Student Voice Committee   **CONFIRMED**

Notes of the meeting held on Monday 28th November 2012, 1 – 3pm – PG141

Present: Andrew Ireland (AI)(Chair), Gillian Bunting (GB)(Clerk), Mandi Barron (MB), Andrew Main (AM), Ruby Limbrick (RL)(SUVP Campaigns), Murray Simpson (MS) (SUVP Education), Ann Fernandez (AF), Jill Beard (JB), Joff Cooke (JC), Sara White (SW), Kelly Goodwin (KG), Paul Breakwell (PB), Darrell Felton (DF), Mark Ridolfo (MR), Lianne Hutchings (LH), Paula Peckham (PP)

1.   Apologies

1.1.   **Apologies were received from:** Barbara Dyer, Deirdre Sparrowhawk, Pamela Rouse, Fiona Cownie, Jacky Mack, Marianne Barnard, Rebecca Dolling, Scott, Sophie Chaytor-Grubb, Liam Sheridan,

2.   Minutes and Matters arising from notes of 10th September 2012 - confirmed

2.1   Minute 2.1 – Action closed

2.2   Minute 3.1.1 **- No.3 - To receive and prioritise the outcomes of central student feedback mechanisms (such as NSS, SES, PTES, PRES etc) and to ensure action is taken as appropriate.** TMB confirmed UET & ESEC will monitor NSS feedback – MB/GB to amend ToR. **Action MB/GB - completed**

2.3   Minute 3.2 - MB noted a review of SVC Membership is needed in order to implement core & co-opted members. **Action MB - completed**

2.4   Minute 3.3 - JB requested amendment to 'Library & Learning Support Representative'. **Action GB - completed**

2.5   Minute7.1.1 - SVC to look again at feedback from SES, Student Reps & Unit Level to work out how they can be fused together. This will take the form of a sub group consisting of MS, MB, KG, LH, AM, Ann Fernandez. **Action: GB to add AF to SVC**. **Action: Feedback sub group to report at next SVC meeting - completed**

2.6   Minute 7.2.1 - LH advised the new QAA has been published, BU need to focus on chapter 5 which covers student engagement, as BU need to align with the code & ensure processes are in place, BU needs to comply by June 2013. Mapping process to go to ASC for approval in December. It was agreed a sub group is needed to look at one expectation & seven indicators, specifically around student engagement in their learning. Sub group will consist of MS, BD, LH. **Action: Quality Code sub group to circulate findings before next SVC - completed**

2.7   Minute 7.3.1 - It was acknowledged that these surveys generally produce a low response rate, but they are useful for bench marking against other HE's. The main problems are that the surveys can be difficult to access & take a long time to complete, It was agreed that whether we keep PTES/PRES may be driven by what happens with SES. **Action: Feedback sub group - Graduate school member to join (7.1) - confirmed & agreed to keep PTES and PRES this year**

2.8   Minute 9.1 - LibQual survey taking place in November – JB to bring indicators to next SVC meeting. **Action: JB - survey currently on-going with 514 responses so far, SUBU helping to promote, 48% qualitative feedback, with 27% saying not enough space, although less complaints about no. of pcs, business cards used to promote survey.**

3.   Feedback sub-group report on feedback mechanisms (MB) (paper)

3.1   The group met to discuss the range of feedback mechanisms available to students; it was agreed there is a need for better information in order to be able to react better. Discussion around how to publish feedback to students, ideas to possibly combine the 'You said, We did' format, but change focus and reduce the number of surveys. Unit feedback to remain as is.

3.2.   AF reported the paper includes three tables which summarise the current feedback mechanisms. The paper sets out surveys as the sub-group agreed, with recommendations summarised on page 2. Mid cycle unit feedback was deemed to be valuable. Discussion around the emerging trends of SOS and SES. It was agreed for SVC to review Terms of Reference for the Student Experience Forums, specifically how to ensure feedback gets to the correct committees and forums.

3.3   Recommendation no 4 concludes that a full review of the Fresher's survey & Arrivals survey is required in order to streamline both of these. Improved Comms to students and internally to staff would help feedback become more visible.

3.4   Recommendation no. 6 advised SVC should maintain oversight of all surveys - MB reminded this had been previously agreed, but the process has lapsed. It was agreed that parameters need to be established between unit and student feedback and that feedback should be more visible internally in order for staff to be aware of issues. It was noted that following the NSS campaign and improved student rep training there has been a big increase in feedback this year. Essential reporting process at all levels from students to committees, there is some confusion over what issues should be raised in what forums to avoid duplication. Student rep meetings can be used to clarify this. Feedback should filter up and down if the system works correctly.

3.5   The diagram on page 4 illustrates that information is not yet gathered into one place i.e. social media monitoring is perhaps not feeding into SVC, it was agreed this should be the case to show the whole picture. Point 9 recommends reporting via Finance & Performance committee to become a BU KPI, the main goal is to measure service excellence through the student journey, student reps to feedback whether this process worked i.e. did the reps listen and feedback on what they have heard? Members need to clarify if the soft touch works.

3.6   Discussion over mid cycle unit feedback only going to lecturers and not feeding through to management, this is quality data and it was queried whether this could be used to better effect with the inclusion of generic plus unit specific questions. General feedback should be coming via student reps but it was acknowledged that problems can be diluted. The system is based on trust to enable feedback to be shared within schools. AI pointed out there are plenty of other systems which should pick problems up, particularly SES which is anonymous so should be the area for major feedback issues. KG proposed introducing a monitoring report for lecturers to adhere to at the end of each year.

3.7   AF proposed visibility for all areas i.e. estates to know student issues with rooms.
JC confirmed SUBU forwards feedback and issues to specific areas i.e. Library. AI proposed student feedback page on the intranet to show monthly update on 'hot feedback issues' – **Action SB**
Anglia Ruskin University have a live student issues tracker on website, also Manchester University uses vox pops to show the current trending feedback issues.
Actions – Feedback sub group to meet again to discuss a plan for combining student opinion survey and SES into one annual survey.
Item 3 - MR and KG plus Student Champions to review.
Item 7 - Should we display feedback to students? MS and SB discussed putting this on myBU.
Item 9 - Members to carry forward and continue.

4.   NSS 2013 Planning & Approach (LS/SB)

4.1   PB updated members on the NSS plans for 2012, a paper has been presented to ULT detailing the approach around a beach experience theme combined with graffiti wall, students can associate this experience with BU. A time-lapse video has been produced to show Nessa 2012 campaign.

4.2   Key messages for last year as follows:

1. Tell the world your BU experience

2. Your views will inform future students

3. Rate your overall experience from the start

4. Five marking options; agree & mostly agree combine for overall satisfactory answers.

Discussion of key messages for John Vinney to agree end of this week: It was agreed to follow the same structure as last year, running the survey over the same period (4th Feb) will provide the biggest impact. Similar prizes x 15 - 5 iPads, 5 summer ball tickets, 5 x Amazon vouchers. Using the same questions as last year will enable a comparison between the surveys.

4.3   AI to ask IPSOS if ok to circulate IPSOS guide – it was agreed this would be useful as it contains advice about what to do at various stages of deployment. This years' date will give time to put the theme in place before the survey is released so students are aware in advance. Time lapse graffiti video needs to be live before survey to ensure maximum impact for students on placement or exams to engage. There are strict guidelines on what messages BU can promote to students about how to complete the survey, specifically not allowed to coach them. AM proposed JV could be encouraged to be more open with students about the marking options before the NSS starts.

4.4   It was acknowledged that students have realised the middle vote doesn't count positively, this has not been well received & so it was agreed the wording should be clearer. RL suggested stating the fact that middle option is grouped with bottom 2 to inform students or use graphics to make it more obvious. Brunel model was recommended which uses smiley faces and reinterpreted words showing middle option as 'no opinion'. It was suggested to use stats around low scores in previous year and show how BU has responded.

4.5   Members agreed on this year's key messages:

1. Tell the world about your BU experience - complete the NSS

2. Your views inform future students about your course

3. 5 options for each section i.e. 2 top options count bottom 3 don't

It was decided to combine 1 and 3 from last year as essentially they were saying the same thing. DF suggested asking if students were aware of middle option not counting as positive.

PB suggested members email AI with best suggestion for key message 3 by midday Thursday 29th November. AI recommended members revisit PowerPoint update and circulate to SVC members. PB/SB to design draft Gant chart based on NSS 2013 timelines. It was felt that business cards proved a useful tool last year for SES as it ran concurrently, agreed to use these again plus same questions to enable comparison. Members agreed on the order of key messages as 1,3,2.

Actions – All, PB/SB

5.   Assignment Feedback Approaches (MS) (paper)

5.1   MS is presenting a paper to ESEC regarding Assessment and Feedback: principles of good practice and how to improve processes. MS has been working with TMB to create Appendix 1: Good principles. Appendix 2 shows student statements which cover the main points for schools to note how students would like to receive feedback.

MB suggested adding to statement 2 'in an ideal world' / 'we are currently reviewing etc' as students will not necessarily be able to choose an option - could be unrealistic promise.

MS confirmed the form was well received at the Student council meeting.

It was also queried how the form would work online i.e. tick boxes, plus would need to add sentence re plagiarism etc.

6   Recommendations to Education and Student Experience Committee (ESEC)

7   Mapping to the QAA Quality Code B5 Student Engagement (LH) (paper to note)

7.1   Paper going to ASC next week, any comments to LH.

8   AOB

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2012/13 meetings:

Wednesday 6th February – 1 – 3pm – Committee Room
Wednesday 24th April – 1 – 3pm – Casterbridge
Wednesday 5th June – 1 – 3pm – Committee Room