

**Notes of the meeting held on Wednesday 30<sup>th</sup> November 2016, 2 – 4pm, F105, Fusion Building**

**Present:** Barbara Dyer (BD), Gillian Bunting (GB), Philip Ryland (PR), Sam Honnoraty (SH), Sara White (SW), Clive Hunt (CH), Charlie Souter-Philips (CSP), Amanda Stevens (AS), Amy Blackham (AB), Georgia Larkins (GL), Emma Crowley (EC), Kerry Dean (KD), Joff Cooke (JC), Susan Ponsford (SP), Tracey Digby (TD), Kathryn Cheshire (KC), Dave Hunt (DH), Andrew Main (AM), Jacquie O'Brien (JO).

**1. Welcome/Introduction**

2. **Apologies:** Jamie Swanson, Andrea Lacey, Julia Taylor, Jane De Vekey.

**3. Minutes and matters arising from 19<sup>th</sup> October**

3.1 Minute 3.1 JDV – to be confirmed

3.2 Minute 4.1 GB - completed

3.3 Minute 5.3 CLO will provide an update at the December meeting

3.4 Minute 8.1 On agenda

3.5 Minute 10.1 The Student Feedback tab will be a standard agenda item from the December meeting onwards.

3.6 Minute 11.1 BD to circulate

**4. MUSE (BD)**

4.1 AM reported that some of the data sets drawn from SITS occasionally had the incorrect number of students per unit. There was not enough time to make amends this year but this should be fixed for next year. It was originally thought that Programme teams would be better placed to prepare MUSE papers in order to plan the distribution. CH advised this was trialled in FST but this wasn't successful due to staffing levels. AM reported on new technology which can send texts to students during lectures to enable them to complete the survey direct. Reports could then be compiled automatically by the end of the lecture. Although this would mean sharing student data with an external company and members had concerns around data protection.

4.2 SW reported that there were several issues around missing papers for HSS which delayed the survey. It was acknowledged that the HSS Admin team had to redouble their efforts with limited staff in a limited timeframe to ensure that the survey went ahead as planned. The Admin team also worked closely with academics during lectures to ensure that the survey was completed. There were some queries as to whether all of the feedback had been received; AM confirmed that this should have already been received by the Admin office.

4.3 BD reported that FMC academics collected papers from the Admin offices due to staffing shortages. This process will need to be reviewed for next semester. There was also a query over academics' titles; AM advised that these need to be input correctly.

4.4 CH reported that FST spread sheets worked to a certain extent but that there were issues due to how some units are structured. Not all of the feedback has been received and on one occasion was sent to the wrong person. Any process changes would need to be decided now. Members present asked for clarification around the revised MUSE questions, specifically the 'working hard' and the 'community' questions. It was confirmed that the onus is on how much effort the student is making in the first question posed. Members queried whether other similar questions from the NSS can be used for MUSE.

Members agreed the interpretation of the questions need to be clarified for the students for the next semester's deployment of MUSE. A consent form was discussed but this has been rejected by legal services due to data protection regulations.

- 4.5 PR reported that FM academics prefer to survey their students directly as this not only gives them ownership but also avoids additional pressure on the Admin team. It was queried why the report includes questions 1-8; AM confirmed that unfortunately there is no control over the report content but that he is looking into this.
- 4.6 JC suggested that section titles could help to clarify each question. i.e. Q1 could be swapped for 'how to challenge myself'. However, BD and AM confirmed that the survey in its current form is restricted to one side of A4 for scanning purposes. It was acknowledged that due to some exceptions certain final years could end up doing both MUSE and NSS.

## 5. NSS (M&C)

- 5.1 AB reported that BU had met the Ipsos MORI deadline to confirm NSS 2017 prize information. The prizes will be the same as last year; an iPad Pro, a made to measure suit, 5 x £200 in cash and SUBU vouchers. The iBU app will be used as the main channel to push NSS messages through to students; particularly as they will be able to complete the survey via their phones. Laptops and tablets will be available in The Fusion Building pods. Lansdowne will have a similar set up with dates and places to be confirmed. AB confirmed that the 2016 winner of the made to measure suit was photographed at Graduation and this, along with some comments, will be used as part of this year's NSS promotion. It was acknowledged that the February cohort was not eligible for NSS due to timings.
- 5.2 Mark Covell provided an NSS update via email: The Ipsos MORI promotion is due to start on the 6<sup>th</sup> February. M&C are planning to make NSS PP presentations available to Programme Leaders / academics prior to this date; these will be similar to last year.
- 5.3 GL advised that NUS had confirmed that they were planning to boycott NSS 2017. SUBU's position on this is still undecided, as they want to continue their good relationship with BU but also support the NUS position. Several other universities have confirmed that they will also be boycotting the NSS. If SUBU were to boycott this would present an issue with using SUBU vouchers as part of the prizes. It was suggested that Chartwells vouchers could possibly be used instead; M&C to confirm. Members agreed that BU would still be running the NSS as the university is not dependant on the NUS decision. BD suggested that the NSS promotional campaign can be discussed and shaped at SVC without the need for an additional sub group this year. **Action: AB**

## 6. Student Fees and Perceived Value for Money (RG) (paper)

- 6.1 EC presented the paper on behalf of Rachel Geeson. It was acknowledged that it would be helpful to have an improved online institutional presence about how fees are spent for students to be able to access. This should include in-depth information and a financial summary. AB advised that she is also talking to SUBU about how this can be done collaboratively. Members agreed that the University of Bath 'How we spend tuition fees' page is a good example. JC advised that the web pages for course search give a breakdown of general associated costs, but that this needs to be available across all courses. This should also include the benefits that SUBU brings. **Action: AB, PR, CSP/JS**

## 7. Student feedback page on staff intranet – discuss whether this is still required (All)

<http://intranet-staging-qa.bournemouth.ac.uk/aboutbu/committees/studentfeedback/>

- 7.1 GB advised that this was an historical page originally set up in 2012 to contain various survey results. Members agreed that the page can be removed as the content is out of date and has been superseded by the new survey repository. JC requested to replace this with a link to 5B Student Engagement and Feedback Policy and Procedure, which is jointly

owned by AQ and SUBU. BD requested for SVC to have input to review this document in the future. **Action: GB**

## **8. SUBU items**

- 8.1** JC reported that the main change made to SimOn is the 'What doesn't work? – Suggestions for improvements'. This has been a positive change as it is now producing a lot more useful and comprehensive comments. There have been 324 uses of SimOn this year spread across 90 courses. SUBU will be chasing up Student Reps to focus on any outstanding courses. The data will then be produced for faculties nearer Christmas. There has been a noticeable trend this year that more students are now completing SimOn than Student Reps. There is an opportunity for releasing SimOn real time comments while the students are still at BU.
- 8.2** You Said; This Happened has been improved by including the Student Rep names and more detailed feedback. It was acknowledged that this has been very useful for other areas as it is easier to respond to feedback. TD said that negative comments about buses from SimOn had actually been instrumental for Estates during contract negotiations to improve the service. AB advised that M&C are keen to share You Said; This Happened information and stats. JC confirmed that this would be available in January, along with Speak Week and RepFest feedback stats and successes, which are happening during January and February.
- 8.3** There has been an issue with the move from Unit E to SITS as some data has been lost. Specifically SITS is not picking up those Student Reps who are registered but still need to be trained; SUBU will be contacting any outstanding Reps to provide the final training sessions in December.
- 8.3** SUBU are currently recruiting an Education Policy Coordinator who will be analysing SimOn data in order to produce themes and trends.
- 8.4** JC said that Liverpool John Moores University are now using SimOn with interest from another 17 universities; SUBU are planning to hold an information day on campus to promote SimOn for any interested parties.

## **9. Members suggestions**

n/a

## **10. A.O.B**

n/a

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### **2016/17 meetings:**

Oct 19 – R207

Nov 30 – F105

Dec 14 – R208

Jan 4 – F105

Mar 1 – S218

Apr 19 – TBC

Jun 7 – TBC