

STUDENT VOICE COMMITTEE

Notes of the meeting held on Wednesday 13 January 2016, 2 – 4pm PG146 (Talbot)

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Jay Nugent (JN), Darrell Felton (DF), Susan Ponsford (SP), Joff Cooke (JC), Ellie Mayo-Ward (EMW), Kerry Ward (KB), Jacquie O'Brien (JOB), Charlie Annear (CA), Mark Covell (MC), Amy Blackham (AB), Clive Hunt (CH), Andrea Lacey (AL), Dave Fevyer (DF), Rosemary Collins (RC).

1. **Welcome / Introduction**
2. **Apologies:** Sam Honnoraty, Tracey Digby, Philip Ryland, Reece Pope, Chloe Schendel-Wilson, Jane De Vekey.
3. **Accuracy of minutes / matters arising from notes of 16th December**
 - 3.1 Minute 6.2 – CH responded to confirm that all students, except Placement years, will be surveyed. TMB is supporting the project as a Critical Friend. FAAMG are also aware and being regularly updated. The survey is planned to be deployed after NSS in May.
 - 3.2 Minute 6.3.1 – AL confirmed that Elizabeth Rosser will take over responsibility for survey.
 - 3.3 Minute 6.4 – ongoing.
4. **Task and Finish Group: Impact of CMA report presentation (AB & Rosemary Collins)**
 - 4.1 PowerPoint slides and guidance links to be circulated with minutes. **Action: GB**
5. **NSS 2016 update from M&C**
 - 5.1 MC confirmed BU will be launching NSS to students on the 8th February; Ipsos MORI officially open the survey earlier than this, but BU have chosen this date to avoid exams and to tie-in with the campaign to give the most impact. This will include digital signage, emails, live links on both the website and the iBU app, and lecture presentations. The survey will close on the 30th April, the same as the official closing date.
 - 5.2 M&C have been working with SUBU to ensure other mid-to-large surveys will not be running at the same time in order to provide clarity and to recognise the importance of the NSS. The only exception will be for MUSE; the date of which is still to be confirmed but this will be running approximately around the week beginning 7th March.
 - 5.3 The change from being target driven to a more academically led campaign will ensure that the students are contacted via the most appropriate level i.e. via courses and during lectures. NESSA branding will not be used as we are aiming to show a more serious side to the campaign. Visual branding will be aimed at the survey taking less than 10 minutes to complete, with graphics relevant to course level i.e. what you can do in 10 minutes. Bookmark will be used on stands to promote the survey and incentives.
 - 5.4 Incentives for BU students will be a £3 SUBU voucher which will be redeemable at any SUBU outlet, shop, café or bar. This works as a two stage process; once the student completes the survey they will receive a confirmation email from Ipsos MORI which the student then sends to SUBU to receive the voucher. Turnaround time for this will be within 4-5 working days. Partner college students will receive a £3 Love to Shop voucher. Other incentives are a work ready wardrobe, an iPad Pro and 5 x £200 in cash.
 - 5.5 AB confirmed that a small number of experienced Student Ambassadors are being recruited to help out at the stands on campus. M&C have also liaised with Timetabling to ensure the maximum impact on campus during the first two weeks and the last week of the campaign. The presentation is due to be finalised for the 18th January, the video is still being completed by SUBU. OVC have approved the smiley faces slide which will feature in the presentations and marketing materials.

5.6 JC advised that SUBU were analysing the 'What works well' feedback data at programme level and cross referencing this with comments from last year's NSS to see if there are any common trends which need action to help to reinforce the campaign. SUBU are also embedding the importance of 'You Said, This Happened' into ongoing Student Rep training in order to give a coherent picture of the student voice. 95% of Reps have been trained so far; which is the highest ever number trained by SUBU.

6. SUBU items

6.1 JC advised that the Green Paper consultation on the future of Higher Education has been released with particular reference to question number 23; which questions the overall accountability and transparency of Student Unions. The deadline to respond is the 15th of January and BU are submitting an overall response to confirm that SUBU are completely accountable and transparent. SUBU are in agreement with this response and therefore are not submitting a separate response.

6.2 A new Representation Impact Co-ordinator is due to start in May; their remit will be to assess the impact of the student voice at BU.

6.3 It was noted that JC will take over any ongoing or new work for JDV.

7. Mid-to-large survey approvals

7.1 ESEC tasked BD with defining mid-to-large surveys; Members agreed that a mid survey would be deployed across a whole Faculty, and a large survey would be one deployed across BU. There were queries over whether professional services' surveys need to be approved by SVC; members agreed that they should be part of the approval process. JC suggested surveys should be reported to SVC to ensure feedback can be given, but only mid-large need approval. Members discussed providing guidance but it was thought Ethics Committees were better placed to cover this. BD and DF are currently working on an electronic form central repository which will hopefully be able to provide guidance around repeated questions. Parameters will be defined in due course. **Action: BD/DF**

7.2 Staff comms can be used to raise awareness around the survey approval process.
Action: AB

8. Members' items for future agendas

8.1 NSS update as a standing agenda item.

8.2 AB advised that templates for departmental emails still need confirmation from SECs/PLs. If departments are already using other comms channels to good effect then these can be used instead of the email, depending how departments want to work, or how comfortable people are with doing emails/blogs etc. The aim is to ensure that information within departments is visible and communicated well. M&C cannot provide any admin support for this, but it was agreed to share blog links etc as best practice. **Action: SECs**

9. A.O.B.

N/A

SVC dates for 2015/16:

October 14 – S219
November 25 – B420
December 16 – S218
January 13 – PG146
March 2 – PG22
April 20 – PG22
June 8 – PG146