

**LTC15D094**

**Title:** Student Experience Committee  
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**Issue**

This is a round up report to members of the Learning and Teaching Committee for information on activities of the Student Experience Committee covering the meetings held on 8 October 2015 and 19 November 2015

**Recommendation**

None

**Resource Implications**

None

**Risk Implications**

None

**Equality and Diversity**

None

**Timing of decisions**

N/A

**Further Information**

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**Background**

N/A

**Discussion**

The report is for information only and no discussion is anticipated.

**Attachments**

The summary reports are below.

## **Report of the Meeting of the Student Experience Committee on 8 October 2015**

The following items were considered by the Student Experience Committee at its meeting on 8 October 2015 and are presented for the information of Learning and Teaching Committee members:

### **1. SURVEYS UNDERTAKEN BY UEA AND UUEAS**

Following a discussion on a number of student surveys being undertaken both by the Business Intelligence Unit (BIU) and UUEAS it was agreed that the Deputy Dean of Students, the University's Market Research Manager and the UUEAS Activities and Opportunities Officer 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.

### **2. UNION OF UEA STUDENTS: UNDERGRADUATE STUDENT EXPERIENCE REPORT**

2.1 Members 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.

2.2 It was agreed that 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).

### **3. UNION OF UEA STUDENTS: POSTGRADUATE STUDENT EXPERIENCE REPORT**

The Committee considered an update on actions arising from recommendations made in the UUEAS Postgraduate Student Experience Report 2015, SEC15D02 refers and PGR Executive Action Plan: Response to the Postgraduate Student Experience Report 2015, SEC15D03 refers. The UUEAS Postgraduate Education Officer advised the Committee that the Students' Union were satisfied with most UEA responses to the Postgraduate Student Experience report.

### **4. DEAN OF STUDENTS' OFFICE**

Members considered 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.

The Committee also received a summary of usage of services provided by the Dean of Students' Office, SEC15D05 refers.

### **5. ISD LIBRARY REPORT**

The Committee received a summary report from the Director of the UEA Library, SECD06 refers. Arising from issues contained within the report it was agreed that 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. It was further agreed that 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 deemed necessary.

The following items were considered by the Student Experience Committee at its meeting on 19 November 2015 and are presented for the information of Learning and Teaching Committee members:

1. HIDDEN COURSE COSTS: UEA RESPONSE TO THE UUEAS ON HIDDEN COURSE COSTS

1.1 Members considered the University's response to the Students' Union on course costs, SEC15D07 refers. It was agreed that in response to concerns expressed by the UUEAS Activities and Opportunities Officer at the cost of participating in sports, particularly costs relating to insurance for clubs, this would be considered at a future meeting of the Committee this academic year.

1.2 It was also agreed item numbers 5 (Schools to consider ways to reduce the burden to textbook costs on students) and 7 (costs associated with placements) of the UUEAS recommendations relating to hidden course costs should be considered by SSLCs.

2. STUDENT SUBMISSION TO THE QAA HIGHER EDUCATION REVIEW

The Committee considered issues arising from the student submission for the Higher Education Review and the UEA response, SEC15D08 refers. It was agreed that the PVC (Academic) would meet with the SU Student Lead for the HER once the QAA's reporting has been completed.

3. HEFCE CONSULTATION ON THE REVIEW OF INFORMATION ABOUT LEARNING AND TEACHING AND THE STUDENT EXPERIENCE

Members proposed some amendments and additions to a draft UEA response to the HEFCE consultation on the review of information about learning and teaching and the student experience, SEC15D09 refers.

4. ANNUAL REPORT FROM THE INTERNATIONAL STUDENTS WORKING GROUP

The Committee considered the annual report from the international students working group, SEC15D10 refers. Members were advised that the group was looking at responses to the non-academic questions in the Student Experience Survey (SES) particularly focussing on accommodation and catering. The report outlined a number of initiatives which were being introduced as a result of the survey's findings. It was agreed that the work of the group would be driven by the outcomes of the SES and the student focus groups being conducted by staff in the Business Intelligence Unit.

5. MULTIFAITH ISSUES

Members considered an update on Multifaith issues and also considered proposed revisions to UEA's Code of Practice on Religious Activities in the light of recent legislation, SEC15D11 refers. A number of suggested amendments were proposed to the CoP. The Chair offered to meet with representatives from the Islamic Society to discuss matters related to Islamic prayer facilities and the UEA's Code of Practice on Religious Activities.

6. DEAN OF STUDENTS' OFFICE

The Committee received a summary report from the Student Affairs Group and the Student Safety Group, SEC15D13. Arising from issues raised in the report, the Chair, the Dean of Students and the UUEAS Welfare, Diversity and Community Officer would meet to discuss strategies addressing the demand from students seeking help from the DOS Wellbeing services in the context of limited resources.

7. ISD LIBRARY REPORT

Members received a summary report from the Director of the UEA Library, SEC15D14 refers.

8. STUDENT REPRESENTATION

- 8.1 The Committee considered an update from UUEAS on the progress on implementation of the Code of Practice on Student Representation, SEC15D15 refers. The Chair advised members that during 2015/16 SEC would have Student Representation as an agenda item at each meeting where there were substantive issues to discuss. Arising from consideration of the UUEAS update report he advised the Committee that the VCO had been active in driving implementation of the revised Code of Practice on Student Representation and was happy to show student representatives where and how this was being addressed outside the meeting. He also noted that a Senior Faculty Manager would be taking a lead in the work of SSLCs.
- 8.2 The Chair informed the Committee that he and the Director of Learning and Teaching Services had started discussions the costs and benefits of an online feedback system to enable students to feedback as individuals to the University. Also a Student Representation Blackboard site had been set up and would act as a repository for SSLC papers in the first instance.