

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2014-2015 academic session held on Tuesday 2nd December at 2.00 pm in QA063 at Greenwich Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen, DSE, BUS |
| Sally Alsford, EDU | Alex Brooks, President, SUUG |
| Christine Couper, DSP, PAS | Corinne Delage, DSE FACH |
| Jenny Greenfield, CEO, SUUG | Virginia Malone, ILS |
| Mike McGibbon, DSE, FES | Christopher Philpott DSE, FEH |
| Anne Poulson, COO |  |
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| **In Attendance:** |  |
| Nusrath Ahmed (FACH) | Thomas Barnes, DVC (R&E) |
| Martin Davies (GRE) | Sarah Hills (OSA) |
| Lizzie Loveridge (OSA) | Pauline McFarlane, Head of Student Wellbeing, OSA |
| Edward Oakes, SUUG | Daniel Robinson (REED) |
| Lynne Savage (acting Secretary), OSA |  |
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| **Apologies:** |  |
| Will Calver, PDV | Lee Devlin, Head of Campus Services, FM |
| Peter Fotheringham, Acting Director of Estates & Facilities | Bill Franciscy, Head of Residential Services, FM |
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| **SEC14.10****Actions Arising** | **MINUTES AND ACTIONS ARISING**The minutes of SEC held on 16 October 2014 were agreed as a true record, and approved.*SEC13.31 Personal Tutoring report*The Chair had emailed all departments advising them of the availability of Personal Tutor training, and several had taken up the offer.*SEC14.06 Student Experience and Engagement survey: finalising questionnaire*Feedback had been given; the finalised questionnaire had been circulated. Results would be reported to the March SEC meeting.SEC **noted** the report. |
| **SEC14.11** | **DLHE Overview and Discussion**The Chair presented a paper *SEC14.P013 DHLE overview* and outlined the main findings of a survey summary report prepared by PAS. The last DLHE survey had shown a lower proportion of leavers in graduate jobs. The Chair explained there had been a lot of activity, and many tasks had been identified around the skills gap, engagement problems and the labour market. Work had been carried out at Faculty level, and the SUUG, with activities designed to ensure students recognise the skills they already had, and empowering them. This had included initiatives such as the Passport scheme, and the use of external training providers working with students on skills programmes, as well as our own GET service. This had included initiatives such as the Passport scheme, and the use of external training providers working with students on skills programmes, as well as our own GET service. The DVC (Research and Enterprise) thanked the Chair for inviting him. He introduced Daniel Robinson, of REED, who had recently joined that organisation and was to be our new link person, and also Martin Davies (GRE). The DVC (R&E) explained that work was being done on realigning the GET service. He delivered a PowerPoint presentation, detailing the work of the University, in conjunction with REED. The presentation included items on the key factors to be considered, league tables and financial comparisons. In common with other Universities, graduate level employment had fallen. It was felt that this was a “long term” game and could take 3 years of consistent effort to change attitudes, culture and hearts and minds. Martin Davies (GRE) explained that “Key Account Managers” (job title to be confirmed) would be appointed, based in Faculties, to work with employers. They would look at opportunities from the employers’ and students’ viewpoints. The University had looked at other Universities round the country and needed to consider internships and work experience and had gathered evidence about this. There would be investment in internships, for students in year 2 or 3, with some ambitious targets being set – 50% of all students. Work experience was thought to have a great value, provided it met certain criteria – e.g. lasted for at least 3-6 months, and was at graduate level. The importance of SME businesses, and networking, was also outlined. The DVC(R&E) explained that not enough had been done in the past in relation to internships – it was a 10.1 ratio at present, but UoG was looking at a 50% participation rate.Martin Davies (GRE) explained the new structure of GET, with the Jobshop now reporting to HR. They were moving to more work with the Faculties, rather than a central service.Head of Student Wellbeing service sought reassurance that the needs of students with particular challenges, e.g. disabilities or mental health issues would be incorporated in any new initiatives. Martin Davies confirmed that they had links with charitable and business organisations that were already brokering this type of support, and this would continue. The individual needs for each student would be of paramount importance.The DVC(R&E) stressed the need for employers to feel that UoG was “their” university, and that the first step was for the university to match students to opportunities – following individual conversations with all parties. In response to questions he confirmed that all aspects were being considered from a central perspective and at a local level, and that current expertise, would of course be utilised. Personal tutors were seen as very important in the process, with EDU aiding their training.The DVC(R&E) also outlined the main reasons students did not engage with the process – they felt they would not be considered i.e. there was a lack of confidence. That perception had to be changed.Daniel Robinson (REED) addressed the meeting, outlining his background and commitment to the programme. Objectives included looking at relationships with Faculties, understanding their needs and knowledge base. He showed slides relating to workshops, which indicated the direct comparison between the number of workshops i.e. more workshops = more success. They intended to expand the offer, and to talk to everyone concerned. He stressed that both employers and students just needed to understand the skills they already had. Employers needed to be taught to support and induct students – students need to be given the confidence to apply for jobs. He told the meeting about the Medway Employment Day which had taken place on 19th November – with 27 high profile employers and 500 students taking part. Positive feedback had been received, and it would be built upon.The members of the SEC variously commented on initiatives already taking place and were assured these would continue and be strengthened following dialogue between REED, Faculties and service areas. The Chair thanked the DVC (R&E), Daniel Robinson and Martin Davies for attending the meeting.SEC **noted** the report. |
| **SEC14.12** | **NSS Overview and Discussion**The Chair presented a paper *SEC14.P014 NSS overview*The paper detailed a headline overview, and included views from Faculties and services, showing where we did better, or not as well, than in previous years. The University was holding its position, but only just about given how competitive the sector was becoming. It was felt there was a need to manage surveys better, as it was one of the main ways the University is judged externally, by this the Committee members meant how we work with students locally (not the PAS delivered service). It was noted that it is all about expectations and the need to communicate was evident.The DSE (FBUS) felt that it was quite worrying that other Universities seemed to be moving forward at a faster pace, and there were a number of issues to be addressed at Faculty level. EDU confirmed they were trying to do work around teaching and learning, working in new ways, supporting Faculties. DSE (FES) advised there were definitely problems with perceptions, and maybe staff development would help, to ensure students fully understood the questions being asked. For instance, when students were asked about feedback, this came in a variety of ways, but was not necessarily called “feedback” so the question arises as to how students recognise that it is feedback which is occurring! He also said that small incidents could have a large impact on the survey results, which other members agreed with - e.g. bad experiences by a few Pharmacy students. It was agreed that further discussions should take place. There was a suggestion that students should be involved in these discussions around managing the NSS but not necessarily during the early stages.**ACTION**: An action plan to be put together as part of the annual operating plan, a session to be arranged for February on student experience (COO & PVC)SEC **noted** the report. |
|  **SEC14.13** | **OIA Good Practise Framework for Complaints and Appeals**Senior Administrative Officer – Awards and Standards presented *paper SEC.P015 OIA Good Practise Framework* plus supporting documentsThe Awards and Standards Senior Administrative Officer explained to SEC that the OIA guidance document was imminent, but it had taken longer than anticipated nationally to appear. The major changes expected related to the separation between complaints and appeals where this as a core process was being made clearer. Secondly a key thing is the necessity for specific arrangements for Partner colleges. PGRO needed to be included in the new framework due to the situation of PGR students. DSE FACH said she thought there needed to be more emphasis on an informal, conciliatory and mediation approach. The SAO said that the framework would be finalised once the OIA consultation had been completed so this is a watching brief.SEC **noted** the report. |
| **SEC14.14** | **Complaints regulations**The Complaints Investigation Officer presented papers *SEC14.P016 Draft Complaints regulations, SEC14.P017 Guidelines for resolution of your Complaint, SEC14.P018 Formal complaints forms and notes and SEC14.P019 Procedures for the University Complaints Committee*The CIO explained that the paper had been prepared in compliance with the draft QAA code of practise, and had been reviewed by the DPVC (FACH) with responsibilities for regulations. The emphasis was on settling complaints informally and getting an early resolution to problems. The regulations had been tidied up to include PGRO. There were still some issues with collaborative colleges. The Senior Admin Officer felt that these were already covered within partnership agreements, and it was assumed partner colleges had robust procedures in place. The Chair said that a process needed to be in place, but the subject may already be referred to in Academic regulations. **ACTION:** The COO and the Interim DVC would finalise the draft, and then present it to Academic Council.SEC **noted** the report. |
| **SEC14.15** | **New Arrivals**EDU presented papers *SEC14.P020 University responses, SEC14.P021 Survey response rates and SEC14.PO22 Survey questions*The Faculties of ES, BUS and ACH had presented their New Arrivals reports.EDU outlined the background to the New Arrivals survey, which had been running since 2009, with some changes in format, and types of questions asked. Overall, the results were positive, with only minor glitches. There were, however, concerns over the lower response rate on the part of students. EDU reported that the Head of Student Centre Services and SMU had voiced their concerns about the weight given to issues voiced by a few students, given the low response rate, and these concerns were recorded. The SEC felt that there was a need to plan ahead to improve the response rate, maybe including survey delivery being scheduled in academic timetables. The Chair stated that there were uncertainties about the whole future of the New Arrivals survey which would change a little given the student engagement framework (SEF) which was being brought in. However EDU were advised that the January survey should go ahead at this stage. Secondly the PVC and PAS would discuss the new arrivals survey outside of the Committee with the COO. The DSE (FES) explained about particular problems the School of Pharmacy students had experienced during the transition from Kent to the University of Greenwich. These related to issues around food, space and time for prayer, space for ablutions etc. The COO assured the DSE (FES) that all the issues were currently on the agenda of the various Campus Operational Groups, and had already been discussed with President SUUG and Head of Campus Services. It was noted that this cohort had particular needs and the University would work more closely with them in future to address those needs.The DSE (FEH) felt that his Faculty had learnt a lot this time around, and there was some positive feedback in relation to Day 1 Week 1 and more students turning up on the right day at the right time. There were, however, particular issues around differentiation, and nursing students who arrive at varying times of the year. These were being addressed, as were the problems of low “take up” rate to clubs and societies, highlighted as part of the “Follow that Student” initiative. The President SUUG, and ILS, said that work was being done to improve the experience of students starting at different times of the year, as were the Library. **ACTION:** The Chair, PAS, and COO and EDU to discuss future of New arrivals survey and report back to SECSEC **noted** the report. |
| **SEC14.16** | **‘Follow That Student’ update**The Chair presented paper *SEC14.P023* relating to *Follow that Student,* and advised SEC that they had been sent a link to the 5 short films made regarding the start of the year – *Great Expectations week 1 day 1 etc.,* which they should view. The Chair stated that, as previously, she would be attending Faculty meetings to show the films. The EDU felt that the films highlighted some of the same difficulties which had been raised in the New arrivals survey. More generally in the group it was felt that it was an insightful set of films. **ACTION:** Chair to attend Faculty meetings and present films further to which action points may be raised.SEC **noted** the report. |
| **SEC14.17** | **ITEMS FOR INFORMATION**1. Flow of minutes from Faculty Student Experience Committees

Minutes had been received from Faculty SEC meetings FACH/FEH/FES1. Workflow of items for future meetings
2. Faculty SEC meeting dates were circulated.
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| **SEC14.18** | **ANY OTHER BUSINESS**1. The DSE (FEH) felt that all Faculties deserved recognition for getting EVASIS up and running.
2. The DSP (PAS) circulated a paper, plus 2 diagrams regarding course evaluations and asked the SEC to let her have any feedback, or comments.
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|  | **DATE OF NEXT MEETING**Thursday 29th January 2015 at 2.00 pm, in Blake 028, Medway Campus |

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