STUDENT VOICE COMMITTEE

Notes of the meeting held on Wednesday March 2 2016, 2 – 4pm PG22 (Talbot)

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Liam Sheridan (LS), Darrell Felton (DF), Philip Ryland (PR), Tracey Digby (TD), Amy Blackham (AB), Andrea Lacey (AL), Sam Honnoraty (SH), Jacquie O'Brien (JOB), Andrew Main (AM), Clive Hunt (CH), Corrina Lailla Osborne (CLO), Ellie Mayo-Ward (EMW), Kerry Dean (KD), Joff Cooke (JC).

1. **Welcome / Introduction**

2. **Apologies:** Jay Nugent, Chloe Schendel-Wilson, Susan Ponsford

3. **Accuracy of minutes / matters arising from notes of 13th January 2016 - Confirmed**

    3.1 Minute 4.1 – completed
    3.2 Minute 7.1 – on agenda
    3.3 Minute 7.2 **–** AB to confirm
    3.4 Minute 8.2 – AL confirmed HSS are now sending a weekly 'What's on at Lansdowne' email. PR circulated information to FM Heads of Department for them to then drive content, Marketing leads are able to support with images and co-ordinating. BD confirmed that FMC run two successful blogs with information available on request. AB to circulate SciTech department banners to CH. **Action: AB**

4. **MUSE**

    4.1   Feedback tab on myBU (CLO) (paper)

    4.1.1   Members discussed timescales to provide MUSE feedback on myBU; with options of either a one or two week deadline, or whether to give a specified deadline date. The two week option was preferred to give enough turnaround time; this needs to be specified as two term weeks, especially as it will run over Easter this year. It was agreed that it's really valuable for academics to reinforce the message to students. JOB offered to discuss with CEL how academics can have a positive response to feedback. **Action: JOB**

    4.1.2   A standardised location for feedback on myBU is required in order for students to be able to find the feedback easily. Members agreed that a standard menu link/item within the myBU unit menu(s) should be created for this, as per an example shared at unit level in the Faculty of Media and Communication.

    4.1.3   CLO confirmed; a) Wording will be amended to specify that feedback needs to be provided within two term time weeks, b) A standard menu link/item within the myBU unit menu(s) called 'Responding to your Feedback' to be set up centrally for each Faculty over the summer period by the Learning Technologists, c) Establish how the quality of feedback is given through CEL. **Action: CLO**

    4.2   MUSE deployment for semester 2 (BD)

    4.2.1   It was acknowledged that academics and PAs are given the option to read out the MUSE script in lectures in order to increase ownership and partnership.

    4.2.2   AM advised that the Faculty of Management is trialling a quality improvement initiative in order to eliminate students' concerns about academics seeing their feedback when students hand in completed surveys. Instead one student will be responsible for collating all the surveys within a lecture group into a sealed envelope and returning this to Reception/PAs. There are several weaknesses with this method but the trial will show how successful this is. **Action: AM**

4.2.3 BD advised that some units which fall outside the main capture have requested MUSE, as support is needed from the Faculty Administrators members agreed to continue with the main timeframe for now. EvaSys software has the ability to run electronic surveys for use on smartphones and computers. AM advised that this may be trialled next Semester. HSS would be well placed to do the trial.

4.2.4 Members discussed future IT developments such as using the iBU app or Turning Point handsets for future surveys and agreed that it is in the students' best interest to keep feedback anonymous. A new version of EvaSys is due in the next two weeks - AM will report on any changes. **Action: AM**

5. NSS

5.1 Verbal update from M&C (AB/SG)

5.1.1 AB reported that the completion rate was approximately 43%, although slightly less than this point last year, it is up across institutions for 2015/16. The Student Ambassadors have been very successful talking directly to students and using iPads to complete the survey. Information on course listings with lower completion rates is available to discuss with unit leaders. AB will circulate the breakdown this week. Support from M&C is available for lectures; AB is able to coordinate if this is needed. It was noted that some SECs have not been receiving the formal NSS email, although the information has also been included in the weekly Internal Comms 'BU This Week' email. LS advised that this information is also stored on the I Drive. LS and AB will circulate data to members. **Action: AB & LS**

5.2 Verbal updates from Faculties (ADSEs/SRCs)

5.2.1 SH provided an update from FMC; the NSS campaign has been well received by students in lectures. CH queried whether the campaign was visible enough as students may not be aware that the NSS is still running. AB advised that a stand may be available after Easter depending on figures. But staff resources may be best used in lectures or to target specific places on campus. SUBU are also able to provide support and can target responses via Reps. AB will confirm the date that Ipsos MORI are due to start telephoning students. **Action: AB**

6. SUBU items

6.1 First semester student feedback from SimOn (JC)

6.1.1 The first semester of using SimOn has been really successful, 41% of reps have used the system and SUBU are working to increase this number. The analysed qualitative comments are available for members on request. JC confirmed that these would be available earlier next year, approximately during December. First years account for a large proportion of the comments, SUBU are aiming to expand these and will feed this back in Rep training. One of the main benefits is that the comments around professional services can be fed back quicker via sub themes and go directly to Estates, IT or the Library etc. A staff version of 'You Said, This Happened' is now in use to ensure that the feedback loop is closed, especially for quick fixes. JC advised this is available to share with staff and students online. Members agreed that the 'What works well' report is positive and should be shared more widely. JC will provide slides to members. **Action: JC**

7. Mid-to-large survey approvals

7.1 Update on electronic survey repository (DF/BD)

7.1.1 DF reported that of the 19 surveys currently known there are a number of variables, including type of format, to be considered to enable the data to be stored in a single solution. A paper has been submitted to the project steering board with four

identified options 1) Unique development specialist service, 2) Collaboration of existing service, 3) Use of existing commercial tool, 4) Use of existing internal tool. It was acknowledged that SimOn would be a good option, especially for the reporting function and data storage. A paper is due to be submitted to the IT Development Board on 22nd March. Priorities for the Board are based on student impact, the number of people affected, cost and time. System access and the service owner will be confirmed at a later date. DF will report back to SVC after the Board. **Action: DF**

8. **Members' items for future agendas**

   8.1   The Student Engagement Program Approvals paper to be tabled at the next SVC meeting. **Action: EMW/JC/Nikki Finnes**

9. **A.O.B.**

   9.1   PTES & PRES 2016 dates to be confirmed. **Action: LS/JN**

   9.2   NSS - Ipsos MORI are due to start telephoning students week commencing 14 March.

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