

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 19 November 2015

Present: the Pro-Vice Chancellor (Academic) (Professor N. Ward) (in the Chair), the Academic Director of Learning and Teaching Enhancement (Mrs H. Gillespie), the Director of University Services (LTS) (Dr A. Blanchflower), the Director of Information Services (Mr J. Colam-French), the Academic Director for Postgraduate Research Degree Programmes (Dr N. Watmough), the Dean of Students (Dr A. Grant), the Director of Estates (Mr R. Bond), the Undergraduate Education Officer of the Union of UEA Students (Mr C. Rand), 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 Campaigns and Democracy Officer (Mr C. Jarvis), the Welfare, Community and Diversity Officer of the Union of UEA Students (Ms J. Swo)

In attendance: the University's Market Research Manager (Ms R. Price), the UUEAS Chief Executive (Mr J. Dickinson), Father D. Thornton (Multifaith Centre representative) for Minute 20, the Catering Operations Manager, (Ms D. Pittick) and the UEA Accommodation Manager (Mr P. Bailey) for Minute 19

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

Apologies: the Academic Director of Taught Programmes (Dr A. Longcroft), the Independent Member of Council (Ms V. Keller-Dorsey), 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 representative from the Faculty of Medicine and Health (Mrs J. Barker), the UEA Communications Officer (Ms F. Billings)

11. MINUTES

Confirmed

the minutes of the meeting held on 8 October 2015 (attached).

12. MATTERS ARISING

12.1 Minute 4- *UEA and UUEAS Surveys*

Resolved

the Deputy Dean of Students, the Market Research Manager and the UUEAS Activities and Opportunities Officer would present a report on how there could be more join up between UEA and UUEAS conducted surveys to the Committee meeting on 10 February 2016.

12.2 Minute 5 -*UUEAS Undergraduate Student Experience Report: Generalised examination feedback*

Resolved

the Chair, Associate Deans (L&T) and representatives from LTS would consider the issue of Schools providing generalised examination feedback further and a report would be made to the Committee meeting on 10 February 2016.

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13. STATEMENTS BY THE CHAIR

There were no statements by the Chair.

14. 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.

Noted

there were no updates to report.

15. 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.

Noted

there were no updates to report.

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

Considered

the University's response to the Students' Union on course costs, SEC15D07 refers.

The Chair advised members that the issue of additional and hidden course costs had been discussed at ET and with the Vice Chancellor. Both UEA and UUEAS were in agreement that there should be no hidden course costs. Course costs should be clearly laid out at the time applicants were considering applying for a course.

RESOLVED

- i. 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. The Director of Sport at the Sportspark would be invited to attend to discuss the matter.
- ii. 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.

17. STUDENT SUBMISSION TO THE QAA HIGHER EDUCATION REVIEW

Considered

issues arising from the student submission for the Higher Education Review and the UEA response, SEC15D08 refers.

RESOLVED

- i. the UUEAS full submission for the HER should be put on the Student Experience Committee Blackboard site;

- ii. PVC-ACAD will meet with the SU Student Lead for the HER once the QAA's reporting has been completed.

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

Considered

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

RESOLVED

the Marketing Manager would incorporate a number of suggestions from Committee members into the UEA response

19. ANNUAL REPORT FROM THE INTERNATIONAL STUDENTS WORKING GROUP

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.

20. MULTIFAITH ISSUES

Considered

- i) an update on Multifaith issues; SEC15D11 refers.
- ii) proposed revisions (in track changes) to UEA's Code of Practice on Religious Activities, in the light of recent legislation. Comments will be forwarded to the Registrar for consideration ahead of a final decision, SEC15D11 refers.

There was discussion on the proposed revisions to the UEA Code of Practice on Religious Activities. It was noted that there was a legal requirement for the university to address a number of issues as part of the government's Prevent initiative.

RESOLVED

- i. 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;
- ii. the Chair would pass on to the Registrar and Secretary the comments from Committee members suggesting removing the reference to the word terrorism in 2.3 bullet point 3 of the CoP.

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21. FACILITIES AVAILABLE TO STUDENTS DURING THE LIBRARY CLOSURE PERIOD (27 DECEMBER 2015-2 JANUARY 2016)

Received

a report of study facilities available to students when the library is closed for essential building works between 27 December 2015 and 2 January, 2016 SEC15D12 refers.

The Chair thanked those responsible for producing the report.

RESOLVED

LTS Hub Front Desk Supervisors would alert Module Organiser who had set early January coursework deadlines of the closure so they would advise their students.

22. DEAN OF STUDENTS' OFFICE

Received

a summary report from the Student Affairs Group and the Student Safety Group SEC15D13

Resolved

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.

23. ISD LIBRARY REPORT

Received

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

24. STUDENT REPRESENTATION

Considered

an update from UUEAS on the progress on implementation of the Code of Practice on Student Representation, SEC15D15 refers.

24.1 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 outside the meeting where and how this was being addressed. He also noted that a Senior Faculty Manager would be taking a lead in the work of SSLCs.

24.2 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. The Student Representation Blackboard site had been set up and would act as a repository for SSLC papers in the first instance.

RESOLVED

a student representative on the Committee would send members a link to the UUEAS Student Representation Handbook for students and staff.