

Notes of the meeting held on Wednesday 1st October 2014, 2 – 4pm – S217, Studland House, Lansdowne

Present: Barbara Dyer (Chair) (BD), Gillian Bunting (Clerk) GB, Andrew Main (AM), Yeganeh Morakabati (YM), Neil Ford (NF), Darrell Felton (DF), Fiona Cownie (FC), Mark Ridolfo (MR), Joff Cooke (JC), Matt Wall (MW), Reece Pope (RP), Ellie Mayo-Ward (EMW), Jane De Vekey (JDV), Sally Gates (SG), Nikki Finnes (NFi), Tracey Digby (TD), Amy Blackham (AB), Peter Briant (PB), Jacquie O'Brien (JO).

1. **Welcome / Introduction**

2. **Apologies:** Liam Sheridan, Ricky Rogers, Ella Say, Andrea Lacey, Kelly Goodwin

3. **Minutes and matters arising from notes of 25th June 2014**

3.1 **Minute 4.2** JC provided SUBU feedback with regards to student activity over the last term; the review showed that activity/engagement has dropped off massively. 'How's SUBU For You?' had approx. 500 responses, compared to over 2000 for the last 2 years. It was acknowledged that students are feeling the impact of semesterisation & final projects due at this time. SUBU may look at running the survey in January, as students should have more time to engage before Easter. JC will provide SVC with details of the SUBU review. **Action: JC – Review in progress; expected Jan 2015**

3.2 **Minute 6.2** JG suggested for Student School Reps to take ownership of the tabs; there are approx. 35 Reps who could liaise with the SECs to keep them in the loop. EM will work with SECs to set this up. Members agreed it would be useful to see the stats on each of the tabs. **Action: EM, KC, SECs. See agenda item 8**

3.3 **Minute 7.1** The specific PIs relating to SVC are Engagement in Quality Assurance, Engagement in Learning & Teaching, and Engagement in the Wider Student Experience. CEL & SUBU will liaise with Anita Diaz for feedback around Learning & Teaching. It was thought the new Tribal SITS system may be useful for the Wider Student Experience. There is a specific add-on which will enable the system to provide this information, although it has not yet been confirmed if BU will be using this, but Mike Weaver has said the add-on will be a huge help to the SJP. JC/KG to provide an update following the SITS meeting, BD will report on progress to ESEC by 9th September. Members discussed use of attendance registers versus performance. **Action: KG, JC, BD. ESEC minutes from 24 July 2013 confirm decision taken; members agreed the value in measuring extra-curricular student activity achieved through the SDA and / or HEAR. Members of CEL and SUBU are currently exploring software solutions through the SRS/SITS working group to facilitate electronic recording of wider student engagement activity. Action closed.**

Items for discussion/decision

4 **Approval of Terms of Reference**

4.1 Members agreed to remove SES from Main Responsibilities. There was a discussion around the fact that only 25% of SVC members are academics, and whether membership should primarily be made up of academics and professional services. It was acknowledged that SVC is one of the few places where academics, professional services & SUBU can all get their voices heard. NFi advised that Academic Services were looking at reducing the number of AS staff on committees, it is to be confirmed whether RR & ES will continue on SVC. **Action: GB**

- 4.2 NF advised that a new head of LLS has been recruited and requested for the role to be added to core membership, with other LLS roles to deputise when needed.
Action: GB

5 NSS - lessons learned for next cycle (All)

- 5.1 Members volunteered to form a sub group - MR, BD, YM, AB/SG, EM-W, Joe Tattershall (SUBU comms team). Meeting dates to be confirmed. It was noted that last years' sub group proposal was not taken forward. **Action: NSS sub group**
- 5.2 Student feedback from last year determined that there were too many messages around NSS and they felt badgered into doing the survey. Some FST frameworks suffer due to not having lectures after Christmas, so to combat this lecture talks need to be brought forward to target students before the survey opens in January.
- 5.3 It was recognised that the 'free print credit' incentive process was too complicated and actually put students off. Incentives need to be easier for students to receive. Members agreed that instant gratification & multiple lower value incentives are more valuable to students than the higher value prizes.

6 UK Engagement Survey sub group update (BD/AB/JC) (paper)

- 6.1 Members discussed whether to continue with another pilot survey & the possible timings. Due to semesterisation it was acknowledged that any survey running after May will get a low response rate. But it was agreed that the survey is worthwhile and that it would work well if it were to run alongside the NSS. Members agreed to form a sub group which will meet up before the final report is due from UKES in November.
Action: BD

7 Mid cycle unit feedback sub group update (BD/AM)

- 7.1 AM updated members on findings and confirmed that EvaSys has been chosen to run another pilot across BU during both 2014/15 semesters. TMB has stated the need for BU to move up the NSS league table, it has been acknowledged that a step change is needed, as standard procedures have not changed for 25 years. OVC are looking to academics to initiate changes & provide evidence.
- 7.2 The new system will provide a data set which will enable BU to analyse results. Further down the line the system will allow BU & SUBU to adapt the survey to ask specific questions potentially using QR codes with mobile devices.. AM advised the survey will be paper based to allow for the best return, although the sub group will explore more interesting ways for students to take the survey. Further discussions will be held with TMB to finalise the questions. **Action: AM/BD**
- 7.3 Programme Administrators will be visiting each unit lecture to distribute and collect the papers. Once they have been collated the papers will be sent for scanning and the results will be available within five days. Ideally each faculty will complete the survey within one week. Members suggested that Student Reps helping with the process might help to relieve the pressure on PAs. However, in the past when this had been tried in one of the Schools, it was reported that some of the Reps had not been very reliable.
- 7.4 There were discussions around publishing the feedback on this survey to students; there are issues with myBU which need to be investigated. **Action: NF**

8 'You Said, This Happened' myBU tab (AB)

- 8.1** AB facilitated a discussion around the purpose of the School tabs, how to make these effective and how best to use it. Members are keen to avoid duplicating work as each framework already has its own tab. It was acknowledged that there are lots of feedback channels but these are not currently joined up. This tab could create one place to bring everything together and to give students, BU & SUBU access to it all.
- 8.2** It was acknowledged that neither Reps nor SECs have the time to take sole ownership of the tabs. MW advised that students were not aware of it. There was a discussion around whether the resources are available to support the tab. It was agreed the best way forward would be for SUBU to look after the Reps tab, and for SECs to look after the School tabs. Regular updates after Student Forums would be the best way to publish information. Members were keen to know whether the framework, School and SUBU tabs can be brought together in one place. **Action: NF/DF**
- 8.3** There are still issues around students not realising their comments have been acted upon, which impacts on NSS. JC advised SUBU will be working with students to find out why this is.
- 8.4** Members agreed to keep the tab; AB to recommend how to move forward and streamline the process. **Action: AB**

9 SUBU

9.1 Future of Student Representation – consideration of recommendations (paper)

- 9.1.1** EMW suggested including the paper in the agenda for the Champions Breakfast, members agreed. **Action: EMW, SECs**

Items for note/discussion

10 Members' items for future agendas

- 10.1** BD advised members that ESEC has requested SVC to look into reviewing Student Charters. At ESEC Dr Diaz had asked whether SVC could discuss and evaluate the sections of the Student Charter which worked/did not work, and which sections were the most appropriate for best student practice. JC is happy to lead on this. **Action: JC**
- 10.2** KG requested the committee to note: Qualitative feedback from the SOS had names removed from the negative comments, but suggested names should be included for positive comments. MW advised that this is possible, but Reps generally de-personalise comments and instead they are encouraged to submit 'You're Brilliant' awards. **Action: SUBU**

11 A.O.B.

N/A

2014/15 meetings:

1st October - S217
17th December - S218
11th February - PG146
22nd April - PG146
17th June - P401