

UET meeting

Tue 04 July 2023, 10:00 - 13:00

OVC - Committee Room

Attendees

Board members

John Vinney, Jim Andrews, Keith Phalp, Karen Parker, Susie Reynell (Finance Director)

in attendance

Julie Kerr, Jane Forster

Meeting minutes

1. Minutes and Matters arising from the previous meeting

Approval

Action list: <https://livebournemouthac.sharepoint.com/sites/UETPrivate/Lists/UET%20Actions/AllItems.aspx>


Chair

The minutes were agreed as being an accurate record of the meeting and there were no matters arising.

Some redactions required before publication.

The Action Log was noted.

 UET action list after 27th June 23.pdf

 Minutes_UET meeting_270623.pdf

2. Finance discussion

Susie Reynell

2.1. Cash flow update

Information

Susie Reynell

[Redacted content]

 UET - Weekly Cashflow Forecast w-c 3 July 2023.pdf

 UET - Weekly Cashflow Forecast Narrative w-e 30 June 2023.pdf

2.2. Bids for approval

Approval

There were no bids for consideration this week.

Susie Reynell

2.3. Student Debt

[Redacted content]

[Redacted content]

[REDACTED]

UET Discussion Paper - Potential Withdrawals & Application cancellations 2023-24.pdf

3. Faculty performance - focus on student experience

Discussion

Anand Pandyan, Lois Farquharson, Einar Thorsen, Christos Gatzidis, Judi Roberts and Russ Pottle were invited. Anand and Christos were unable to attend.

Exec Deans And Russ Pottle

The focus of the discussion was the Financial performance of the Faculties.

FMC - Einar

FMC is over-performing versus budget. [REDACTED]. The overall contribution is better. The challenge is the UG numbers.

Faculty looking at a number of options to increase both UG and PG numbers :

- focussing on existing markets and developing current courses rather than starting from scratch
- concentrating on re-evaluation of courses where we have a strong market position eg Law
- tapping into new sectors such as Sports Management, Sports Branding and Sports Marketing
- ensuring that the right markets are being pursued
- considering tariffs for Clearing which is the main vehicle through which the UG gap can be closed

[REDACTED]

Animation courses are popular but numbers are constrained by lab size - therefore a large increase in numbers may not be manageable. ET confident however, that some of the issues could be overcome with increased licensing to add software to more machines.

In response to a question from KPa about staffing in Law, ET confirmed that he is confident that the team has now been transformed, with a few more posts to be filled shortly.

FMC is less concerned about the impact of visa changes and payment challenges for PGT students than other faculties.

BUBS - Lois

[REDACTED] . [REDACTED]
[REDACTED]
[REDACTED] Confident that on the right track for staffing though.

Agreed that the Deans will discuss where efficiencies can be made through cross-Faculty co-operation.

PGT numbers for next year are expected to be in the region of 800, an increase of approximately 100. This increase does bring with it significant issues for space planning as there aren't enough lecture theatres currently to cope with that level of demand. Therefore considering alternative methods of delivery including online. Need to ensure that CMA guidelines and student expectations are met.

BUBS is particularly exposed to the risk items linked to students from Nigeria - dependent visas and payment challenges - which means that BUBS may start the year off slightly behind where it should be. However, the Admissions team is looking at a diversifying the risk in order to mitigate the impact of a potential drop in numbers in September. Clearing will be used to boost numbers.

1300 applications are currently waiting to be dealt with - focus now on making and converting offers the offers . Need to act quickly and flexibly.

[REDACTED]
[REDACTED]
[REDACTED]

Dashboard Summary Update - RP

The Academic Reporting Dashboard sets out 5 measures that aim to provide a range of information about Unit performance. To support in year decision making and actions.

- Assessment Turnaround, Postponements and Withdrawals are reported monthly.
- Unit Pass Rate and My Unit Feedback are updated biannually when data becomes available.
- The data is at Unit level (except for withdrawals, which is at programme level) and aggregates up to Programme, Department and Faculty.

1. For **Assessment Turnaround** only FHSS have above 70% of students receiving feedback within 3 weeks with 80.7%. FMC have the lowest % returned within 3 weeks at 53.1%. When looking at the % returned by the feedback due date (allowing for any dates which have been overwritten following agreement by faculty) the % increases from 66.8% to 76.9% overall. FST has the biggest increase from 68.3% returned within 3 weeks to 83.5% returned by the feedback due date.
2. The current total hours of **postponements** (966) is 2 more than at the same time last year (964). This comes from 52 more postponements with the number of postponements increasing from 600 to 652 and has resulted in the number of unit enrolments being affected increasing by 4,403 from 27,250 to 31,653.
3. On aggregate, there were 0.03% more **withdrawals** on 1st June 2023 (3.93%) compared to 1st June 2022 (3.90%).
4. In the **My Unit Feedback** survey 5 departments achieved an average satisfaction (those responding 'Strongly agree' or 'Agree' out of all responses) across all questions and levels of above 80% (Medical Science & Public Health, Accounting, Finance & Economics, Marketing, Strategy & Innovation, People & Organisation and Computing & Informatics).
5. Six departments have achieved average satisfaction of less than 70% (Computer Animation, Archaeology & Anthropology, Creative Technology, Psychology, Nursing Science and Social Sciences and Social Work).

ACTIONS:

- Deans to discuss where staffing efficiencies can be made through cross-Faculty co-operation.
- All faculties to focus on closing the gaps on student recruitment for September

 2023-06 ARD Summary.pdf

4. Theme: student experience and education

4.1. Student payments

Ros and Mandi joined the meeting in person and Jane W joined online.

The scoping stage has been finished following cooperation with various teams, including Finance, to carry out operational walk-throughs of the process.

Now have a clear picture and have been able to identify what needs to be included in the new policy and the operational procedure in line with the Student Loans company's requirements. It has been more complicated for the international students but all the steps have been scoped out and it is clear that action needs to be taken to engage students very early on.

The Enrolment team will direct students to Finance at the beginning of the process so that they confirm what their payment plans are.

Follow-up emails will be sent and there will also be drop-in sessions available.

Students will have every opportunity to raise issues early on and late notification of payment problems will not be accepted.

More work is required to clarify the dates of payment deadlines. The terms 'enrolment' and 'registration' also to be clarified and standardised to avoid ambiguity.

Communication will be key for both staff and students.

Still looking at the end of July to complete the mapping process and to have the communications in train.

The withdrawal policy is being clarified and tightened and the sanctions list reviewed. The whole process will be much more pro-active and will include meetings with Finance as soon as a payment issue arises.

There is also work to be done on tightening up the complaints and appeals process.

SUBU have been kept in the loop and will be consulted again once the procedure is fully drafted. Chike to map out a timeline for new students which will also refer to the process.

 A3 -Student Debt - policy and communication - plan 8_030723.pdf

4.2. International student experience

Mandi joined the meeting in person and Jane joined on Teams.

A scoping exercise has been carried out to identify issues and 6 key priorities have been identified:

- Pre-arrival information - needs to be better and as water-tight as possible
- Clear information on payment terms required
- Clear information on the rules for dependents
- Clear guidelines for agents
- Visas to change in January 24 so this need to be reviewed
- Nigerian payment situation

A number of other issues have been identified, including feedback that some courses had very little diversity and this is being looked at.

An end-to-end process to be implemented for all students - this to be scheduled for October/November.

An arrival working group is set up to make students feel welcomed and to plan an Arrivals Festival.

Discussion

Susie And Ros

Discussion

Jane Wakefield And Mandi
Barron

QAA guidance on international student experience- mapping against this is a big piece of work and will pick up areas that are more strategic than tactical - that will follow.


A support package for students is being looked at, including welfare and English language support.

Communications:

Other means of interacting with students are being investigated, such as video messaging, as written instructions are not always read and understood.

The top line message to be clear and unambiguous and consistent

ACTION: the next update from the student experience priority workstreams is due on 15th August, then 19th September

 International Student Experience.pdf

5. Theme: Staff experience and culture

5.1. Demonstrators Career Pathway

To approve the proposal to implement a career pathway for Demonstrators to support the BU2025 objectives - potential cost is circa £40K.

The proposal was approved.

 UET Briefing - Demonstrator Pathway 4 July 2023 Final.pdf

Decision

Sally Driver

5.2. ET Insurance

To be re-tabled at a future meeting.

Decision

Karen Parker

5.3. Proposal to support low paid workers

To approve the introduction of a payment holiday of car parking charges to support staff in the lower salary bands with the cost of living at a cost of circa £42K to Estates.

The proposal was approved.

The wording to be reviewed. KPa to investigate similar initiatives for staff who travel by bus. KPa to restate the cycle to work policy when it is communicated.

 UET Paper Car Parking Permit Deductions Proposal.pdf

Discussion

Karen Parker


6. Specific items for decision or note


6.1. Student Maternity Policy

To approve the updated policy

The policy was approved. To be uploaded to the Intranet with immediate effect.

 Student maternity Policy V2 Clean.pdf

 Student Adoption, Maternity and Parents Policy.pdf

 UET meeting Cover Sheet Student Maternity Policy.pdf

Discussion

Mandi Baron

7. Standing item: reportable events

Reportable events update

There were no other reportable incidents.

Discussion

Chair

7.1. ASOS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ACTION: Issue to be kept under weekly review.

7.2. Apprenticeships






The Salisbury contract has been received and requires an immediate response.

ACTION: To be signed via Docusign following the meeting when DW has confirmed the paperwork is consistent with what has been approved.

Paper to be submitted for consideration by UET on 11th July re ECP.

8. Future Meetings

All noted and approved.

-  UET 18th July 23.pdf
-  UET 11th July 23.pdf
-  UET 25th July 23.pdf
-  UET meeting planner 23-24.pdf
-  SVEC workplan 2023-24.pdf

Note

Chair

9. AOB

Chair

9.1. Ethical Careers Policy

Jim Andrews

The policy covers the range of ways in which BU connects employers and third parties to students and graduates, including but not limited to careers fairs, insight/skills sessions and workshops, and the promotion of paid and voluntary jobs and placements, both in the UK and abroad.

The policy was approved and the website will be updated accordingly.

-  Ethical Careers Policy DRAFT 2023 v10.pdf

9.2. Audits

To discuss areas suitable for internal audit.

It was agreed to defer the internal audit on student experience until next year when most of the new initiatives will be in place and embedded as proposed by PWC.

9.3. Letter regarding proposal to create University Centre Poole

ACTION: KPh to respond on John's behalf and show support.