The action group had ended, although would meet again for purposes of monitoring.(as with the others)  SEC **noted** the reports.   1. Student Voice   Pres SUUG tabled two reports *SEC15.P042a Student Consultation Task* *and Finish Group: summary of activities* and *SEC15.P042b Student* *Consultation Matrix.* He explained they were not quite at completion stage, but should be by next SEC. They needed to review the next steps one last time, and how they could be implemented. The Chair asked if the Faculties would be given time to implement, and was assured they would.  The Chair felt the proposals were looking good, and hoped the incoming Pres SUUG would be keen to promote them.  SEC **noted** the reports.  **ACTION:** Final report to be brought to May SEC.  To summarise, the Chair commented that this was the end of this phase of the Student Engagement Framework project, and it was now moving to the detailed planning and implementation phase. It would be used as an opportunity for further actions, and could really make a big difference to students, including retaining them, and ensuring excellent graduate outcomes. Each group had ongoing responsibilities, and had engaged the hearts and minds of staff. She thanked everyone for their considerable efforts. |
| **SEC15.33** | **Annual Complaints Report**  Lynne Spencer, Asst. Director SAS, tabled *SEC15.P044 Annual Complaints Report.*  She explained its contents; the Listening Ear network, Informal and Formal Complaints, and the Results surgeries. The report was anonymised, and themes were grouped to further protect identities.  There had been encouraging improvements in the statistics – with students having voiced concerns earlier. It was agreed that early resolution was in everyone’s best interests. Informal complaints seemed to be reducing, hopefully due to work by SEC, the Faculty SEC’s and the Day 1 Week 1 group.  The report made general recommendations – most complaints either centred on students not understanding information they had been given, or not taking timely notice of information. The statistics were analysed by faculty, ethnicity and age.  It was noted that formal complaints, too, had reduced.  Recommendations were made, relating to processes, improved communications, clearer information and the continuation of the results surgeries.  EDU felt the results surgeries were a good idea, and said they could maybe supplement them with some online sessions. DSE Bus said they had set up a dedicated email for results queries, which had worked well.  Several members commented that the results letters were very confusing, and didn’t fit their purpose. The Chair agreed that SEC could support a project to look at the results letters.  The Chair thanked her for a good clear report, and was pleased to see the dramatic reduction in the number of informal and formal complaints. She felt the recommendations were interesting, and asked the Transitions (STJ) group to ensure that they would be taken forward.  SEC **noted** the report.  **ACTION:** Transitions (STJ) group to look at recommendations and take them forward. |
| **SEC15.34** | **OFFA agreement – update**  DSE FEH explained that the SASS group, which reported to SEC, had the remit of drafting the OFFA (Office of Fair Access) report. It was in the process of being put together, and needed to show how the money was being spent. The report was in 4 sections – a spreadsheet containing the actual accounts, another aligning the targets etc.; an account of our own specialised targets; and a text based summary of the work going on. His job was to ensure the work being carried out by SEC, and under the Student Engagement Framework, was documented in the report. Focuses would include supporting students in the first year of extended degrees, supporting academic/study skills, mental health issues and work addressing the outcomes of BME students.  IS manager commented that it could help retention, too, and DSE FES acknowledged that it was an accounting challenge to pick apart what could and couldn’t be included.  DSE FEH stressed the importance of producing a document that Faculties would recognise, and therefore would claim ownership of.  The Chair said it was all very positive, with a much improved process, and encouraged the transparency.  **ACTION**: OFFA agreement to be brought to May SEC. |
| **SEC15.35** | **University Student Survey (USS) and Postgraduate Taught Experience Survey (PTES) - proposals for 2016 surveys**  PAS presented their proposals *SEC15.P045 Proposals to the Student Experience Committee.*  PAS outlined the main points of the proposals. Members of SEC queried several of the proposals, and the questions which should and shouldn’t be included. There were also various views on the timing of the surveys, and the number of surveys the students were required to undertake. Many members felt that it was more important for the EVASYS surveys to be encouraged, and increasing the questions in these surveys would be counter-productive.  The Chair felt that further discussions between PAS, DSE’s and SUUG should take place offline, looking at the student journey and student engagement, just to check the mix of surveys etc.  **ACTION:** Proposals to be agreed via email exchange between Chair, PAS, DSE’s and SUUG. |
| **SEC15.36** | **International Student Barometer**  PAS presented a document *SEC15.P046 International Student Barometer (ISB), autumn 2015: Summary of the University of Greenwich results.*  PAS presented one graph, detailing the main outcomes; indicating a partial recovery, after the dip in satisfaction shown last year. PAS mentioned the “London effect”, which had also been noted by the TES, whereby students had problems “making friends from other countries.”  The Chair said this was interesting, and was something within our own control, and worth thinking about. DSE FES said that there was a lot of work already going on – mainly via the Chaplains, inviting students to dinner etc. – which might be worth extending. Various members put forward ideas, around lunches and events. EFD explained that the new student hub areas would have more areas, not attached to licenced bars, which might help to address one of the problems.  **ACTION:** Investigate the idea of getting some International student lunches by members of staff organised over next year (DSE’s) |
| **SEC15.37** | **SUUG mid-year update**  Pres SUUG presented a paper *SEC15.P047 SUUG KPI’s and Performance Indicators 2015/16.* The CEO outlined the key themes, with attendance at clubs and societies having dipped, but participation having increased. Pres SUUG said there had been a pleasing increase in academic societies.  Voting was up in the election, but programme reps were down. In response to a query, it was confirmed that Medway unions showed a similar pattern.  The Chair asked how SEC could help to increase the numbers? Pres SUUG said they needed the support of academic staff, in particular personal tutors, to communicate with students.    DSE FEH asked Pres SUUG for his analysis of the lack of participation at Mansion site? Pres SUUG felt there was not one answer – possibly the weeks chosen, students on placement etc. but also maybe some of the issues for students had already been addressed at Mansion site.  Pres SUUG said they would be creating a 5 year plan, with the incoming Pres and incoming CEO.  Pres SUUG also gave a verbal update on the main SU campaigns, details of which could be found on the SU website: Student led teaching awards; text book exchange; sports facilities; SU sports strategy; “Time to Change” pledge; exam stress; accommodation on and off campus; liberation groups (e.g. LGBT) how they work, and how to expand; social space; celebrating diversity; awards ceremonies; Third term; Student consultations and NHS Bursaries.  The Chair said it was great to see a full house of new Sabbatical Officers and Volunteers, and was encouraged to note that the new President was female, for the first time in 10 years.  **ACTION**: SEC to encourage personal tutors, at nomination time, to make a push for students to become programme reps – report on outturn in the January SEC. |
| **SEC15.38** | **Supporting Student Experience: data and resources**  The Chair reported that she had been discussing this with Christine Couper, of PAS, looking at how different aspects of data, resources, analytics and reports might be assembled as training & development sessions. Any suggestions or feedback was welcome, with the objective of making surveys easier to deal with. |
| **SEC15.39** | **Experience of BME students**  DSE FACH introduced Victoria Parrett, the FACH intern, who delivered a PowerPoint presentation *BME student’s experience*. She had used existing data, and mostly home students. The report ended with some recommendations.  SEC members found the presentation very interesting, and asked to be able to use the data contained therein.  The Chair thanked Victoria for her presentation, and said it contained some thought provoking data.  **ACTION**: Presentation to be circulated to SEC members for information. |
| **SEC15.40** | **Any Other Business**  The Chair thanked the outgoing SUUG CEO, Jenny Greenfield, for her contribution to the University. Major changes had taken place during Jenny’s time here, and the Chair wished to thank her both personally, and on behalf of SEC, for her work. Jenny was wished all the best with her new projects. |
|  | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Minutes were received from FACH, FES, and FEH.   1. Workflow of items for future meetings 2015/2016 2. Undergraduate Progression Report   <http://www.gre.ac.uk/offices/pas/progression-reports/student-progression/Undergraduate-Progression-Report-201400-Combined.pdf> |
|  | **DATE OF NEXT MEETING**  Tuesday 17th May 2016 at 2.00 pm in QA075, Greenwich Campus |

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