

Notes of the meeting held on Wednesday 17th June 2015, 2 – 4pm P401 (Talbot)

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Chris Kelly (CK), Peter Bryant (PB), Reece Pope (RP), Joff Cooke (JC), Kerry Dean (KD), Jon Leung (JL), Ellie Mayo-Ward (EMW), Jay Nugent (JN), Kathryn Cheshir (KC), Darrell Felton (DF), Charlie Annear (CA), Andrew Main (AM), Amy Blackham (AB), Liam Sheridan (LS), Cathy Symonds (CS), Jacquie O'Brien (JOB), Susanne Clarke (SC).

1. **Apologies:** Fiona Cownie, Yeganeh Morakabati, Philip Ryland, Tracey Digby, Jane De Vekey, Christine Fowler.
2. **Accuracy of minutes / matters arising from notes of 29th April - confirmed**
 - 2.1 Minute 3.1 – SUBU annual audit of student surveys - on the agenda.
 - 2.2 Minute 3.2 – Review of Student Charters – sub group reporting to ESEC.
 - 2.3 Minute 5.1 – JDV analysis of UKES data due Sept/Oct SVC meeting – UKES open for longer so the BOS data will be delayed.
 - 2.4 Minute 6.4 – FC submitted synopsis of MUSE feedback from Faculty of Media & Communication for review at SVC – on the agenda.
 - 2.5 Minute 7.1 – Discussion around potential MUSE and SOS merger, sub group to be created – on the agenda.
 - 2.6 Minute 8.2 – Review of Student Charters – JC reporting to ESEC – remove from agenda.
 - 2.7 Minute 9.1 – Introduction of new student comms emails & newsletters – GB advised these are due to start next term.

*Items for discussion/decision***3. NSS update from sub group (BD)**

- 3.1 BU, including partners, exceeded the 78% target and achieved its highest ever response rate.

4. MUSE sub group update (AM/BD)

- 4.1 AM reported that due to the success of the MUSE pilot it has been confirmed this will run next year. The legal technicalities for the software procurement process are currently being reviewed before we can go out to tender. JN to send recommendations for other software packages. **Action: JN**
- 4.2 **Library action planning in response to MUSE data (CS)**

CS queried if the Library should be facilitating actions from MUSE feedback. BD advised that the responsibility should be with Unit Leaders to address the issues with Librarians. JC added that SUBU are working on a project which will provide qualitative data from MUSE feedback that the Library will be able to use.
- 4.3 **Faculty feedback re additional question/s (ALL)**

FC had put forward a suggestion from the Faculty of Media & Communication to add a question to MUSE around the clarity of assignment briefs. This had been agreed in principle at the last SVC meeting. FC has since put forward a second question around Organisation & Management. Members discussed the effect that this would have on the format used for MUSE; there are currently seven key Unistats questions, plus a free text box on one page of A4. It was felt that adding two further questions would increase the survey to a second page, and would therefore not be so succinct. But it was also noted that this format should not restrict the future development of MUSE. The assignment brief question is regularly raised so

members felt that this is important to include. Members discussed possible improvements to the format; conclusions were that a paper based survey has major benefits. Staff buy-in could be gained by letting Unit Leaders add their own questions, but this would mean a huge increase in the analysis workload. AM added that responding to MUSE feedback via myBU has had a positive impact on staff, and this could be a more valuable exercise than adding further questions.

- 4.4 CS raised the issue of guidelines for Partners on how to deal with defamatory comments in surveys. BD advised that the script for MUSE had been amended in the second semester to communicate to students that any surveys with this kind of feedback would be withdrawn/destroyed. SUBU had been due to run a campaign around the respectful use of language. EMW advised that SUBU do not want to come over as heavy handed or disciplinary, and that Student Rep training would be the best place to feed this information through, instead of a wider campaign. It was agreed that scripts should be made available to Partners. **Action: Sub group/CS**

5. SUBU items

5.1 Annual audit of student surveys (SUBU)

Nineteen large scale surveys have been identified, there seems to be a data gap around January starters. There is a huge amount of duplication of questions and areas; Level I can get asked up to 450 questions, Level C can get asked up to 300 questions. Data for Level H International students in Term 3 is not currently captured. JN advised the PGR is a new survey which was introduced to cover the gap between PRES, which is biennial. JDV is still in the process of analysing the audit. JC will provide slides of the analysis to date for members. **Action: JC/GB**

- 5.2 Members discussed ways of regulating surveys; the need to avoid duplicating questions, reducing the number of questions students get asked, reducing the number of surveys running at the same time, how useful are the questions being asked, whether the feedback is being used in a constructive way, and other methods of collecting feedback. It was agreed that a central repository of question topics, to help streamline how and when students are surveyed, would be useful. It was acknowledged that SVC needs to provide information around alternative methods to running surveys, as people struggle to find other solutions. Members agreed it was important for the audit analysis to go to ESEC. **Action: BD**

6. Whither the SOS? (ALL)

- 6.1 EMW reported that SUBU are revamping Student Rep training for next year; moving on from SOS to increase face-to-face interaction between Reps and students. Reps will be able to effectively collect qualitative feedback via an online form. A new online tool will theme the feedback comments which will remove the need for students to survey students. SUBU will be preparing Reps for MUSE data and how to take the results to Programme Forums for further discussion. Previously SUBU have provided academic staff with handbooks for SOS, but are looking to do this differently and more directly next year.

Items for note/discussion

7. Members' items for future agendas

- 7.1 EMW requested to add benchmarking tools to the next meeting agenda. **Action: GB/SUBU**
7.2 EMW requested to add Chloe Schendel-Wilson to SVC membership. **Action: GB**

8. A.O.B.

- 8.1 Members agreed to increase the number of SVC meetings next year, especially around NSS. **Action: BD/GB**
8.2 JC reported that 'How's SUBU 4 You?' has not yet closed, but so far the student experience satisfaction rate is 87%. The top 4 things for students to take from BU are; 'a good job/career',

which has overtaken 'a good grade', followed by 'friends' and 'good experience/memories'. The three words used to describe the ideal students' union are still 'Fun', 'Friendly' & 'Approachable'.

8.3 LS is currently analysing PTES & PRES, the results are due to go to ESEC prior to SVC.

8.4 AB reported the new version of the Welcome Guide pack for UG students now consists of one Events Guide and one Welcome Guide. The campaign is called #belongatbu which covers both new and returning students, and will support both induction activities and the student experience.
