

Minutes of the meeting held on 4 February 2013 at 1500 hours in the Board Room

Present:

Dr S Eccles (Chair)	Head of Education, Media School (MS)
Prof T McIntyre-Bhatty	Deputy Vice Chancellor
Ms M Barron (Secretary)	Head of Student Services (SAS)
Ms M Frampton (Clerk)	Policy and Committees Officer (SAS)
Ms L Bryant	SU President 2012/13, Students' Union (SUBU)
Mr J Cooke	Students' Union Head of Representation Services (SUBU)
Ms F Cownie	School Student Experience Champion, Media School (MS)
Dr R Hill	Associate Dean (Education), School of Applied Sciences (ApSci)
Prof V Hundley	Member of the Professoriate, School of Health & Social Care (HSC)
Dr A Ireland	Chair of Student Voice Committee (SVC)
Mr A James	General Manager of the Students' Union (SUBU)
Mr S Laird	Director of Estates
Ms J Mack	Academic Partnerships Manager (SAS)
Dr A Main	School Student Experience Champion (DEC)
Ms M Mayer	Observer nominated by the Chair of the Board
Canon Dr B Merrington	University Chaplain
Ms P Peckham	Academic Administration Manager, Media School (MS)
Ms J Quest	Senate Representative
Mr M Ridolfo	School Student Experience Champion, Business School (BS)
Dr P Ryland	Deputy Dean (Education), School of Tourism (ST)
Mr M Simpson	Vice President (Education) of the Students' Union (SUBU)
Ms C Symonds	School Student Experience Champion, School of Tourism (ST)
Dr G Willcocks	Deputy Dean (Education), Business School (BS)
Prof T Zhang	Head of the Graduate School (GS)

Student Representative:

Karen Warriner Part Time BU Student

In attendance:

Ms F Francis	Head of Operations for F&P and M&C [Agenda Item ESE-1213-30]
Mr T Horner	Corporate Communications Officer [Agenda Item ESE-1213-23]
Mr G Kendall-Smith	Interim Director of IT [Agenda Item ESE-1213-30]
Ms V Lewis	Director of Marketing and Communications [Agenda Item ESE-1213-30]
Dr J Palfreman-Kay	Equality and Diversity Advisor [Agenda Item ESE-1213-36]
Mr K Welford	Financial Accounting and Compliance Manager [Agenda Item ESE-1213-30]

1. Apologies

Apologies had been received from:

Prof D Buhalis	Senate Member
Ms J Dawson	Observer nominated by the Chair of the Board
Dr B Dyer	School Student Experience Champion, School of Health and Social Care (HSC)
Prof R Gozlan	Member of the Professoriate, School of Applied Sciences (ApSci)
Prof J Parker	Member of the Professoriate, School of Health and Social Care (HSC)
Prof D Patton	Member of the Professoriate, Business School (BS)
Prof E Rosser	Deputy Dean (Education), School of Health and Social Care (HSC)
Ms P Rouse	Educational Development and Quality Manager (SAS)
Associate Prof C Shiel	Director of the Centre for Global Perspectives
Dr X Velay	Deputy Dean (Education), School of Design, Engineering and Computing (DEC)

1. Welcome and Introductions

The Chair welcomed Professor V Hundley and Ms P Peckham to their first ESEC meeting.

2. Minutes of Previous Meeting held on 14 November 2012

2.1 Accuracy

The minutes were approved as an accurate record of the meeting held on 14 November 2012.

2.2 Matters Arising

2.2.1 *Minute 3.6.1 – Student Experience Survey – The Chair to progress the recommendation of capitalising on the benefits of collaborative working and effective sharing of best practice with the Head of Service Excellence.*

Completed. Service Excellence was now embedded into the delivery planning process.

2.2.2 *Minute 2.3.2 – Terms of Reference and Membership – It was questioned whether the responsibility for the delivery of aspects of the BU2018 strategic plan should be added explicitly to the Terms of Reference even though the responsibility for education, the enhancement of education and the student experience and linkage to University and School strategies and plans were already explicit. The Chair would give this further consideration.*

Completed. It was confirmed the BU2018 Strategic Plan should be clearly embedded within the ESEC Terms of Reference. The Head of Student Services would update the Terms of Reference and circulate to members.

Action: MB

2.2.3 *Minute 3.1.3 – BS ESEP – There had been no mention of Grow@BU or widening participation within the BS ESEP. This was thought to have been an oversight and would be reported back to the BS Deputy Dean for Education, so this could be included in future versions of the ESEP.*

Completed.

2.2.4 *Minute 3.1.4 – DEC ESEP – The DEC Deputy Dean for Education noted that Grow@BU and widening participation could be made more explicit and would review the DEC ESEP to ensure activity in this area was clear.*

Completed.

2.2.5 *Minute 3.1.6 – The Partner Institution Student Representative commented that there was no top-up year at Bournemouth University for the Performing Arts FdA, but that many students would like the option to continue. The Partner Institution Student Representative and Head of Education for the Media School would meet to discuss further.*

The Head of Education of the Media School, met with the Partner Institution Student Representative to discuss the situation. This issue would need to be progressed by Bournemouth and Poole College and he was advised to continue discussions with them.

2.2.6 *Minute 3.2 – The Transitions and Wellbeing Officer was preparing a paper for the University Leadership Team meeting on 4 December 2012 and members were invited to feed back any comments for inclusion in the paper by 23 November 2012.*

Completed.

2.3 ESEC Membership List

Noted: The updated ESEC Membership List was noted

3 FOR DISCUSSION

3.1 Higher Education Academy / National Teaching Fellowships / Professional Standards and Update on BU Centre for Excellence in Learning

The Head of Education of the Media School updated members on the launch of the Centre of Excellence in Learning (CEL) which was being led by Professor Jim Roach. The team was now almost complete and the first meeting would take place at the beginning of February.

The Head of Education of the Media School tabled a paper outlining BU's proposals for implementing the Higher Education Academy's (HEA) UK Professional Standards Framework. The application for accreditation from the HEA was currently being prepared. There would be two routes to fellowship status and it was anticipated that all teaching staff should have, or be working towards, fellowship status by 2018. Members were requested to promulgate this information within their areas. The document would be emailed to ESEC members.

Action: SE

Discussion took place about how staff could cope with the workload if they were working towards both HEA fellowship and a PhD. It was accepted that this could be challenging but was achievable. It was also for individual Schools to determine priorities on a case by case basis in order to meet their KPIs.

3.2 Student Experience: BU International Mobility of Students Update

The Academic Partnerships Manager provided an overview of student mobility over the last year and noted there was little change in outgoing student numbers from the previous year, although the balance between Schools had altered. The Business School had seen the biggest increase in outgoing student numbers.

There are numerous benefits for students who engage in mobility whether as a formal study exchange, for work experience or for personal development and it is important that students are encouraged to engage with a mobility scheme as part of their learning experience. The Academic Partnerships Manager advised that at the end of the academic year, a review would be undertaken on the impact of the funding and to see how well the message had been spread to students.

As members would already have been aware, one of the biggest barriers to mobility is finance. The available Erasmus funding did not cover all costs; and to try to compensate for this, the University had launched the Global Horizons Fund in 2012/13.

Another barrier was shortage of short-term accommodation and the School Student Experience Champion of the Business School had been working with Residential Services to address this. Some short-term leases had been agreed in principle for the 2013-14 academic year.

Incoming students often wanted to study units from more than one Framework/School and the Academic Partnerships Manager and Business School Student Experience Champion were considering how this could be achieved given the constraints of the current programme structures

The Head of the Graduate School requested that postgraduate activities were identified separately within future reports and noted that the Graduate School had a separate postgraduate development fund; to date over 40 postgraduate students having been funded on outgoing activities.

The Academic Partnerships Manager concluded by reporting that a new member of staff would be managing the Erasmus programme. Mr Moritz would be starting on 10 February 2013.

3.3 BU Proud Campaign

Members were given an overview of the BU Proud campaign and informed of planned activity for the remainder of the academic year.

Feedback from staff and students, stating what they were proud of at BU, had been obtained from large chalkboards that had been placed around both campuses.

It was planned to publicise these statements on mugs, table toppers in the catering outlets and vinyls placed around the campuses.

The Head of the Graduate School suggested that feedback obtained at the graduation ceremony could be inspirational. She also requested that she be provided with any feedback that could specifically be attributed to postgraduate students.

3.4 QAA – New Guidance on Enterprise and Entrepreneurship

The paper had been circulated in advance and Schools had been asked to consider the issues raised within it at their relevant committees.

There was some discussion about whether there was enough focus on enterprise and entrepreneurial activities within the curriculum. Members noted the difference between entrepreneurial skills (creative thinking, problem solving, etc) and the 'entrepreneur' that started their own business. It was agreed that, although few BU students were likely to set up their own business, entrepreneurial skills were valued by employers and all students should be encouraged to develop these, perhaps via a core engagement in at least, say, two enterprise or entrepreneurial engagements within their programme of study.

The Business School Deputy Dean for Education noted that the school had considered the recommendations in the document when carrying out their curriculum review and that they already included an extended consultancy project in their programmes. Members were convinced that there were similar examples of good practice across the University, but that it was not always captured or promoted.

Members were also informed that the Students' Union were introducing a summer leadership programme and participants on that would be given the opportunity to develop the skills mentioned within the report.

The Head of Education of the Media School commented that the GROW@BU project, and similar initiatives were encouraging students to think about other transferrable skills in addition to the academic knowledge that they gain through their studies, and that the Student Engagement Team may be well placed to capture the extracurricular activities related to this area.

Schools were asked to consider how any activity outlined in the document could be explicitly referred to in their Delivery Plans and ESEPs.

Action: Schools

3.5 Quality and Inequality in Undergraduate Courses

The Deputy Vice Chancellor introduced the report, which Schools had been asked to consider in advance of the meeting. He noted that much of the information contained within the report was relevant to BU2018 and drew members attention specifically to the section outlining the benefits of social sciences in the curriculum.

Members discussed how students could be made to understand the importance of preparing properly for discussions, seminars and workshops and the challenges tutors can face in engaging students who have not prepared. Members agreed that it was important to positively manage student expectations regarding engagement in learning both pre-enrolment and during their studies.

It was acknowledged that current student feedback tends to focus on satisfaction rather than engagement and there may be merit in considering the approach used in NSSE (National Survey on Student Engagement) used in the USA and the similar AUSSE (Australasian Survey of Student Engagement). The Head of Student Services noted that a subgroup of SVC was looking at student feedback and this issue could be referred to them for consideration.

It was also felt that the Centre for Excellence in Learning (CEL) could consider the issue of how best to engage students in timetabled sessions.

Action: SVC/CEL

3.6 Building Student Engagement and Belonging in Higher Education at a Time of Change

The Deputy Vice Chancellor advised members that BU had been a participant in the HERE! Project and that Christine Keenan from DEC had been the BU project lead. Ms Keenan was also leading a follow-on Higher Education Academy (HEA) project on behalf of BU. The document being presented outlined some of the findings of the set of research and stressed the importance of 'community' in respect of student engagement and retention. The report contained a reflective and useful checklist that would assist Schools to nurture a culture of belonging within the academic and social community.

The Students' Union Head of Representation Services commented that a sister document had been published which was also very useful, and suggested the importance of students having a good link to their tutor or other key members of staff.

Members recognised the tension between institutional, school and programme identity and some felt that the sense of community students built with their peer group was of greater importance than the tutor relationship.

It was agreed the Student Engagement Team could be key in assisting with community building, but their role was not always understood.

The SUBU Vice President advised that SUBU was starting to focus on the needs and expectations of international students and how this differed from home students. Research was currently being carried out with other unions on this subject and the results would be shared in due course.

It was suggested that retention should feature in the SAS Delivery Plan.

3.7 Appeals and Complaints Annual Report 2011-12

The Head of Student Services noted that the level of complaints was similar to previous years with mitigating circumstances remaining the main reason for appeals and complaints. Members agreed the report had reflected well on BU's approach.

Ms Peckham, who was until recently the Student Complaints and Conduct Officer, was commended on her excellent work whilst in that role.

The SUBU President asked whether the action arising from ASC around referring to religious observances in the Mitigating Circumstances Policy and Procedures was in hand. It was confirmed that the Equality and Diversity Adviser would shortly be carrying out an Equality Impact Assessment on the document and the findings would be presented to ASC and ESEC in due course.

3.8 NSS Update

The Chair of the Student Voice Committee confirmed that information regarding the NSS had been emailed to ESEC members and had also been circulated within Schools.

The SUBU Vice President suggested it would be more effective for the SUBU Vice President and the Student Experience Champion to jointly do the NSS presentations to Level H students, and explain what the NSS is and its importance. By holding a joint presentation, this would help get the message across to students that BU and SUBU works in partnership.

4 FOR APPROVAL AND ENDORSEMENT

4.1 Widening Participation Annual Report 2011/12

Endorsed: The Widening Participation Annual Report 2011/12 was endorsed by the Committee.

4.2 Professional Services Education and Student Experience Plans (ESEPs)

SAS

The Head of Student Services introduced the SAS ESEP and confirmed that SAS was committed to working collaboratively with Schools to enhance the educational and student experience. Various successes were highlighted within the report e.g. sportBU was now able to provide a better service to students following the upgrade of sports facilities and a new IT system, and the work carried out with the Head of Service Excellence to undertake a mystery shopping exercise to identify improvement of service standards. SAS and the Graduate School had developed an induction programme for postgraduate students starting in January 2013 and the international student welcome reception had been a particular success.

Estates and IT

The Director of Estates gave members an update on the Estates ESEP. The service had delivered improved facilities at the Lansdowne. The improvements to the DEC computing labs had been well received from students, as had the Library Courtyard improvements. The University Board had recently approved the Estates Master Plan and members would see several large projects across both campuses in the near future.

It was confirmed that the Bournemouth University International College would be located on the third floor of Bournemouth House for two years, whilst a separate building was being identified. The Director of Estates advised he was working closely with HSC on the impact to students. A café and catering facility would be installed on the third floor of Bournemouth House that would be exclusively for Kaplan students.

IT Services

The Interim Director of IT updated members on the main themes of the past year. A mobile app (iBU) provided greater access to timetables and had been very popular with students; myBU had been upgraded and an enhanced service now provided resilience and stability for peak periods; wifi had been improved; BU was currently working towards a single method of wifi access and The Cloud would be introduced within the next few weeks. In November 2012, IT carried out a risk analysis of all AV equipment within the university and as a consequence existing resources would be more effectively deployed to maximise the potential of AV capacity.

F&P

The Head of Operations for F&P updated members of the main points within the F&P ESEP. The Cash Office now had extended opening hours (8am to 7pm) in order to support students and staff during enrolment and the start of term. Improvements had been made to support fee payments and a more sympathetic approach to students experiencing financial difficulties was being adopted.

HR & OD

The HR & OD ESEP was noted.

Legal Services

The Legal Services ESEP was noted.

M&C

The Director of M&C gave an overview of the M&C ESEP highlighting the work that had been carried out regarding student communications. For example, pre-arrival information had been enhanced with an introduction revised New Student Essentials microsite.

As mentioned by the Interim Director of IT, the student mobile app had been launched in November 2012 and there had been 6,000 downloads to date. An NSS teaser activity which was launched on 4 February 2013 had generated a lot of interest with 20,000 views of the NSS graffiti time lapse video exceeding all views on the NSS campaign last year. The sand sculpture in the horseshoe had also attracted much interest.

5 FOR NOTE

5.1 SUBU President's Report

The SUBU President's Report was noted.

5.2 Principles of Good Feedback

The SUBU Vice President introduced the proposal which aimed to address some of the concerns about assessment and feedback highlighted in last year's NSS results, as well as incorporating recommendations from the NUS on principles of good practice.

Members accepted that feedback should be clear and transparent, but that it would be difficult to accommodate some of the operational proposals in the paper such as offering students the choice of the method of feedback they received.

It was agreed that members would send the SUBU Vice President comments and suggestions in order to put together a new iteration for discussion in its entirety at the Student Voice Committee.

Action: All

It was also suggested that the SUBU Vice President should discuss the Principles of Good Feedback with Professor Roach, leader of the Centre of Excellence in Learning, as this was a theme that the CEL may wish to focus on to disseminate best practice in this area.

Action: MS

5.3 Wednesday Afternoon Lecturing Policy

The SUBU Vice President introduced the report that proposed that no lectures should take place on a Wednesday afternoon to allow students to engage in extra-curricular activities. Although there was a general understanding that compulsory teaching should not be timetabled after noon, it appeared that this was not the case and a number of students were missing out on the option to engage with other activities.

The Director of Estates advised that there was not currently enough teaching space to accommodate the timetable unless the teaching day was extended. The Estates master plan would offer additional space but this would not be immediate.

School representatives commented that they also received feedback from students who wanted one full day off to do research/study and this placed further constraints upon the timetable.

It was agreed that members would remind and encourage Schools to allow midday finishes on Wednesday as far as possible.

5.4 Chaplaincy Annual Report

Noted: The Chaplaincy Annual Report was noted.

5.5 Institutional Review Progress Report

The Institutional Facilitator advised members that the draft Self Evaluation Document (SED) been circulated on Friday 1 February 2013.

5.6 Seminar and Conference Series

Noted: The Seminar and Conference Series report was noted.

5.7 Dignity, Diversity and Equality Annual Report

Noted: The Dignity, Diversity and Equality Annual Report was noted.

6 REPORTING COMMITTEES

6.1 Student Voice Committee Minutes of 28th November 2012 (unconfirmed)

Noted: The minutes were noted.

7. Any Other Business

7.1 Members were reminded, that if anyone had any queries or comments on the items for note, please submit questions/comments to the ESEC Secretary or ESEC Policy & Committees Officer.

8. Date of Next Meeting

Wednesday 27 March 2013, 1400-1600, The Board Room.