

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2015-2016 academic session held on Tuesday 1st December at 2.00 pm in QA075 Greenwich Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Sally Alsford, EDU |
| Christine Couper, DSP, PAS | Corinne Delage, DSE, FACH |
| Jenny Greenfield, SUUG | Virginia Malone, ILS |
| Christopher Philpott DSE, FEH | Anne Poulson, COO |
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| **In Attendance:** |  |
| Martin Davies (GRE) | Pauline McFarlane, SA |
| Duncan McKenna (EDU | Richard Mendez (Head of Employability) |
| Jon Sibson (PVC BUS) | Tony Whitehead (SUUG) |
| Lynne Savage (Secretary), SA |  |
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| **Apologies:** |  |
| Colin Allen, DSE, BUS | Will Calver, PD |
| Michael Flanagan, FM | Harry Hodges , SUUG |
| Mike McGibbon, DSE, FES |  |

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| **SEC15.13**  **Actions Arising** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 15TH October 2015 were **agreed** as a true record, and **approved.**  *SEC15.12 Any Other Business*  Issue of student dissatisfaction around the closure of SU shop at Mansion Site. COO had met with Pres SUUG and Estates to discuss this. There were enabling works in general going on, which would affect it. Payment methods (via Yoyo) had been agreed. DSE FEH commented that it was obvious a lot of work was being done at Mansion, and it would be useful to have some communication to staff and students. COO said that SUUG and the FOO’s were aware.  This **closed** the agenda item.  *SEC15.03 Young Adult Carers*   1. Catherine Martindale had circulated the note re the organisation of the group to SEC members. 2. Chair confirmed that she had met with Catherine, DSA and Pres SUUG and considered student and staff as carers and care leavers. There was already some provision and networks in place, so it seemed to be an issue of communication and raising awareness. There was to be a University event – 28th January 2016 – National Adult Carers Awareness Week. Also Will Calvers team had initiatives in place. It was felt that gathering the information about who was a carer was important, possibly at registration. The group had agreed to continue to find out what was in place, contact the Carers Trust, and what entitlements there were.   **ACTION:** i) Event to be arranged for National Adult Carers Awareness Week   1. Group to report back to January SEC.   *SEC15.06 University Student Survey (USS) and Postgraduate Taught Experience Survey (PTES)*  Chair had met with DVC, and DSE’s, to discuss. Further reported under agenda item 6. |
| **SEC15.14** | **Student Engagement Framework**  COO reported that the Transitions (Alumni) Task and Finish group had met and were due to meet again. Changes had already taken place in the office, and actions had been put in place, so significant progress had been made.   1. Personal Tutor Policy   Chair presented a paper *SEC15.P019*  *SEF – Personal Tutorship Task and Finish Group.* This gave the terms of reference and main approaches for the group. The Chair explained that the group had met, and various tasks had been identified.  *Appendix 1* gave the results of a survey of personal tutoring in practice, for Heads of Department, which had been carried out. It was noted that there were very diverse responses, showing a difference in provision, and resources. *Appendix 2* was the agenda for the Personal Tutors forum which had taken place on the 25th November and showed the presentations and discussions which had taken place. The information gained here would feed into the revised Personal Tutors policy.  *Appendix 3* showed the results of a “Silent Conversation” conducted by Catherine Martindale (Chaplains).  Key themes included the belief that students only went to PT with their problems, and some PT did not necessarily have the skills to deal with many of the issues they were presented with. The profile of PT needed to be raised. EDU stressed that there was already substantial good work being done, and good practice needed to be shared. PAS felt that the FBUS structure was a good one, and commented that she was surprised at how many viewed PT as “mentor” support, rather than academic.  **ACTION:** Chair to bring draft Personal Tutor Policy to January SEC.   1. Student Voice   CE SUUG gave a verbal update on the work of the Student Voice Task and Finish group. Two meetings had taken place. One point of discussion was the effect of changes on students – accommodation, staffing etc. They hoped to have a matrix by beginning of January. The Chair queried their thoughts so far? CE SUUG said they felt people were buying into the idea of student consultation, and that they felt there was external research they could use.  Chair asked PAS about the availability of student data, and was advised that it was available. SUUG said the information did not necessarily sit with them.  **ACTION:** SUUG to bring Student Voice matrix to January SEC.   1. Employability   Martin Davies GRE, Jonathan Sibson PVC BUS and Richard Mendez, Head of Employability gave a presentation to the meeting.  Martin Davies began with an update on what had been happening over the last year. GET had been restructured, to become Employment and Careers Service (ECS). Support had been put into Faculties with the appointment of Partnership managers, and Richard Mendez had been recruited as Head of Employability. Pop up careers clinics had been implemented, where no appointments were necessary, and “employer facing” activities and events had been increased. Support was being given to graduates, through GWES, to gain Internships. There were also changes to the REED/NCFE service, streamlining it. Three of the Faculties also now had Employability champions.  Jon Sibson outlined the work being undertaken, within the context of student experience. There were 3 main work streams in place, which he was co-ordinating;  Employment Skills (chaired by Noel-Ann Bradshaw) this focussed on bringing together the multiple views on what this meant. Noel-Ann had done well, and was ready to report to Susan Lea. Extra Curricula activities and Employment (chaired by Mike McGibbon) Again, there were differing views on what this should include, but it was thought that efficiencies would be gained by standardising them.  Internships and Placements (chaired by Richard Mendez) this focussed on getting information to the Faculties as to what was in place, finding out what was happening; and, if nothing, why?  Further work streams were also being considered, such as Employment Outcomes. BME students were still most likely to have problems gaining employment. Contact was being made with experts such as Tracy Reynolds to address this.  The REED contract was up for renewal, so the specification would be reviewed. Mentoring was another consideration. It was further acknowledged that some PT didn’t have the necessary knowledge to help students, but EDU had put together a programme with the first session having been delivered in November, to address this. SUUG were also heavily involved at all stages.  Richard Mendez gave an update on future plans. These included expanding the Santander Internship scheme. EPM to support the Faculties. FACH and FBUS were running an Internship brokerage event in March 2016. A further Business Breakfast would take place in June 2016 at Medway. REED would be given new quarterly targets.  Jon Sibson summarised by saying the presentation this year had a very different feel to it, with fantastic energy, and for that he thanked Richard Mendez.  PAS reminded them of the “Think Future” survey which takes place in the Autumn, where new students were asked what they thought they were going to do when they leave. She also mentioned a system, used at other establishments, where this information was gathered at registration. Jon Sibson was aware of the system, where registration was used as a mandatory census point, which was a good idea, but with obvious cost implications.  ILS queried the fact that some interns did not give the University as a reference – they might give their tutor, or personal tutor, or Head of Department. Jon Sibson felt this was a good point which he would take up.  The Chair welcomed the good news, thanked them all for coming, and agreed that it was all looking very positive. |
| **SEC15.15** | **EDU Student Partnership Work**  Duncan McKenna EDU circulated a paper *SEC15.P020 EDU Student Partnership Work update.*  He explained about the latest work being undertaken within the EDU;  TESTA – further opportunities this year for students, with increased take up, and extension of passports to ensure efforts rewarded.  GGSN – had continued into this year, with more sign ups at Avery Hill and Medway, and the decrease at Greenwich, likely caused by positioning on the day. However Social Media engagement had increased. There had been a slight restructure, leading to a change of focus.  REACT – UoG is one of 15 Universities working with the REACT project, led by Winchester. It is a HEFCE Catalyst funded project, being supported by the Community, designed to investigate the impact of a variety of forms of student’s engagement on the student experience, including retention and achievement.  UNITU <http://unitu.co.uk/> – this was a 1 year pilot, with CPDA, using web based software as a student reporting platform to register issues, queries and ideas. If an idea gets enough up-votes from students, it can then be seen by staff. Duncan felt it was an exciting and powerful tool. However, DSE FACH stressed that it was not without resource implications, and that it was only a pilot at this stage. CE SUUG advised that they would like to see the results of the pilot.  Chair thanked EDU for attending, and said that SEC would be interested in a further update, and to see any staff video interviews carried out under GGSN. |
| **SEC15.16** | **Medway Campus – re Prayer Provision**  COO and Chair updated the meeting on the current situation regarding the provision of a multi faith prayer room at Medway, and other campuses. They were working with AMOSSHE to ascertain best practise, and find out what happened at other universities, and would report back.  **ACTION:** COO to report back to January SEC. |
| **SEC15.17** | **Course Evaluation Surveys**  Christine Couper, for PAS, gave a verbal update on the course evaluation system. She explained the system had been reconfigured, and was now more automated. Term 1 was currently online. However, there was quite a low rate of engagement. DSE FEH and DSE FACH commented that the window was short, and the start dates needed to be tailored, which would maybe encourage more use. They also felt it was a lot of work for staff. PAS said that they were working with a resource that already existed, so did not have much flexibility.  Chair felt maybe a central push was required. DSE FACH asked if the Student Union did reminders, but was advised they didn’t. SUUG felt there may be a problem where student did not use their University email addresses. PAS said this was UoG policy, but students could be advised to redirect their personal email to their University one, as a workaround. SUUG agreed to raise the issue with Roisin Dunne. It was also suggested liaising with Alex Brooks, who was now working on a Social Media project. PAS reported they are currently carrying out a project to correlate the responses to the USS survey with student performance. Going forward they anticipate repeating this work using module evaluation data and module outcomes. The results would be anonymised.  **ACTION:** Chair to raise the low rate of engagement issue with FOO’s, and the DSE’s not at the meeting to see if there was anything they could do. |
| **SEC15.18** | **National Student Survey (NSS) Report**  Chair presented a paper *SEC15.P021 National Student Survey (NSS) report plus 3 appendices.*  She advised it was the final report for 2015, to update SEC, the Executive, the AQSC and the Faculty and Directorate leadership teams on NSS progress to date.  Page 2 of the report contained details of the main action points:  Space and timetabling – a review project was in hand, via a consultancy. An interim report would be available by Christmas, to go to VCG by second week in January.  Assessment and feedback – this was being looked at, at all levels, and was to include practices of, management of, design and organisation of, and behaviours around assessment and feedback. Managing expectations was likely to be a factor.  Medway Campus Experience – several initiatives were going on around the provision of social activities, facilities and provision.  Greenwich Campus Experience – this was being progressed as part of a community building activity. The COO explained that the VCG wanted to revitalise links with communities. She herself was to take the lead on this at the Staff Conference, and would bring the presentation back to SEC for the next meeting. They were looking at ways to animate spaces, wayfinding etc.  DSE FEH felt there were also issues at Mansion site to be resolved, and the meeting generally agreed.  It was therefore proposed to combine the above two items into a more general “Campus Experience”  You Said, We Did – Chair explained that this had already started, but it needed a higher profile. General discussion at the meeting agreed with the report, suggesting a co-ordinated approach, driven by SEC working with key partners, such as ILS, the Marketing and Comms Directorate, FOOS and programme leaders. Everyone would then be clear what the main points should be. It was also agreed that a variety of media would be required.  The COO advised that an interim Head of Branding was to be appointed, and the subject was on the agenda for the next COO meeting. In response to queries PAS advised that there were guidance notes on “what to tell students” about participating in the NSS.  Consistency of High Performance – SEC would be running a project between Jan – Dec 2016 to allow them to be assured of the quality of the student experience in two regards: expecting and supporting a higher level of good quality, appropriately resourced, positive interaction between staff and students; and supporting and protecting the student experience through times of high organisational change. The Chair recognised that the UoG continued to go through many changes, which could affect the student experience.  This ended the NSS reporting cycle. |
| **SEC15.19** | **University Student Survey (USS) and Postgraduate Taught Experience Survey**  Chair reported that a small group had met to discuss these, and the DSE,s would produce a report for January SEC. Chair and DSP PAS had discussed the large amount of data available and how best to make staff aware. One option was to plan staff development workshops.  **ACTION:** Chair and DSE’s to report back to January SEC. |
|  | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Minutes were received from FACH (18/11/15) FEH (5/10/15) FES (25.11.15)   1. Workflow of items for future meetings 2015/2016 |
|  | **DATE OF NEXT MEETING**  Thursday 28th January 2016 at 2.00 pm in Blake 028 at Medway campus |

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