

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 8 October 2015

Present: the Pro-Vice Chancellor (Academic), (Professor N. Ward) (in the Chair), the Director of University Services (LTS) (Dr A. Blanchflower), the Director of Information Services (Mr J. Colam-French), the Director of Planning (Mr I. Callaghan), the Director of Estates (Mr R. Bond), the Joint Head of Careers (Mr J. Goodwin), the Postgraduate Education Officer of the Union of UEA Students (Mr L. Mccafferty), the Activities and Opportunities Officer of the Union of UEA Students (Mr Y. Yu), the Academic Director for Postgraduate Research Degree Programmes (Dr N. Watmough), the representative from the Faculty of Science (Dr P. Mayhew), the representative from the Faculty of Arts and Humanities (Dr C. Matthews), the representative from the Faculty of Social Sciences (Dr B. Ghezelayagh), the Independent Member of Council (Ms V. Keller-Dorsey), the Dean of Students (Dr A. Grant)

In attendance: the UEA Communications Officer (Ms F. Billings), the University's Market Research Manager (Ms R. Price), the UUEAS Deputy Chief Executive (Mr T Cunningham), Ms H. Durell, for the Head of Student Services (INTO)

Secretary: the Learning and Teaching Manager (LTS) (Ms M. Pavey)

Apologies: the Academic Director of Taught Programmes (Dr A. Longcroft), the Academic Director of Learning and Teaching Enhancement (Mrs H. Gillespie), the Head of Student Services, INTO (Mr S. Duckworth), the representative from the Faculty of Medicine and Health (Mrs J. Barker), the Undergraduate Education Officer of the Union of UEA Students, (Mr C. Rand), the Welfare, Community and Diversity Officer of the Union of UEA Students (Ms J. Swo), the Campaigns and Democracy Officer of the Union of UEA Students (Mr C. Jarvis)

1. WELCOME TO NEW MEMBERS OF THE COMMITTEE

The Chair welcomed new members to the first meeting of 2015/16.

2. MINUTES

Confirmed
the minutes of the meeting held on 29 April 2015

3. MATTERS ARISING

3.1 *Minute 32.2 Timetabling of the main examination series*

The UEA Market Research Manager advised members that a survey had been drafted to obtain student feedback on priorities for timetabling examinations and a decision would be made on priorities for timetabling the main examination series by January 2016.

3.2 *Minute 35 Hidden Course Costs*

The matter had been discussed by ET members and a paper would be brought to the November meeting of the Committee for its consideration. There was now a specific section on UEA website relating to course costs.

SEC15001

SEC-M2

08.10.2015

Min. 3

3.3 *Minute 37 Time to Change: Mental Health Plan*

The Chair confirmed that SEC would have annual oversight on the plan and how it is delivered. This would be an item for the April 2016 meeting.

RESOLVED

- 1) the Chair would produce a paper on hidden course costs for the November meeting of the Committee;
- 2) the Director of Planning would send the link to the University's web pages on course costs (*Secretary's note: this can be found in the link below*) (<https://www.uea.ac.uk/about/legalstatements/finance-and-fees>)
- 3) Members who see any mention of course costs that they believe are not included on the course cost web pages should contact the Director of Planning immediately.

4. STATEMENTS BY THE CHAIR

4.1 *Prioritisation of the Committee's Agenda*

4.1.1 A revised annual plan of agenda items was tabled and discussed.

4.1.2 Members discussed how the UUEAS Annual Student Survey was subdivided and whether it should be split by ug/pgt and pgr in the same way as UEA surveys.

RESOLVED

the Deputy Dean of Students (Jane Amos), the University's Market Research Manager (Becky Price) and the UUEAS Activities and Opportunities Officer (Yinbo Yu) should meet to discuss how there might be more join up between UEA and UUEAS conducted surveys. A report of the outcome of this would be considered at a future meeting.

4.2 *Agreement not to display final year degree results on the Registry window*

The Chair noted that a decision not to display final year degree results on the Registry window had been made and this was supported by UUEAS.

5. UNION OF UEA STUDENTS: UNDERGRADUATE STUDENT EXPERIENCE REPORT

Considered

an update on any actions arising from recommendations made in the UUEAS Undergraduate Student Experience Report 2014 (SEC15D01 refers)

The Chair advised members that the report had been discussed twice by the Executive Team and at monthly meetings he held with the UUEAS Education Officers. Of the 16 recommendations made in the report 14 had agreed actions.

RESOLVED

the Chair, Associate Deans (L&T) and representatives from LTS would consider the issue of Schools providing generalised exam feedback further and a report will be made to a future meeting of the Committee (recommendation 12 in the report).

6. UNION OF UEA STUDENTS: POSTGRADUATE STUDENT EXPERIENCE REPORT

Considered

- i) an update on actions arising from recommendations made in the UUEAS Postgraduate Student Experience Report 2015 (SEC15D02 refers)
- ii) PGR Executive Action Plan: Response to the Postgraduate Student Experience Report 2015 (SEC15D03 refers)

6.1 The UUEAS Postgraduate Education Officer advised the Committee that the Students' Union were satisfied with most UEA responses to the Postgraduate Student Experience report.

6.2 Committee members discussed Recommendation 4- Establishing a group responsible for the PGT student experience. The Chair's response was that SEC, the Student Affairs Group and the Taught Programmes Policy Group were all fora which considered the experience of all students and at which students were represented. This view was supported by Committee members.

RESOLVED

outcomes from the Postgraduate Research Experience Survey (PRES) would be considered at the Committee's meeting in February 2016.

7. DEAN OF STUDENTS' OFFICE

Considered

- i) a summary report from the Student Affairs Group and the Student Safety Group (SEC15D04 refers)

The Deputy Chief Executive of the Students' Union reported that there had been some initial problems with the use of gender neutral toilets in the Union building at the start of the academic year. The risk assessment been re-evaluated and signposting to non- gender neutral toilets had been put up together with signs stipulating that only one person was permitted in a cubicle at a time. The management of the facility had also been enhanced.

Received

- ii) a summary of usage of services provided by the Dean of Students' Office (SEC15D05 refers)

8. ISD LIBRARY REPORT

Received

a summary report from the Director of the UEA Library (SECD06 refers)

8.1 The Director of Information Services advised members that Information Services is responsible for IT services and the Library and NSS scores related to these services had increased this year.

SEC15001

SEC-M4

08.10.2015

Min. 8

8.2 He also informed the Committee that although the Library had opened 24 hours a day for 365 days a year with one exception in 2014/15, it would have to close between 27 December 2015 and 2 January 2016 for essential works. The closure dates had been selected since statistics showed that it was at this time of year that the building was least used.

RESOLVED

- 1) a plan for alternative provision for students during the time that the Library will be closed and the communications plan for notifying students should be drawn up by staff in the Library and presented to the next meeting of the Committee
- 2) staff running modules with January assessments should be advised of the Library closure period so that, if necessary they could remind students of this and make any contingency plans they might deem necessary.

9. MEMBERSHIP AND TERMS OF REFERENCE OF THE STUDENT AFFAIRS GROUP, STUDENT EXPERIENCE COMMITTEE AND LEARNING AND TEACHING COMMITTEE

Received

Membership and terms of reference of:

- Student Affairs Group,
- Student Experience Committee,
- Learning and Teaching Committee (SEC15D07 refers).

10. ANNUAL AGENDA PLAN

Received

a paper outlining standing and key agenda items to be considered by the Committee in 2015/16 (SEC15D08 refers).