

STUDENT VOICE COMMITTEE

Notes of the meeting held on Wednesday 8 June 2016, 2 – 4pm PG146 (Talbot)

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Andrea Lacey (AL), Jacquie O'Brien (JO), Kerry Dean (KD), Tom Mutter (TM), Kathryn Cheshir (KC,) David Hunt (DH), William De Ferrars (WF), Dave Dawson (DD), Emma Crowley (EC), Andrew Main (AM), Amy Blackham (AB), Clive Hunt (CH).

1. Welcome / Introduction

2. **Apologies:** Sam Honnoraty, Darrell Felton, Jay Nugent, Ellie Mayo-Ward, Philip Ryland, Tracey Digby, Chloe Schendel-Wilson, Susan Ponsford.

3. Accuracy of minutes / matters arising from April 20 2016

- 3.1 Minute 3.3 GB re: Feedback tab on myBU – Kimberley Mills has confirmed that the Learning Technologists will add a menu link to each unit so that they will automatically appear for the start of 2016/17 academic year. They will also provide a short guide so that Faculties can add menu links to any existing units, this will already be familiar to PAs, but LTs will be available for any queries. DH advised this work has now been done and the links will automatically roll over in September.
- 3.2 Minute 3.5 AM confirmed that students will be able to log in and out of the MUSE electronic pilot survey.
- 3.3 Minute 3.8 SUBU to provide SimOn 'What works well' slides from the 'First semester student feedback from SimOn' presentation at the March SVC. **Action KD/JC**
- 3.4 Minute 5.1.3 completed
- 3.5 Minute 5.2.2 completed
- 3.6 Minute 6.1.2 completed
- 3.7 Minute 6.1.3 completed

4. NSS update from M&C - final stats & response rate

- 4.1 AB provided a summary report, as Sally Gates will provide the final NSS report. This year's campaign to target students via myBU was very successful; with a final response rate of 75%. SUBU vouchers were beneficial; there are no official stats on these yet. Students have until end of this month to spend them, the comms campaign to promote where to spend the vouchers around Lansdowne went really well.
- 4.2 The iBU app was also a really successful part of the campaign as nearly 2,000 students completed the survey via the app, which was a 124.5% increase on last year. Over 2,000 students clicked the iBU link, with 900 clicking the first link for the iPad pro. In the last week of the survey alone 400 students responded to the iBU alert.

5. Survey data repository

- 5.1 DD presented the new SharePoint repository for survey data and explained that the system had recently been upgraded to the 2013 version which has a lot more features. The repository includes calendar overlays which enable different surveys to be reflected in different colours. Although this is limited to 10 calendars/colours so a number of surveys may need to be grouped together in order to display the data. Documents can be categorised which helps to make the presentation of the SharePoint site more friendly and improves navigation. These can be filtered in multiple ways, but this is dependent on all information being completed when the documents are uploaded. SharePoint can also produce charts and graphs. Version control allows major or minor versions to be published. The structure can be set up to find information more easily than standard folder structures on the I:Drive. DD advised that SharePoint has lots of potential and IT will need to advise members on the best way to use the site and on what can be done

with it; otherwise it will be of limited use. It was confirmed that Chris Pitt will be able to provide SharePoint training for members.

5.2 BD advised that Andy Howlett has asked for confirmation on the name of site, who will have access and who will own the site, BD suggested setting up working group to discuss these details. WF advised that there would need to be a lead person for the project. Members agreed that the Associate Deans for Student Experience will need to lead on populating the site with data. This will ensure that information can be retrieved easily and in the long term hopefully cut down on smaller, repetitive surveys. The calendar will be really useful in planning ahead for future surveys. Members volunteered for the working group. **Action: WF, DD, PR, AL, JDV/JC/KD, JO, EC, AB, CH, BD.**

5.3 Members discussed the value of collecting data from all BU surveys, including professional services surveys, and it was agreed that these should be included where possible in order to be more transparent. It was noted that surveys will need to be open about the fact that data will be stored and available for use, especially when any confidential information is being collected.

6. SUBU items

6.1 How's SUBU for you? results

6.1.1 KD advised that the survey is due to close by the Summer Ball, but it is on track for a similar response rate to last year of around 1000. The £100 cash prizes are always very popular. A full report will follow.

6.2 First review of SimOn data

6.2.1 KD provided a summary on SimOn usage; the pilot year has been very successful with over 1000 students using the system. In general the three questions work really well, especially "What works well?", SUBU are aware that they need to promote these good news items further. Currently the subcategories mirror those in the NSS, which SUBU want to move away from in order to make SimOn less academic and more about the full student experience. There will also be work going on over the summer to tidy up the instant notifications.

6.2.2 Members discussed the fact that SimOn has two negative questions to one positive question and that wording could be improved to be more positive overall. It was queried whether question two "What doesn't work well?" could be removed, KD said that SUBU will take this on board. AL asked if the results data could be sent out to a wider audience, KD advised that Reps are in charge of the frequency of the reports i.e. stats are used for meetings, forums etc. but this can also be looked into. Over the summer SUBU will talk to the Faculties to ensure that the most appropriate people are getting the results data at important summary points. EC pointed out that the granular data is really helpful, but not so much the summary data, and asked if this can be made more accessible. It would also be helpful to know which Rep is responsible for each area in order to be able to channel responses back to students via Reps. KD advised that SUBU are looking at the wider Rep structure. **Action: EC/KD**

7. Frequency of future meetings

7.1 Members are happy with seven meetings per year, particularly as fewer sub-groups are now needed; the frequency ensures that actions are completed accordingly.

8. Members' items for future agendas

n/a

9. A.O.B.