

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2014-2015 academic session held on Thursday 16th October at 2.00 pm**

**S309, Mary Seacole, Avery Hill Campus**

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| **Present:** |  |
| Judith Burnett (Chair), PVC, ACH | Colin Allen, DSE, BUS |
| Sally Alsford, EDU | Alex Brooks, President, SUUG |
| Corinne Delage, DSE FACH | Peter Fotheringham, Acting Director of Estates & Facilities |
| Ginny Malone, ILS | Mike McGibbon, DSE, FES |
| Christopher Philpott DSE, FEH | Anne Poulson, COO |
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| **In Attendance:** |  |
| Pauline McFarlane, Head of Student Wellbeing, OSA | Edward Oakes, SUUG |
| Lynne Savage (acting Secretary), OSA | Katarina Thomson, PAS |
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| **Apologies:** |  |
| Will Calver, PDV | Christine Couper, DSP, PAS |
| Lee Devlin, Head of Campus Services, FM | Bill Franciscy, Head of Residential Services, FM |
| Jenny Greenfield, CEO, SUUG | Felicity Hilditch, Head of Primary Education, EH |
| Christopher Powner, Director, FM |  |

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| **SEC14.01**  **Actions Arising** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 11 July 2014 were agreed as a true record, and approved.  *SEC13.43 Student Representation on Committees*  A refreshed proposal had been presented to the Academic Council, but had been declined, and would be discussed further at a later meeting, after the DVC, PVC, Chair of Academic Council and President of SUUG has discussed.  Item ongoing.  *SEC13.10 National Student Survey(NSS)*  *Results (PAS)*  Issues were found around dissatisfaction with the social opportunity for students.  DSE FACH/DSE FES had provided reports to earlier meetings, and delivered brief updates to the SEC, including actions such as the initiative of automatic membership, and PVCs making small sums available to support clubs, societies and groups. DSE FBUS gave a verbal report outlining the efforts made to encourage growth of societies, with incentives for students to join, and intentions to work with SUUG. DSE FEH to meet with President SUUG to develop membership for their Faculty. Secondly, the NSS consistently shows dissatisfaction with assessment and feedback, the project Follow That Student had also identified this and therefore had selected it as a theme on which to focus at the end of year, with a film exploring student’s experiences. The film has been shown in 3 of the 4 faculties with one more to go, and was due to be discussed with the Directorates meeting (chaired by the new Chief Operating Officer).  *SEC 13.30 Informal Student Complaints*  **ACTION:** Senior Admin Officer (Standards) to provide report to SEC – carried forward until December meeting of SEC.  *SEC13.31 Personal Tutoring Report*  *The SEC requires information on who has received personal tutor training.*  EDU circulated *SEC14.P03* outlining participation at workshops over 2 years. The Committee confirmed there had been a positive response to the training, which was available across all campuses, and faculties. EDU explained that more tailored provision, e.g. for OSA, administrators, or specific departments could be provided on request. Personal tutors and Listening Ear team were fully engaging with training. Online training was also being investigated.  The Chair thanked EDU for the report, and stated that SEC wanted to encourage staff to take up the opportunities, and supported continued development of abilities.  **ACTION**: Chair to email departments to remind them of the availability of area-specific training.  SEC **noted** the report |
| **SEC14.02** | **Membership of SEC**  Paper *SEC14.P04* presented to SEC.  SEC welcomed Christopher Philpott DSE FEH; Peter Fotheringham Acting Director Estates and Facilities; and Anne Poulson Chief Operating Officer to the meeting. SEC awaited notification of a replacement for John Melton, Quality Manager for FBUS.  SEC **noted** the report and agreed the changes, and will await notification of the replacement for John Melton. |
| **SEC14.03** | **Student Charges**  President SUUG presented a paper *SEC14.P05 “The Real Cost of being a student*”  The Chair explained the history behind this agenda item. SEC was committed to making costs to students more transparent, and to help them understand what costs were and were not included. President SUUG explained that it was a preliminary paper, as more work was needed. They had considered the national picture, but felt it was essential to gauge the views of students.  The SEC discussed various previous initiatives, and agreed that it was in everyone’s interests for any charges to be more “upfront” and if possible advertised in the prospectus.  The Chair welcomed the paper, and reiterated that student finances were a continued problem.  **ACTION**: COO to work with SUUG to look at charging. Report and recommendations made to become actions for future SEC (February/March) |
| **SEC14.04** | **New Arrivals Survey**  EDU presented a paper, and verbal report, on the initial headlines from the New Arrivals survey.  The initial results appeared to show a very similar position to last year, with only slight movements. Given the move to Stockwell Street, and the restructuring of Faculties, this was seen as encouraging in some regards although more of a step change had been sought. The Committee discussed the findings, commenting that the “top level” picture was useful, but that more detailed faculty and department level detail would be more useful. It was felt that some of the questions were a bit ambiguous, and EDU asked for feedback on these for future surveys.  SEC agreed that the response rate was disappointing and may affect survey findings. Various suggestions were put forward to increase engagement for future surveys. The COO asked whether roving researchers had been considered, with iPads etc., but EDU said it was unlikely they would have the resources to do that. The Chair suggested planning the survey through the DSE’s next year, and that student representatives at FSEC’s could be involved.  DSE FEH asked if the analysis at Faculty or department level could be done prior to the data being circulated, to avoid duplication of effort. EDU was not sure what was possible, but would find out. The full report would be available for the December meeting.  **ACTION:** a) Chair and EDU to look at various possibilities in terms of analysing data at Faculty level  b) EDU to co-ordinate with DSE’s for maximum response rate, and help with administering survey (including for example moving to a roving reporter model)  c) consideration to be given to long term future of “New Arrivals” survey (PAS and Chair)  d) results to be disseminated through faculties, student representatives, focus groups etc. (DSE’s) |
| **SEC14.05** | **Informal Student Complaints**  This agenda item was held over until SEC December meeting.  **ACTION:** Representative from OSAto be asked to attend and present paper. |
| **SEC14.06** | **Student Surveys**  *PAS reporting strategy, including methods of presenting survey outcomes to students*  PAS presented paper *SEC14.P07a Draft PAS Reporting Strategy* and asked for feedback from the Committee. The Chair welcomed the report and the development of the strategy. The Committee looked at the document, and queried some of the surveys and uses of data. PAS reported that it was an overview, and items had been grouped together. The Committee expressed a view that there should not be a “survey overload”, but some of the surveys were compulsory, whilst others only had a limited audience. The Chair said she found the table on page 12 very useful, and would like a similar map of the “journey” of the surveys – i.e. where they were distributed. The COO agreed, and said this would be required anyway for the NAA. It was also felt that the strategy should include some reference to confidentiality, and who was responsible for each survey. Thanks were given to PAS for the strategy.  PAS presented paper *SEC14.P07b Survey results for students and external audiences* and explained that these were two examples of how survey results could be presented, and welcomed feedback from SEC. The Committee discussed the examples and questioned the targeted audience. It was felt that most students would not be interested, and they would be better aimed at departments, student representatives etc. enabling a “warts and all” approach, rather than having a PR “spin” on them. Survey results needed to identify challenges as well as share good news. The DSE FES felt there was a need for surveys to enhance employability and to enable students to understand why we did some things. It was felt, again, that the survey results would be better pitched at faculty and department level, but PAS were unsure whether this would be possible. PAS concluded that the two formats presented may not be useful, but summaries may be helpful. The COO explained that the Communication Consultancy Group had met recently and would be looking at all publications, including surveys, developing a framework and identifying who owned what.  SEC **noted** the papers.  PAS presented a paper *SEC14.P08 Student Experience and Engagement Survey: finalising questionnaire*  PAS explained that the questionnaire needed to be finalised, in order that a license be obtained, and asked for any suggestions regarding questions. The purpose of the questionnaire was to find out how students spent their time. PAS stated that it was an American survey and work had been done to make it more specific to University of Greenwich. DSE FEH expressed a concern that the wording was not very useful for professional programmes. Some discussions took place about the population being surveyed. There was a target date by end of term – PAS would inform DSE’s of the actual date.  **ACTION***: i)*PAS to obtain licence.  ii) DSE’s to feedback any suggestions re questions to PAS  iii) Map of journey of surveys to be added to the strategy (PAS)  iv) Finalise presentation of overview and supportive documentation to accompany surveys (PAS) |
| **SEC14.07** | **‘Follow That Student’ update**   1. **Film**   Following the showing of the “Assessment and Feedback” film at the last SEC meeting, the Chair informed the meeting that another film had been made, concentrating on Day 1 Week 1 experiences. There had been a good positive response by students. Filming had taken place in such varied places as the Library, halls of residence, airport arrivals lounge and SU bars! Initial thoughts were that problems with isolation and confusion over what to do and where to go had been identified. The film was currently under edit, and would be presented at a future SEC for first viewing. Thanks were expressed to SU and others who had assisted in organising the filming.   1. **Update from Day 1 Week 1 group**   Report produced from Director of Student Affairs SEC14.P09 *Update for October meeting.*  Day 1 Week 1 activities had been drawn to a close for 2014/2015. The next meeting intended to focus on working out the next steps for 2015/2016, identifying the new work streams, and confirming membership of the group. One work stream planned related to International students, which the Chair welcomed. The Chair expressed a view that the work of the group had helped significantly to improve the experience of students, and requested that the group continue to report back to SEC. The Chair suggested that the Committee feed back to the Day 1 Week 1 group if there were any particular work streams they felt should be focussed on e.g. postgraduates, or late arrivals.  **ACTION**: SEC to feedback to Day 1 Week 1 group any suggestions for future work streams or areas of focus.  **ACTION:** Chair to show the SEC the new week 1 film December SEC |
| **SEC14.08** | **Student Engagement Framework**  The Chair presented*SEC14.P10 Student Engagement Framework October 2014 v3*  this had been compiled with contributions from all areas of the University. The Chair said that the framework was now in place, and required a final edit before progressing through the University committees. Individual areas had completed the student engagement templates and these would be added to the paper, as appendices. Now the framework was in place, it was envisaged that it would develop and emerge over a 2/3 year cycle. A suggestion was made that the last column “how improved” could be used to identify priorities and next steps, rather than list everything that needed doing.  **ACTION:** Chair to submit paper to November Academic Council  SEC **noted** the paper. |
| **SEC14.09** | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   No Faculty SEC meetings had taken place. President SUUG explained how student representatives were allocated to meetings and indicated the wish for clarity about various meetings.  **ACTION**: SEC Acting Secretary to contact FOO’s to confirm meeting structure and dates to feedback to SEC in general, and SUUG in particular.   1. Workflow of items for future meetings 2. Dates of meetings 2014/2015 3. Appointment of DSE FEH |
|  | **DATE OF NEXT MEETING**  Tuesday 2nd December 2014 at 2.00 pm, QA063 Greenwich Campus |

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