

**STUDENT EXPERIENCE COMMITTEE**

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

**in the 2014-2015 academic session held on Thursday 29th January at 2.00 pm in Building 10, Room 3005, Stockwell Street, Greenwich**

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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:** |  |
| Dionne Glennon, OSA | Lizzie Loveridge, OSA |
| Pauline McFarlane, Head of Student Wellbeing, OSA | Edward Oakes, SUUG |
| Lynne Savage (acting Secretary), OSA |  |
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| **Apologies:** |  |
| Will Calver, PDV | Peter Fotheringham, Acting Director of Estates & Facilities |

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| **SEC14.19**  **Actions Arising** | **MINUTES AND ACTIONS ARISING**  The minutes of SEC held on 2 December 2014 were agreed as a true record, and approved.  *SEC14.15 New Arrivals*  The Chair, PAS, COO and EDU to discuss future of New arrivals survey and report back to SEC.  Meeting to be held in March. |
| **SEC14.20** | **Student Engagement Framework (SEF)**  The Chair put forward a strategy for taking this forward, and the different areas which might be included, and was given various feedback by the meeting.  **ACTION**: Chair to draw up action plan and identify responsibilities. |
| **SEC14.21** | **Amended Complaints Procedure**  The COO and Head of Awards and Standards presented paper *SEC14.P026* *University Formal Complaints Procedure*  The COO explained that amendments related to her role, and the need to describe them as procedures rather than regulations. The procedures would be presented to Academic Council, for approval, and then taken before the Court in June.  Unfortunately the procedures would need reviewing again in the summer, following guidance from the OIA, and HEFCE.  Following a query from DSE FACH the meeting discussed the need to ensure all policies and procedures dovetailed with each other. It was felt there was a grey area between the Formal Complaints policy and the Bullying and Harassment policy, but the COO stressed that it was not good practise for staff policies to be used for students. Head of Student Wellbeing asked whether the complaints procedure could also be used to cover appeals against decisions taken by the University around the new Disabled Students’ Allowances, but it was felt that this would require a separate formal appeals procedure, and regulations.  The *Complaints Procedures* were ratified by SEC.  **ACTION**: Procedures to be presented to Academic Council in March.  SEC **noted** the report |
| **SEC14.22** | **OFFA**  **a)Annual Monitoring Return**  The Chair presented *SEC14.P027 Annual Monitoring Return* for information, and explained that it had already been submitted.  **b) New OFFA agreement**  The Chair explained that it was proposed that the new OFFA agreement would be written by the new SASS sub-group,(see also item *SEC14.23 b and c* below)  chaired by DSE FEH. DSE FEH stressed that the agreement needed to tie in with other University work e.g. Student Engagement Framework, New Arrivals, Day 1 Week 1, Employability, Bursaries etc. It needed to be a tighter project with a clearly identifiable budget, and include plans for monitoring and evaluation. HEFCE would expect accountability for any money spent.  The Chair was very pleased that the group had met, and looked forward to receiving an update at the March SEC. |
| **SEC14.23** | **Academic Council Committees**   1. **Student Representation**   The Chair presented two papers *SEC14.P028 Student Representation on* *Committees* and *SEC14.P029 Academic Council Handbook* and asked President SUUG for an update. President SUUG explained that the changes had been agreed by Academic Council, and although it would be challenging, the SU would try and provide representation as requested.  The EDU asked whether training and mentoring would help, but was advised that it was more of a problem with timing, and the number of Committees, the SU were expected to attend.   1. **Student Achievement and Success Group (SASS)**   The Chair put forward the proposal to create a sub-committee of SEC, chaired by DSE FEH. A meeting had already taken place. Minutes would be presented to SEC.  This **proposal** was agreed.   1. **Terms of reference and membership**   The Chair presented a paper *SEC14.P030 Terms of reference and membership*  for approval. It was proposed that a member of EDU join the sub-group, this was agreed. There was one minor alteration - “or nominee” to be added after the SU membership details.  The **Terms of reference and membership** were agreed.  **ACTION:** The Chair to submit proposal and terms of reference and membership to Academic Council.  SEC **noted** the report. |
| **SEC14.24** | **‘Follow That Student’ update**   1. The Chair reported that she had been attending Faculty meetings and presenting the 5 films on “Welcome to Greenwich “for discussion. 2. The Chair advised that a small group had been set up to discuss the issues of work experience, employability.   No additional “Follow that Student” projects were expected at this time. |
| **SEC14.25** | **Hidden Costs**  The COO and President SUUG had attended working group meetings, chaired by Sara Ragab, and the SU had been running web and physical campaigns, obtaining feedback around costs for students. The final report was not yet ready, but would be available in time for the March SEC meeting. Concerns over whether this would be too late to affect fees for 2015-2016 were allayed. Changes had been made regarding Wi-Fi charges in halls, following earlier discussions at SEC.  **ACTION**: COO and President SUUG to finalise report, and present to March SEC meeting. |
| **SEC14.26** | **Annual Complaints Report**  The Complaints Officer presented the paper *SEC14.P031 Annual Complaints Report.* The CO gave an overview of the report, explaining that there had been an increase in complaints, but these were expected to have peaked, as this was the first full cohort of fee paying students. Although the number of complaints was high, this was reflected elsewhere across the sector. The CO expressed the view that complaints were best dealt with informally, where possible. The COO stated that HEFCE would require informal complaints to be recorded in the future, and this was being considered by a small working group. Discussions took place around details of some of the complaints, in particular in relation to students with disabilities; although complaints by disabled students were high, not all the complaints related to their disability. The CO felt it was more to do with the higher expectations the students had, given the high level of support that had been available at school, and in FE.  Further discussions took place around the issue of extenuating circumstances. It was, however, felt that extenuating circumstances was a separate issue, which required separate discussions. A paper was being prepared elsewhere, covering how it was used academically. Again, the COO advised the SEC that all policies and procedures were being reviewed. The Chair asked that “Fitness to Study” was included in this review.  The President SUUG was surprised that there were no 18 year olds mentioned, but it appeared there was an error in the date used for age calculation.  **ACTION:** The Complaints Officer to provide breakdowns, by Faculty, to DSE’s and FOO’s. The Chair asked DSE’s to circulate them around their Faculty, for information and action.  **ACTION:** The COO to talk to Director of Student Affairs, and the Chair, regarding formation of a sub-group to look at all policies. |
| **SEC14.27** | **ITEMS FOR INFORMATION**   1. Flow of minutes from Faculty Student Experience Committees   Confirmed minutes had been received from Faculty ES meeting.  DSE FES reported that they had two FSEC meetings. Main issues raised were regarding isolation and alienation of PGRO students, which were being addressed by DSE and PGRO manager. Some good news, the Nelson lab refurbishment had been well received. Unfortunately 2nd year engineering students were refusing to elect a student rep. The International Welcome had been very well planned, by Katie Jenkins, and well received. The Chair stated that the Faculty ACH had similar problems regarding PGRO students, and that she would get the FOO to discuss it with DSE FES.  The DSE FBUS advised the meeting that no FSEC meeting had taken place, for timetabling reasons.   1. Workflow of items for future meetings |
|  | **DATE OF NEXT MEETING**  Tuesday 31st March 2015 at 2.00 pm, in QA075, Greenwich Campus |

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