Notes of the meeting held on 24th April 2013 1 – 3pm – Casterbridge

Present: Andrew Ireland (AI) (Chair), Andrew Main (AM), Katy Fisher (KF), Amanda Stevens (AS), Jill Beard (JB), Fiona Cowie (FC), Barbara Dyer (BD), Darrell Felton (DF), Mark Ridolfo (MR), Lianne Hutchings (LH), Ross Hill (RH), Kelly Goodwin (KG), Liam Sheridan (LS), Ruby Limbrick (RL), Paula Peckham (PP), Scott Bellamy (SB), Gillian Bunting (GB) (Clerk)

1. **Apologies**

1.1.   **Apologies were received from:** Mandi Barron, Pamela Rouse, Tim McIntyre-Bhatty, Murray Simpson, Rebecca Dolling, Ann Fernandez, Fiona Knight, Joff Cooke. N.B. Amanda Stevens has now replaced Mandi Barron at SVC.

2. **Minutes and Matters Arising from notes of 6th February 2013** – confirmed.

2.1.   <u>Minute 2.3 – Item 3 –</u> SVC to review TOR of Student Forums **- Action KG/MR** – TOR specify forums should look at school wide issues, rather than BU wide issues. It was found that both areas are discussed at student forums. Core membership should be reviewed as it is currently a very significant list, it was agreed this encourages flexible membership, which is a good reflection on BU. KG to email findings for SVC to discuss. MS called for core membership to be defined, more students than staff should attend in order to encourage students to discuss issues openly. Meetings should be documented; any key issues raised would then be shared and tracked throughout forums. **Action – KG/MR to review TOR to ensure the core membership is reflected.** KG/MR circulated the revised TOR recently, findings were that previously membership had been excessive but is now more focused on programme issues, more accessible for all schools and more appropriate to schools needs. Membership is varied, there is no set model as Schools' all run Students Forums differently. There was some discussion around who owns Student Forum membership, it was confirmed this was SVC. The membership now includes a list of indicative roles which inform the TOR and is usefully flexible. It was agreed to add a line to the TOR Membership 'Student Experience Forums may include the following…' and change terminology to better describe the TOR. Members agreed to look at this and bring suggestions to the next SVC meeting. It was unclear if all Student Forums take minutes, circulate and report to SVC. According to the TOR notes of Forums should go to SAB, or should inform the Deans' report to SAB. It was agreed to add '(relevant extracts as appropriate)' to the TOR reporting line and to change Secretary 'Administrator' to 'Representative'. **Actions – KG/MR**

2.2.   <u>Minute 3.1</u> - JB reported SVC had agreed to this additional survey for a 'short burst', Libqual helps judge the relative importance of Library services, which other surveys do not provide. Twelve other UK institutions were also using Libqual survey which allows BU to see comparative data. BU results were in-tune with the other institutions; with PG faring slightly better while UG was spot on. The charts on the attached paper combine both staff and student results which show small areas of concern; access off campus, more resources, library as sufficient space. Page 6 combines a high number of qualitative comments alongside statistical responses showing there is a need for balance between silent areas and group space. Actions suggested for each point. Use on 2nd floor has changed to include silent space, group space moved elsewhere. A major project plan to put in rolling stock on 1st floor, is currently going through internal processes with delivery expected June-September. The comments asking to increase the number of PC's is a constant theme, although this allows us to understand to mix of issues. **Action – GB to add Libqual report to intranet feedback page – completed**

2.3.   **Minute 4.1** - NSS opened on Monday 4th February with several parts to the campaign; NeSSa video is live on YouTube with 21.5k views so far, the beach tent is now open in the Atrium, a sand sculpture in Poole House courtyard. Stats show 115 students completed the survey in the first two days, although the Ipsos MORI site crashed on Tuesday which could affect early completion rates. Weekly results will be published on the intranet feedback page. **Action – GB – completed**

2.4.   **Minute 4.2** - SB reported the NSS sub group is meeting regularly, a Gant chart has already been circulated showing campaign timings, SUBU presentations to students have been done. Lansdowne is receiving a more targeted campaign as it only provides a small percentage of results. SUBU delivered cupcakes and liaised with Lansdowne students, along with SEC, which proved helpful in joining up campaign information. Studland House NSS promotion is less visible this year, but includes; graffiti, cupcakes, laptops and video on digital screens. Social media pages are providing good engagement due to early campaign build up. The beach tent will be in the Atrium for two weeks, after which the sub group will look at results in a mop up exercise to see how well this has worked and decide on further action. It was agreed to continue the NeSSa campaign this year as a short survey of students proved she was very popular, JC added NeSSa is now a brand and it would be good to find out if students relate this to the NSS. **Action – NSS sub group – completed – see Agenda point 4.2**

2.5.   **Minute 4.5** - LS advised sandwich years have been working differently this year, which means some students may be eligible for NSS, but are not on placement and not within NSS target, (it was noted this does not apply to top ups). LS asked for any students to be referred to him if they think they should be eligible as there is a window until March for HEFCE to confirm eligibility – SB aware of this and keeping list of students. It was also noted that students who are not eligible for NSS, but would be eligible for SES, are being informed of this. Business cards which have been designed to help distribute this information are currently stuck at the printers. AI questioned if repeating students would be eligible both years? **Action – LS – completed; this included a large subset of several hundred, of which only a small number was added to the survey**

2.6.   **Minute 4.7** - It was agreed this all needs to be clarified i.e. what student engagement actually means. It was decided the Feedback sub group should meet and put together a proposal to be tabled at the next SVC (April 24th). MHB requested to be included in the sub group **Action – Feedback sub group. It was queried whether student engagement is part of quality assurance or pedagogic study, a subgroup is meeting on 8 May to hold an initial discussion on settings KPIs and will bring results to the next SVC meeting**

2.7.   **Minute 4.9** - Student engagement group to meet first and feed information about mid-cycle unit level feedback into the mapping action plan. SB added the Feedback sub group discussed how students' access feedback i.e. via myBU tab. SB is currently working with MS on the 'You Said, This Happened' SUBU page to be published. MR suggested surveys are done too early in the academic year, as per feedback from students – student engagement group to pick this up. **Action – Student engagement group – completed – see Agenda point 3.3**

2.8.   **Minute 4.11** - AI requested SVC member to present discussion to ASC on 14th February, RL and JC to brief MS, BD would be also available for ASC. AI and LH to revise action plan for ASC as papers due tomorrow (7/2/13). **Action – AI/LH – completed see Agenda point 3.2**

2.9.   **Minute 5.1** - SES targeted approach business cards used for 2nd year students have been produced, but these are currently stuck at printers. Dot mailer to go out to targeted students as a reminder to complete the survey. **Action – GB – completed; Dot mailer sent out 12th Feb, analytics show 4.8% or 622 opens**

2.10.   **Minute 5.4** - PTES campaign is much shorter, with PRES running from March to May. FK to work with SB on marketing and promotion, aiming to improve on last years' 4% completion rate. Bearing in mind the important message is these surveys benchmark BU with other institutions. **Action – FK/SB – completed – see Agenda point 4.2**

2.11. **Minute 7.1** - SUBU Full Time Officer nominations are now open. RL asked for Student Experience Champions support in promoting this to students. **Action – SEC – completed**

3. Review and discussion of reports from input sources e.g. Schools, SUBU, Academic Partnerships, Graduate School

3.1 Review of Student Engagement & Feedback: Policy & Procedure – 5B (LH paper)

LH advised that due to changes in various areas the policy is in need of a review (specifically focusing on section 4: General Principles) and will be due for publication in August/September 2013. There is a range of items which feed into the policy i.e. TOR already underway, combining surveys, unit feedback; it will depend on timings of the feedback sub group as to when the paper can be updated.

AI proposed members to review and discuss at next SVC meeting with the understanding of the need to be representative at a high level and to allow flexibility. **Action – All**

3.2 Review of BU Mapping to QAA Quality Code for HE: Chapter B5 – Student Engagement (LH paper)

3.2.1 BD presented the paper to ASC in February at which changes were suggested around indicator 6. KF liaised with partners for additional activities to be made more comprehensive and created a formal action plan. BD mentioned there was a note of caution around Indicator 7. It was noted that the paper regularly referred to 'student engagement' but the term 'student experience' was not used. It was acknowledged paper 5B also mixes up the same terms and uses them interchangeably. Generally it was considered that 'students' engaged' with BU, while a subset of this is the 'student experience' which they receive from BU. Members agreed the terms need clarification which will lead into the Performance Indicator meeting on 8th May. **Action – PI sub-group.** Meanwhile to avoid confusion regarding the first sentence in Indicator 7 there was a discussion as to whether this should be removed and members agreed. **Action – LH**

3.2.2 Action point no 1: Combining SES and SOS is being planned to happen in time for the next academic year and will be discussed at the next SVC meeting. Clarification of timescale and cost is underway.

3.2.3 Action point no. 2: With regards to partner provision SB suggested one of Jacky Macks team to engage in effective representation with partners. Matt Wall, MS & JC plus link tutors at school level to be informed. RL will feed back to MS. The aim is for this to be in place by the time student reps are elected in October. **Action – RL/MS**

3.2.4 Action point no. 3: To be discussed at the PI meeting on 8th May to determine indicators. This will feed into the next SVC meeting. **Action – PI sub-group**

3.2.5 Action point no. 4: LH will send a copy of the finalised document to Anita Diaz & Janet Hanson in order for us to ensure all Policies and mapping exercises correlate with synergy. **Action – LH**

3.3 Report from SUBU for myBU page – You Said, This Happened (MS) (paper)

3.3.1 RL explained the new tab for myBU is designed to be a centralised hub of student feedback. There had been discussions around the name of the tab, but this name was agreed upon as it showed a proactive response to students. There are two sections – one for School matters which is updated by the School Champions and the University matters section which is updated by either SUBU and/or an elected member of SVC. The student will only see the tab for their School, but there were some queries around what dual honours students' view would look like, it was agreed this needs to be looked into. **Action – RL/MS**

3.3.2 SB explained the journey of closing the feedback loop; various attempts have previously been tried. A key aim is to be able to show that the new tab is populated regularly. There was some discussion as to whether having one place for all feedback will make it as easy as possible for students to access. The two sections need to be in one place to

improve the student experience. Currently the plan is for both sections to sit in the Student Reps tab and the School tab. AM commented that the user experience is key and we need to keep the journey as simple as possible. It was agreed it was important for the University matters section to also sit in the School tabs.

SB added it is important to set expectations for students around how often this will be updated and it would be helpful to look at the analytics on how well School tabs are currently being used. **Action – SB to speak to each School Champion to progress this further and report at the next SVC meeting**

4.   Review of reports from SVC sub groups;

4.1   Update from SES/SOS sub-group (AI)

The sub-group recommended combining both SES and SOS using the SES tool, AI met with IT to discuss requirements for this and IT are currently working up specific requirements and changes needed to put it into place. The basic plan is to survey three times an academic year, each time it is delivered there will be different questions relating to different aspects sent to different levels of students. Information can be pulled out of the system immediately; as soon as a student has completed the survey results will can be produced in graph form. SVC will own the survey along with SUBU with questions leaning towards student engagement. Once the survey is ready to go to ESEC for approval it will then go live for the next academic year. **Action – sub-group will meet again to determine questions with SVC leading on this**

4.2   Internal Comms update to cover PRES, NSS, SES (SB)

4.2.1   SB reported PRES is doing well and has benefitted from a campaign of increased promotion and awareness. It is due to close on 16th May, with results currently at 24.9%, which means we should hit the target of 25%.

4.2.2   PTES has also produced a better response this year even though it reaches a much smaller number. Opened six days ago and due to close on the 17th May we are also targeting 25 %.

4.2.3   SES is producing a low response rate of 3.8% but this is in part due to low key promotion campaign and students being 'surveyed out', Promotion has included business cards and social media. There was a request for School Champions to encourage students to complete the survey. It is due to close on 30th April but can be extended if need be, as it has some value in predicting NSS results. Members discussed whether to extend SES but it was thought this would not be beneficial especially during exam time. **Action – School Champions**

4.2.4   The NSS response has been good and is currently at 68.24%, although a small number of courses are showing a low response rate of less than 50%. Last year's response rate was 72%, comparison data shows that more students have completed so far this year. SB still pushing for completion, the survey is due to closes on 30th Apr.

4.2.5   AM added there is a risk of students seeing BU as desperate for a high score either from key messages or due to the amount of pushing to complete the survey. Although it was acknowledged the push is to encourage students to complete and not to give a neutral score. It was thought this point could reflect on next year's key messages.
It was suggested to publicise the fact we are reducing the number of surveys by combining SES & SOS, this would be ideal for the new myBU feedback tab. **Action – RL/MS**

5.   Recommendations to Education and Student Experience Committee (ESEC)

5.1   Discuss & ratify SUBU Assessment principles proposal (AI)

The Assessment and feedback: principles of good practice paper came out of SUBU developing ideas with TMB and went to ESEC which fed back into SVC in order to stimulate discussion around good feedback. Sub-group to discuss and provide

recommendations to ESEC. The group initially met on 22nd April and agreed the principles are a good idea but there is not a need for a template to be enforced. Focus should be on working with principles which cross match to our procedures (6E: Assessment and Feedback and Return of Assessed Work Policy and Procedure). This shows good practice is already happening but there are barriers to this and the challenge is how to overcome them. The key points will be to identify the barriers which impact on principles of good feedback being delivered and determine how to resolve these. Lots of good things came out of the initial meeting including working with CELT and also looking into the role students' play as partners in the learning process. It was noted that staff development needs and cultural differences are a major part of this process. Janet Hansen's guide to assessment produced for students was identified as significant but was not widely recognised but would be helpful in drawing out useful and positive ideas. **Action – Discussion at next SVC to determine recommendations for July ESEC**

6.   **A.O.B**

6.1   KG requested advice on the best approach to take for SUBU 'You're Brilliant' awards, due to some of the winners not attending lectures or Reps training. It was acknowledged that the nomination process has a weakness as it does not require a record of who makes a nomination, leaving it open to abuse. RL explained this was the first year the student category had been included and therefore it was a learning curve as to how SUBU can improve the process. Specifically around monitoring engagement and performance of Reps, who is responsible for checking attendance etc. RL will feed back to SUBU. **Action – RL/MS**

2012/13 meetings:
Wednesday 5th June – 1 – 3pm – Committee Room