STUDENT EXPERIENCE COMMITTEE

Minutes of the SECOND meeting of the STUDENT EXPERIENCE COMMITTEE in the 2013-2014 academic session, held **on Friday 6 December 2013, 2pm,**

**in room QA075, Queen Anne Building, Greenwich Campus**

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| Present: |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen, DSE, BUS |
| Sally Alsford, EDU | Christine Couper, Head of PAS |
| Jenny Greenfield, CEO, SUUG | Sarah Hills, OSA (Secretary) |
| Eleanor Kehoe, Deputy Director, OSA | Ginny Malone, ILS |
| Mike McGibbon, DSE, ES |  |
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| In Attendance: |  |
| Noel-Ann Bradshaw, ACH | Jenny Chan, PAS |
| Felicity Hilditch, HoD, EH | Isaac Ifinnwa, OSA |
| Lizzie Loveridge, OSA |  |
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| Apologies: |  |
| June Balshaw, ACH | Alex Brooks, President SUUG |
| Simon Leggatt, HoD, ED | Christopher Powner, Director, FM |

The Chair informed SEC of the following changes to the current SEC membership:

Dr Mike McGibbon, newly appointed Director of Student Experience for the Faculty of Engineering & Science, is now the faculty representative with immediate effect, with thanks given to Richard Blackburn for his tenure on the committee.

Corine Delage, newly appointed Director of Student Experience for the Faculty of Architecture, Computing & Humanities, will be the faculty representative with effect from the January 2014 meeting, with thanks given to June Balshaw for her tenure on the committee.

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| **SEC/13.9****Actions arising:** | MINUTES AND ACTIONS ARISINGThe minutes of the previous meeting were agreed as an accurate record, subject to the following minor amendment:Item 13.3 i) ‘student complaint officer’ should read ‘student complaints investigation officer’ and ‘one large group complaint’ should read ‘one large ineligible group complaint’. *SEC 13.1: Minutes and Actions Arising* *Minute SEC/12.12: Medway Student Experience Group questionnaire results will be presented to the December meeting of SEC* - see minute 13.13*Minute SEC/12.16: New Arrivals Planning. SEC noted that Personal Tutoring will now be considered by this committee; Personal Tutoring Report update to be brought to December meeting of SEC* - see minute 13.12*Minute SEC/12.21: AOB. Medway travel costs and cost of printing for student meeting representatives –* each Faculty to donate £250 to a student petty expenses fund, to be coordinated by the Faculty student representatives. *SEC 13.2: Follow that Student initiative. Chair to report on current status at the December meeting* - see minute 13.11 i)*SEC 13.3: Student Complaints. SEC to assist in promoting student awareness of the processes and early dispute resolution via the Faculty Student Experience Committees* – issue fed back and under discussion at FSECs *SEC 13.4: Employability. SEC members to provide at least one comment or suggestion to the DVC prior to the next University SEC and to communicate issues to FSECs* – completed by all Faculty representatives*SEC 13.5: Student safety.** *i) University safe-neighbourhood report: SUUG to provide update on awareness campaign at December meeting –* item postponed to Jan 2014 meeting of SEC

*ii) Woolwich Incident: members to communicate the current status via the FSECs -* actioned*SEC 13.7: Matters for Information. SEC portal site* – portal site now up and running, see minute 13.14 d) |
| **13.10** | NATIONAL STUDENT SURVEY (NSS)1. Results (PAS)

The Head of PAS presented a report on the issues arising from the NSS 2013 Results Report highlighting and clarifying the contents of the results tables. SEC was advised that a greater depth of information is available on request from PAS. Detailed discussion raised the following issues of note:SEC noted that the survey results still indicted overall improvement but that the level of improvement is still lagging the rest of the sector in some areas, the wider context being a general increase in scoring in other institutions. There are some persistent weak spots in the Greenwich results.  **ACTION:** PVC to request that departments/services a) feedback on one action taken last year which worked; and b) scrutinise the results and develop NSS action plans which should be presented to the Faculty SEC.SEC noted that issues around social opportunity continued to score below the preferred level. Secondly, it was noted that the SUUG requested additional support in recruiting students to clubs and societies in the form of both petty expenses and help from members of staff.**ACTION:** FSECs to briefly survey the clubs and societies available within each Faculty, identify methods to support and promote existing groups and establish new groups. Additionally Faculties to discuss provision of a small budget where necessary to support these activities.**ACTION:** SUUG to provide details of all current clubs and societies to SEC secretary for dissemination to members.Issues around gender were noted, with female students generally obtaining better grades but scoring less overall satisfaction.**ACTION:** FSECs and services to reflect upon issues around gender difference and expectations and feedback to January meeting.SEC **noted** the report and thanked PAS for a useful and comprehensive report. 1. Institutional response to NSS review

The Chair presented a paper detailing the institutional response to the review of the NSS being conducted by the National Survey for Social Research. SEC **noted** the paper.  |
| **13.11** | STUDENT JOURNEY1. FOLLOW THAT STUDENT

The Chair presented a paper detailing key findings and action points following initial responses from the three cohort groups surveyed (see Appendix 1). The subsequent issues were discussed:* Cohort 1 identified problems with finding way around campuses. SEC were advised that improvements to physical signposting on campuses is being discussed by the Day 1 Week 1 group. SEC noted that the existing maps, for whatever reason, don’t appear to work and suggested that greater emphasis needed to be placed on detail alongside design.

**ACTION:** the Chair to liaise with Marketing regarding improvements to current maps.* Cohort 1 identified problems with ‘disorganisation’ which included specifically the dissemination and inconsistency of information provided within School/Faculty documentation and administration was not as strong or consistent as it could be.

**ACTION:** Members to feed back to Schools/services to: * rigorously check that information is clear and consistent in all documentation both what is actually distributed to students or put on the portal etc. and put up on public display (for example on noticeboards)
* check that it is fully up to date; there should be a system for maintaining public notices etc.
* clearly indicated as to how students will find out about changes to programmes etc.
* check who is responsible for letting students know about changes to a) dates or kinds of assessment and b) rooms, events, and timings needs to be clearly decided at a fine level of granularity for example at course, programme, personal tutor or administrative level.
* Cohort 3 raised issues of the quality and timeliness of feedback.

**ACTION:** Members to a) ask the Faculty Learning Enhancement Committees to ensure that the current University assessment and feedback policy is being fully implemented; and b) to ask Faculty SMTs to provide a response confirming that this is so. This should be reported back to the SEC in March 2014. SEC **noted** the report.  1. NEW ARRIVALS REPORTING
* New Arrivals Group REPORTING

SEC received the notes of the EDU New Arrivals Group meeting of 23 October 2013. Key issues of discussions included:* Lack of student space/rooming issues for student activities, with priority currently given to academic timetabling. The issue will be raised by the New Arrivals Group with the Space Management and Timetabling Group.
* Confusion amongst some students and staff around the terminology of calendar weeks e.g. ‘first week’, ‘first week of teaching’. SEC noted that

consistency is imperative to avoid a repeat in future sessions.**ACTION:** PVC to raise with DVC (Academic) the naming of the start of term weeks. **ACTION:** members to feed back issues raised in the New Arrivals Report to FSECs to ensure that portal calendars are consistent across all Faculties with the terminology in the published University calendar. * New Arrivals Survey report

SEC was informed that this report is slightly less detailed than previous years but the outcomes remain overall very positive. There remain significant issues with administration and organisation with respect to registration, timetabling and (associated) access to the student portal and student finance/loans. These problems appear to influence students' overall experience, particularly in terms of their confidence and stress levels in the initial weeks.Discussion took place regarding new students’ uncertainty over which campus their programme will be based on priory to arrival. **ACTION:** all members to check Faculty/department publicity material to ensure that it states where the programme of study is located. **ACTION:** The PVC to liaise with Marketing & Recruitment regarding centrally published material.**ACTION:** members to request FSECs to make discussion of new arrivals survey responses, via new arrivals coordinators, a standing item on FSEC agendas. SEC was advised that a new survey for March starters has been proposed to focus on nursing students. SEC supports this position but noted that additional questions and/or revision of existing questions will need to be undertaken to account for the specific homogenous nature of this group.**ACTION:** EDU to liaise with the Faculty of Education & Health regarding specific questions. SEC **noted** the report and requested that future surveys form an item of discussion at SEC.**ACTION:** EDU to present discussion of future surveys to June meeting of SEC at the latest, for example feedback on the personal tutoring policy should ideally be presented before (at the March meeting).  * Schools' November New Arrivals reporting

SEC received the report on individual New Arrivals reports from Schools. The key issues of discussion focussed on:* Pre-arrival / Taster events were notably successful in the Schools that undertook them.

**ACTION:** SEC determined that these events should be implemented by all Schools (and any other organisational unit as appropriate) wherever possible, with an emphasis on local needs, tailoring to specific groups and with the aim of seeking to add value.FSECs to a) audit and review the events in each School/Faculty b) and share information on the events that they currently hold with the other FSECs to swap ideas and feedback on what works.* Registration also arose as an area of concern. The DSE, BUS informed SEC that a review of processes is being developed in consultation with OSA for implementation in September 2014.

 **ACTION**: SEC invites OSA to present the review at the July meeting. SEC **noted** the report.1. DLHE 2012-13

SEC received a paper detailing examples of the text content for emails that will be sent out to graduates for the 2012-13 leavers’ survey, along with the DLHE Survey questionnaire and the survey schedule. SEC was informed that, whilst the emails contain the programme leaders name, they are sent from the generic Alumni Association email address. Concerns were expressed regarding students’ lack of engagement with the Alumni offices and questioned whether this approach had been effective. SEC felt, for example, that it could be more valuable for the emails to be sent out from individual School’s email accounts, or if not that, that a more personalised approach might excite curiosity and increase take-up.**ACTION:** Deputy Director of OSA to discuss with the Destinations Manager, GET and advise SEC at next meeting of the reasons for the current approach, and what thoughts there may be about amending it to become more personalised. 1. LANGUAGE CONNECT

SEC was provided with a verbal update on the Language Connect initiative, which has been developed to assist all University of Greenwich students to meet and socialize with new people while improving their English language skills. SEC was informed that ESOL colleagues have begun recruiting student volunteers to the programme to assist with the aim of integration and socialisation.**ACTION:** Members to feedback to FSECs for dissemination within the Faculties.  |
| **13.12** | PERSONAL TUTORING POLICY The Chair provided SEC with a verbal update on the current status of the Personal Tutoring Policy. The Educational Development Unit are following up on the initial work that fed into the policy, liaising with Faculties to obtain student and staff feedback. **ACTION:** EDU to report further at the March meeting of SEC**ACTION:** Members to prompt FSECs as a matter of urgency to verify that every effort is in place to confirm that students have contact with their personal tutor, and that the University Personal Tutoring Policy is being implemented fully, both by the structure of group meetings, and by 1-2-1 meetings.  |

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| **13.13** | MEDWAY STUDENT EXPERIENCE GROUP SURVEY SEC was provided with a report and survey results from the MSEG survey undertaken at the end of the 2012-13 academic session by students from all three institutions present on the Medway campus. The DSE, Engineering and Science informed SEC that the key issue arising from the survey was a need for more student social space on campus independent of eating/bar provision. Discussion is ongoing regarding potential space in the old swimming pool site currently under redevelopment.**ACTION:** DSE, ES to provide update at January meeting.  SEC **noted** the report. |
| **13.14** | **ITEMS FOR INFORMATION**1. FLOW OF MINUTES FROM FACULTY STUDENT EXPERIENCE COMMITTEES

Minutes of the following meetings were received by SEC:* Business – 23 October 2013
* Education & Health – 25 October 2013

SEC **noted** the flow of minutes.1. STUDENT COMPLAINTS ANNUAL REPORT 2012/13

This item is to be presented as a main agenda item at the January 2014 meeting of SEC.**ACTION:** Members were requested to provide feedback from FSECs and the services to the January 2014 meeting providing further information as to how *informal* complaints are dealt with at Faculty/School/Department level and whether there is an easy access information point to which students can go regarding this mechanism which does *not* involve going to a personal tutor, a HoD, or academic members of staff. 1. Student expectations and perceptions of higher education report – QAA/KCL report

<http://www.kcl.ac.uk/study/learningteaching/kli/research/student-experience/student-expectations-perceptions-HE.aspx> SEC **noted** the report for information.1. SEC PORTAL SITE

The new site is now up and running. SEC meeting notes and papers will be posted on the site, and members may post any items of information. <http://sec.gre.ac.uk>SEC **noted** the item for information.1. WORKFLOW - schedule of items for future meetings.

SEC noted the current workflow proposals. |
| **13.15** | ANY OTHER BUSINESSThe Head of Planning and Statistics informed SEC that the University has been invited to take part in a pilot student experience survey, based on institutions internal student surveys, being undertaken by the National Higher Education Academy and requested approval for participation. The outcomes of the pilot will feed into the University Student Survey and assist with the aim of generating a more detailed USS with less replication of NSS questions. SEC **approved** the recommendation and **agreed** that the University should sign-up to take part in the NHEA pilot survey  |
| **13.16** | DATE OF NEXT MEETING**Friday 31 January, 2pm, B028, Medway Campus** |
| **Key to work streams:** | student voice  | supporting student experience  |
|  | student journey  | data and resources  |