STUDENT VOICE COMMITTEE

Notes of the meeting held on Wednesday April 20 2016, 2 – 4pm PG22 (Talbot)

Present: Barbara Dyer (BD) (Chair), GB (GB) (Clerk), Sam Honnoraty (SH), Clive Hunt (CH), Andrew Main (AM), Andrea Lacey (AL), Jay Nugent (JN), Katherine Cheshir (KC), Kerry Dean (KD), Joff Cooke (JC), Nikki Finnes (NF), Amy Blackham (AB), Jacquie O'Brien (JO), Darrell Felton (DF), Tracey Digby (TD), Susan Ponsford (SP).

1. **Welcome / Introduction**

2. **Apologies:** Philip Ryland, Chloe Schendel-Wilson, Ellie Mayo-Ward,

3. **Accuracy of minutes / matters arising from March 2 2016**

   3.1 <u>Minute 3.4</u> – ongoing
   3.2 <u>Minute 4.1.1</u> - completed
   3.3 <u>Minute 4.1.3</u> - AB to follow up with CLO regarding comms. GB to double check with Learning Technologists regarding adding links to units to determine who will be doing this. **Action: GB**
   3.4 <u>Minute 4.2.2</u> - AM reported that the Faculty of Management had run a successful trial with students collating MUSE surveys; no major issues were experienced and this can now be rolled out for the next survey. Other institutions use teams of students rather than temporary staff to cut down on costs, but also to include students in the process to highlight the importance of the survey.
   3.5 <u>Minute 4.2.4</u> - AM reported that a new version of EvaSys is able to text survey links to all students which dramatically cuts down on paperwork; reducing costs from 40p per student to approx. 25p per student. BU will run a pilot in semester one 2016/17 to trial the electronic survey. Optional extras include an instructor's dashboard which shows live feedback data. This could be available to lecturers to enable them to feel more included in the process. JN queried whether students can log in and out of the system and if it will save their progress. **Action: AM**
   3.6 <u>Minute 5.1.1</u> – completed
   3.7 <u>Minute 5.2.1</u> – completed
   3.8 <u>Minute 6.1.1</u> – JC to send slides to GB. **Action: JC**
   3.9 <u>Minute 7.1.1</u> – DF reported from the board meeting (19.04.16) that SharePoint was identified as a preferred option to provide centralised storage for survey data, including a calendar and access control. This will be referred to the scheduling team to deliver by this summer. AM pointed out that SharePoint is not user friendly for staff, especially casual users, DF advised that favourites can be set in different programmes i.e. word, excel etc. A new version of SharePoint will be released soon which will be easier to use. IT can offer support as there will be a restricted number of users. More requirements can be incorporated into the design, but if the system turns out to be unsuitable we can look at other options.
   3.10 <u>Minute 9.2</u> - PTES launched on Monday 18 April and will close on Monday 6 June. The survey includes a question which asks students how many surveys they have done this year. SUBU will roll out their internal PRES by end of June with a report due by the end of the summer.

4. **NSS – response rate / campaign**

   4.1 Verbal update from M&C (AB)

   AB reported that on Monday 18 April the completion rate was 66.51%, which had increased to 69% by Wednesday 20 April. Thirteen subjects were below level; these will be picked up by faculty staff. An email was sent last week to remind students who have not yet taken part. With a last push for activity via iBU alerts, social media key facts and stands on both campuses from next week.

4.2 Verbal updates from Faculties (ADSEs/SRCs)

There were some issues with staff accessing the data; AB will include a file link next year to allow staff easier access to data.

5. **MUSE deployment for semester 2**

   5.1 Feedback paper from AAMs (SP)

   5.1.1 KC advised that the Faculty of Health & Social Sciences were looking to incorporate the steps to help manage resources within the faculty. SP raised the issue of the amount of time which was needed to support staff being the main concern. AM confirmed that the aim was to alleviate pressure on AAMs and PAs, and using students to collect surveys should help with this. Eventually the aim is for the survey to be fully electronic, but this will take some time. It was acknowledged that paper surveys do have a value as they serve as a tangible reminder which can be forgotten with an online survey.

   5.1.2 Members discussed the consistency of MUSE results and whether or not students feel pressure to complete the survey whilst they are in the room. AM advised that both the results and the feedback are of a high quality, which correlates well across a number of years of collated data. SP advised that another university runs the survey online at the end of units. Whilst there was a decline in the number of responses the feedback was still of a high quality. Members agreed that it would be advantageous to raise awareness about MUSE earlier in the semester in order to improve the response rate and feedback.

   5.1.3 JC advised that SimOn could provide qualitative feedback separately to help to prioritise any outstanding issues. It was queried whether EvaSys and SimOn could communicate with each other. If so, JC suggested building a more comprehensive system with MUSE providing quantitative data and SimOn providing qualitative comments. AM/SP/JC will discuss options and take this forward. SP will feedback to AAMs regarding the electronic pilot. To try to improve communication with staff AM will work with timetabling to better organise MUSE during lectures. **Action: AM/SP/JC**

   5.2 Feedback from Faculties (ADSEs/SRCs)

   5.2.1 CH reported that there had been some issues with staff in SciTech not knowing the full process, reports not coming back quickly, and surveys not being completed. The satisfaction rates were plotted against the number of students in a unit to show the trend lines and any low rates were discussed with staff.

   5.2.2 AL reported that FHSS staff are happy with the process in general. There were some issues with who has access to the data, KC will discuss with AL to resolve this. AM advised that the process will be made easier next year. **Action: KC/AL**

   5.2.3 BD reported that FMC Programme Leaders now have access to data, which is a positive progression.

6. **SUBU items**

   6.1 The Student Engagement Program Approvals paper (EMW/JC/NF)

   6.1.1 NF reported that this was not a requirement at BU and that there is mixed practice across the sector; currently there is no official guidance and institutions use best practice instead. Members agreed to run the initiative as a pilot. EDQ and SUBU will provide training which will have the combined benefit of increasing partnership working across departments, improve the wider student experience, and enhance the student voice. NF advised that the aim is to start implementing the scheme from the 2016/17 academic year; allowing for recruitment and training students may then start attending panels from early 2017 looking at the 2018 entry programme.

6.1.2 JC confirmed that SUBU are looking to openly recruit students from all levels including Student Reps, Ambassadors, PAL leaders, as well as giving a chance to those students who are not yet involved in activities. Students will be independent from their courses and any issues around students understanding different programmes will hopefully be identified in training. It was queried whether PGT courses may be too intensive for students to take part - JC will look into this. **Action: JC**

6.1.3 Members discussed the option of payment which would include pre-reading and attending panels with a possible cap set on the number of hours. It was agreed that students shouldn't be paid more than other panel members with a performance related mechanism provided by SUBU. It was noted that academic members are currently paid £150 per panel. As students are expected to provide valued commitment JC suggested looking at less privileged students. Possible funding options include a grant provided to SUBU for the programme; this could cost approximately £8-10,000 per year. NF confirmed that no budget has yet been set. The majority of members agreed that the students should be paid accordingly, with funding to be confirmed at the next stage. NF to discuss with BD to take to ESEC. **Action: NF/BD**

7. **Faculty Student Experience Forums – overarching themes/issues** (ADSEs/SRCs)

7.1 SH reported on issues from FMC including:
- Students have benefitted from the move to online submission and feedback; they have commented on how this has actively reduced the stress levels when submitting an assignment. There have been some minor issues with the software and file sizes but the overall response is positive.
- It was highlighted that the placements talks at induction were too early in the academic year; both the Student Rep Champion and the Placements team have worked to address this and to ensure students are fully aware of the correct contacts.
- Health & Wellbeing - Students reported an 84% negative impact due to the level of their course; feedback has been collated via Speak Week and student wellbeing workshops will be provided as a result of this.
- An issue which came up regularly was the lack of capacity on U1 buses, along with timetables finishing too early on other routes, or those not running at all out of term time; specifically the U2 service for PG students at Corfe House. Richard Wintrip is currently reviewing the vacation bus services.
- IT Services are working to encourage students to report issues when they happen to ensure they can be supported before initial problems get worse.
- There have been issues with room bookings in the Student Centre and it was thought that the addition of more structured furniture would improve the usage of the floors. TD advised that the new fusion building will take the pressure off other spaces as it will be able to provide 60% more learning space. Plus a new Open Access Centre is due to open in September which will be more accessible for students.
- Comments on the increased costs of private accommodation in recent years; the Student Rep Champion promotes SUBU advice, Move'em and the BU Letting Service, whilst SUBU are working with local letting agents. The NUS are currently carrying out a national study into Student Housing.

7.2 CH reported that FST Heads of Education are now adding action logs to myBU 'You Said, This Happened'. It was acknowledged that using SimOn is helping to open up discussions; ensuring that the faculty can focus on the positive/negative comments to enable them to make improvements where needed.

7.3 AL reported that FHSS students are reporting the usual issues with marking. On the positive side there is a lot of good work going on behind the scenes; in particular engaging with SUBU to give students a more inclusive university experience at Lansdowne, although events tend to have a low attendance. JC advised using SUBU clubs & societies to help promote events at Lansdowne. GB also advised that the Student Comms team can help provide support to promote events, specifically using the weekly student email (Your BU Weekly).

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

   The first review of SimOn data and the early results of 'How's SUBU for you?' may be ready in time for the next meeting (JC).

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

   EMW is looking at how SUBU engage with FESECs. Members are welcome to pass any ideas to improve the process onto JC or EMW (JC)

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