STUDENT EXPERIENCE COMMITTEE

Minutes of the THIRD meeting of the STUDENT EXPERIENCE COMMITTEE in the 2013-2014 academic session, held **on Friday 31 January 2014, 2pm,**

**in room B028, Blake Building, Medway Campus**

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| Present: |  |
| Judith Burnett (Chair), PVC, ACH | Sally Alsford, EDU |
| Alex Brooks, President SUUG | Christine Couper, Head of PAS |
| Corine Delage, DSE, ACH | Jenny Greenfield, CEO, SUUG |
| Sarah Hills, OSA (Secretary) | Ginny Malone, ILS |
| Mike McGibbon, DSE, ES |  |
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| In Attendance: |  |
| Lizzie Loveridge, OSA | Lucie Pollard, FOO, EH |
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| Apologies: |  |
| Colin Allen, DSE, BUS | Eleanor Kehoe, Deputy Director, OSA |
| Simon Leggatt, HoD, ED | Christopher Powner, Director, FM |

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| **SEC/13.17****Actions arising:** | MINUTES AND ACTIONS ARISINGThe minutes of the previous meeting were agreed as an accurate record, subject to the following minor amendments:Minute 13.11 ii) New Arrival Reporting – New Arrivals Survey Report: Additional wording “Significant improvement in responses on timetabling to previous years”.Amended wording “The question of delivery of the New Arrivals survey for March starters had been raised. SEC noted that additional questions and/or revision of existing questions would need to be undertaken to account for the specific homogenous nature of this group.  Action: EDU to liaise with the Faculty of Education & Health to discuss whether or not the survey is appropriate in relation to their cohort and existing evaluation." iv)  Language Connect.  Amended wording "EDU and ESOL colleagues have begun recruiting….." *SEC 13.9: Minutes and Actions Arising* *Minute SEC13.10: National Student Survey (NSS)*1. *Results (PAS)*
2. *Departments/services to:*
* *feedback on one action taken last year which worked* – **ACTION:** members to provide in writing their chosen successful action for collating into a central document to be disseminated to faculties, services and relevant departments.
* *scrutinise the results and develop NSS action plans for presentation to FSECs.* – members confirmed results have been/will be presented to FSECs and development plans are ongoing
1. *Issues around social opportunity, FSECs to briefly survey clubs and societies:*

FACH – see paper. Budget discussions ongoing, societies invited to apply for funding. FES – substantial number of clubs available to Medway based students, SUUG/GKU to provide DSE with student numbers in each society to ascertain which are active. FSEC noted issues of succession planning when key society members move on e.g. early promotion and mentoring.FEH – Acknowledged that student body not particularly active on campus, further work needed from FEH around non-traditional models to suit nature of FEH students. FSEC to discuss development of existing and new groups with SUUG. BUS - DSE chaired a meeting with programme leaders to discuss the development of new academic societies; ongoing discussion with FOO re funding.**ACTION:** FSECs to provide progress report to July meeting of SEC **ACTION**: Information Services Manager to provide members with paper on clubs and societies from recently attended International Student conference. 1. *SUUG to provide details of all current clubs and societies to SEC secretary for dissemination to members* - actioned
2. *FSECs and services to reflect upon issues around gender difference and expectations and feedback to January meeting –*

OSA – response provided, see p.30 of papersFEH – item discussed, not considered to be a major issue amongst FEH student cohortsFES – low numbers of female students in faculty. Not considered to be an issue in engineering, science equally do not perceive any tangible problems but acknowledge that higher number of mature female students may result in different expectations.FACH – only informal feedback received to date, ongoing discussion of wider issues in faculty re professional body memberships etc.BUS - DSE has arranged focus groups meetings with students to explore issues SUUG – acknowledge current all-male Sabbatical team, actively encouraging female students to stand in upcoming elections. Two new societies (Women’s Hub and Feminist Society) recently commenced.*Minute SEC13.11: Student Journey*1. *Follow That Student*
2. *Chair to liaise with Marketing regarding improvements to current maps* – needs JB to confirm
3. *Members to feed back to Schools/services re dissemination of information* - actioned
4. *Assessment & Feedback Policy* - FSECs confirmed that implementation is ongoing. **ACTION:** members to provide brief report to next meeting

 1. *New Arrivals Reporting*
2. *New Arrivals Group reporting*
* *PVC to raise with DVC (Academic Development) the naming of the start of term weeks* – ongoing. PVC to report at future meeting
* *FSECs to ensure that portal calendars are consistent with the terminology in the published University calendar* - actioned
1. *New Arrivals Survey report*
* *members to check Faculty/department publicity material to ensure that it states where the programme of study is located* - actioned
* *Chair to liaise with Marketing & Recruitment regarding centrally published material* – information provided resulting in ongoing project within Marketing
* *FSECs to make discussion of new arrivals survey responses a standing item on FSEC agendas* – actioned
* *EDU to liaise with the FEH  to discuss appropriateness a March cohort nursing students survey* – ongoing. EDU to report back to future meeting of SEC
1. *Schools' November New Arrivals reporting*
* *Pre-arrival / Taster events* – discussions ongoing. **ACTION:** FSECs to provide paper to May SEC
* *OSA review of registration processes* – ongoing. OSA to present the review findings at July SEC
1. *DLHE 2012-13*

*Concerns were expressed regarding students’ possible lack of engagement regarding emails sent from the generic Alumni Association email address* - Deputy Director, OSA advised that DLHE survey is currently underway, early indicators are that there is a very good response to the individualised emails sent out via the Alumni Office which had very clear headings from the relevant Programme/Department and Faculty.  1. *Language Connect*

*SEC was provided with a verbal update on the Language Connect initiative. Members to feedback to FSECs for dissemination* – actioned*Minute SEC13.12: Personal Tutoring Policy* 1. *EDU following up on initial work that led into the policy* – ongoing. SEC requested that recommendations raised in the FACH paper are considered within EDU report to March SEC.
2. *FSECs to verify that University Personal Tutoring Policy being fully implemented*:

FACH – see written paperFES – DLTs discussing faculty-wide issues, further work ongoing to embed policy in certain areas of the facultyFEH – No major issues reported, PTGs well established across the faculty BUS - Personal tutoring policy is firmly in place and working well**ACTION:** DSEs to consider recommendations raised in the FACH paper and establish similar feedback *Minute SEC/13/13: Medway Student Experience Group Survey* *DSE, ES to provide update at future meeting* – MSEG meeting took place on 29/1/14. Proposal re swimming pool development currently in discussion at senior level. Appointment of a new Medway campus Chaplain is receiving positive feedback from students. *Minute SEC 13.14: Student Complaints Annual Report 2012/13**Members to provide feedback on informal complaints* – ongoing. **ACTION:** Faculties and services to provide report to March SEC re systems in place for consideration of formal complaints.  |
| **SEC/13.17** | QAA Institutional ReviewThe Chair advised that the University has now received formal confirmation that the QAA Institutional Review will take place in April 2015, with a deadline for submission of paperwork of January 2015.SEC will undertake a mapping exercise on QAA Code *B5: Student Engagement* to establish the University’s compliance with the indicators. The development of the mapping exercise will be discussed in greater detail at the March meeting of SEC.  |
| **SEC/13.18** | Follow that Student The Chair confirmed that further meetings have taken place with the contributing cohort groups. Formal feedback is ongoing and will be presented to the March meeting of SEC.  |
| **SEC/13.19** |  Student Complaints Annual Report 2012/13The Complaints Investigation Officer highlighted key issues from the report:* Increase in complaints from students with a registered disability, although very small percentage concerning disability support
* The importance of clear feedback is a recurring area of complaint
* Availability of academic staff during summer resit period
* Partner College students’ complaints are only considered informally as students must utilise their college complaints procedures

SEC were advised that a revision of the Formal Complaints Regulations are being undertaken to ensure compliance with the QAA Code *B9: Academic Appeals and Student Complaints*. **ACTION:** Complaints Investigation Officer to report on key changes to the Regulations at May meeting of SEC.  |
| **SEC/13.20** | **ITEMS FOR INFORMATION**1. FLOW OF MINUTES FROM FACULTY STUDENT EXPERIENCE COMMITTEES

Minutes of the following meetings were received by SEC:* Architecture, Computing & Humanities 4/12/13

SEC **noted** the flow of minutes.1. WORKFLOW - schedule of items for future meetings.

SEC noted the current workflow proposals. |
| **SEC/13.21** | **DATE OF NEXT MEETING**Friday 28 March 2014, 2pm, S309, Avery Hill Campus |
| **Key to work streams:** | student voice  | supporting student experience  |
|  | student journey  | data and resources  |