

Notes of the meeting held on Wednesday 19th October 2016, 2 – 4pm – R207, Royal London House, Lansdowne

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Sara White (SW), Dave Dawson (DD), Kerry Dean (KD), Jane De Vekey (JDV), Tracey Digby (TD), Christine Fowler (CF), Dave Hunt (DH0), Kathryn Cheshir (KC), Georgia Larkins (GL), Mark Covell (MC), Amy Blackham (AB), Andrea Lacey (AL), Corrina Laila Osborne (CLO), Jamie Swanson (JS), Sam Honnoraty (SH), Amanda Stevens (AS).

1. Welcome / Introduction

2. Apologies: Susan Ponsford, Julia Taylor, Jacqueline O'Brien, Philip Ryland, Clive Hunt, Darrell Felton, Charlie Souter-Phillips, Brooke Elias, Joff Cooke, Deborah Smythe.

3. Minutes and matters arising from notes of 8 June 2016 – Confirmed

3.1 Minute 3.3 – SimOn 'What works well?' feedback slide to be provided for Semester 1 2016. **Action: JDV**

3.2 Minute 6.2.2 – KD updated the committee regarding new changes to SimOn; Feedback received felt that the three original questions were weighted more negatively than positively. In order to help balance this out a two-part sub-question has now been added to 'What works well?':
i) 'What would help with this?'
ii) 'What new ideas would make your BU experience as positive as possible?'

4. Terms of Reference/Membership (BD)

4.1 Circulate to members for comments. **Action: GB**

5. Clarifying Responding to Student Feedback: Responsibilities & Mechanisms (paper) (CLO)

5.1 Current feedback to students is provided via various different channels across BU. Members discussed a central repository for feedback; The 'You Said, This Happened' tab was initially set up for this purpose on myBU at faculty level with a separate SUBU tab for university wide information. It was acknowledged that a process for updating this has not been implemented across BU leading the information to be out of date and therefore the tab is not used by students. Members agreed that this was an important initiative but that responsibility has fallen through the gaps due to SJP. It was also queried whether students can access other faculties' tabs or just their own. CF provided confirmation from Kimberly Mills (myBU LT) who confirmed that students can only see their own faculty feedback tab in myBU.

5.2 Members discussed a new version of the feedback tab to include three areas i.e. Faculty/Department/SUBU. It was suggested that department tabs could be managed/co-ordinated by Heads of Education, and ADSEs or equivalent. With faculties to determine how often they make updates and ensure that this is done accordingly. Other professional services (Estates/IT/SS/M&C) could then add their feedback to the relevant place. Staff would need permissions and editing rights in myBU to update the tabs. It was suggested that once updates have been made this could be followed by announcements on myBU and circulation to Student Reps to raise awareness. DH confirmed that the feedback tab which originally sat on the myBU top navigation bar could be reintroduced with the new layout. Expectations need to be managed around what changes can be made and this needs to be balanced with when staff are able to make changes and/or updates. Members

discussed a turnaround time of two weeks; with either an initial holding response with a rough completion time given, or, using a colour categorisation system to show priority. Members also discussed the YSTH name and agreed that using the name of the current myBU tab called 'Responding to your feedback' would be more relevant to students.

- 5.3 BD suggested that the first step should be to set up faculty and SUBU tabs, with any others to follow if this model is successful. CF added that once the new VLE is in place it could potentially impact on the feedback model. **Action: CLO to speak to Kimberly Mills to determine the feedback tab structure and report back to SVC.**

6. NSS new questions, results and 2017 campaign (M&C)

- 6.1 MC reported that Ipsos MORI have been re-awarded the NSS survey as it was recently up for renewal. New student engagement questions have been added for the first time in 10 years. M&C want to build on the campaign and themes from last year working at a more academic level, specifically via myBU. They have been talking to SUBU about using the same incentives as these worked well and encouraged participation. M&C are planning to photograph the 2016 NSS prize winners at Graduation; these will be distributed across BU comms channels, but will avoid any obvious promotion of the NSS before the campaign officially starts.

7. Survey Repository Progress (BD/DD)

- 7.1 DD reported that the project team were looking at a timeline of surveys received by students; as JDV audited 22 mid-to-large scale surveys to various student groups. There are currently ongoing discussions around how the repository structure should be categorised i.e. by faculty/ professional service level or by student group level. It is envisioned that category information will be added by the survey owner. Work is also ongoing with SUBU with regards to SimOn data.

8. MUSE (BD)

- 8.1 BD advised that AM will confirm the dates that MUSE will run this semester; this could possibly be w/b 14 November. Timing was discussed to catch the majority of units in Semester 1. Any new questions need to be confirmed with EvaSys, for which work is currently in progress. **Action: BD to update members at next SVC.**

9. SUBU items

- 9.1 **SimOn**
KD advised that granular level data will be sent out to faculties once per term on a regular basis. Following feedback the election process was changed for this year, this was really successful and SUBU will advise further after a mop-up exercise has been completed.
- 9.2 KD reported that the feedback categories for SimOn have been increased from 8 to 13 categories; expanding the themes around academic experiences and personal development.
- 9.3 **Feedback**
JDV reported that SUBU have started a new trial process for Estates to respond to student feedback. This is currently a work in progress but TD added that Estates have found this useful to enable a dissemination of the feedback they receive from students to specific areas i.e. faculties/Library/Student Services. It was acknowledged that timing is very important to enable Estates to close the feedback loop. This

process could work quite well for the new feedback tab. Responding to Fusion Building feedback was also discussed.

10. Members suggestions

10.1 KD requested that the new feedback tab should become a standing item on the SVC agenda to enable regular progress reports. Members agreed. **Action: GB**

10.2 AB suggested setting up the NSS working group; the following members volunteered: JDV, BD, SW and AB. It was agreed that the ADSEs not present should also join the group.

11. A.O.B

11.1 AB advised that the International Student Barometer, which last ran in 2014, is due to run around the 7 November – 4 December. This has been approved through the Deputy Vice Chancellor. AB to circulate further information to members. **Action: AB**

2016/17 meetings:

Oct 19 – R207
Nov 30 – F105
Dec 14 – R208
Jan 4 – F105
Mar 1 – S218
Apr 19 – TBC
Jun 7 – TBC