

# STUDENT EXPERIENCE COMMITTEE



## Minutes of the meeting held on 10 February 2016

Present: The Pro-Vice Chancellor (Academic) (Professor N. Ward) (in the Chair), the Academic Director of Taught Programmes (Dr A. Longcroft), 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 Acting Dean of Students (Ms J. Amos), 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 Medicine and Health (Mrs J. Barker), the Director of Estates (Mr R. Bond), the Head of Student Services, INTO (Mr S. Duckworth), the UEA Communications Officer (Ms F. Taylor), the Postgraduate Education Officer of the Union of UEA Students (Mr L. Mccafferty), 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),

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

Apologies: The Undergraduate Education Officer of the Union of UEA Students (Mr C. Rand), the Activities and Opportunities Officer of the Union of UEA Students (Mr Y. Yu), the representative from the Faculty of Social Sciences (Dr B. Ghezelayagh)

### 25. MINUTES

Confirmed  
the minutes of the meeting held on 19 November 2015 (attached).

### 26. MATTERS ARISING

Minute 12.2 *Generalised Exam feedback* – work is still ongoing and a paper will come to the April meeting of the Committee.

Minute 16.1 *Hidden Course Costs*- the Chair reported that sport, including issues around insurance is being considered by the Sports partnership group.

### 27. STATEMENTS BY THE CHAIR

The Chair reported that the University's 15 year vision and 5 year plan have been considered by Senate and Council and are now agreed

### 28. UPDATE ON PROGRESS RELATING TO THE INTERNATIONAL STUDENT EXPERIENCE

Considered  
an oral update on work being undertaken in relation to the international student experience.

## SEC15M003

SEC-M2  
10.02.2016  
Min. 28

The Student Union Postgraduate Education Officer advised members that the International Student Experience survey outcomes relating to PGT and PGR students will be presented to the April meeting of the Committee.

### 29. ARRIVALS EXPERIENCE OF NEW STUDENTS 2015: SUMMARY OF FINDINGS FROM FOCUS GROUP DISCUSSIONS

Considered

the confidential outcome of focus group discussions with new students on their experience of arrivals in 2015. (A copy is filed in the Minute Book, ref. SEC15D16).

29.1 The University's Market Research Manager highlighted that the finding from the focus groups were overwhelming positive but there are still areas which could be improved. This includes clarity of information on how to access IT, more information about Norwich, campus tours for new students, how to navigate around campus and what to bring for those in living in halls of residence.

29.2 Other issues raised were earlier provision of reading lists so that books can be purchased in advance at the best prices. Those on courses with non-standard start dates were aware of the more limited facilities to them outside standard semester dates. Also guidance on expectations of them as university students and how much reading is required and practical were also raised as concerns.

RESOLVED

- (1) issues arising from the focus groups are being considered by a number of University groups and committee and the outcomes will come to a future meeting of SEC;
- (2) the Academic Director of Learning and Teaching Enhancement and the Director of Information Services will discuss and progress training for academic staff on online reading software outside the meeting;
- (3) more clarity should be provided for students on when they would use Blackboard and when they would use eVision;
- (4) the Academic Induction and Transitions Working Group will be asked to give consideration to provision of early feedback on formative work.

### 30. UNION OF UEA STUDENTS: UNDERGRADUATE AND POSTGRADUATE STUDENT EXPERIENCE REPORTS

Considered

an update on any actions arising from recommendations made in the UUEAS Undergraduate and Postgraduate Student Experience Reports 2014, (Copies are filed in the Minute Book, ref. SEC15D17 and SEC15D18).

### 31. A UNIVERSITY ACTION PLAN FOLLOWING THE OUTCOMES OF THE 2015 POSTGRADUATE RESEARCH EXPERIENCE SURVEY (PRES)

Considered

the proposed Action Plan to address issues arising from the 2015 PRES survey. (A copy is filed in the Minute Book, ref. SEC15D19).

(The Academic Director of Research Degree Programmes and the University's Marketing Manager outlined the key findings of the 2015 PRES. The survey outcomes have been discussed at PGR Executive and at the 5 Graduate Schools across UEA and Faculty action plans have been formulated and considered by the PGR Executive.)

32. HONESTY PROJECT: THE PGR EXECUTIVE'S RESPONSE TO THE STUDENT UNIONS' SURVEY OF PGR STUDENTS' WELLBEING AND MENTAL HEALTH

Considered

the PGR Executive response to the Student Union's survey of PGR students' wellbeing and mental health. (A copy is filed in the Minute Book, ref. SEC15D24).

32.1 The UUEAS Postgraduate Education Officer outlined the Honesty Project, a national survey of PGR students' mental health to members. UUEAS had conducted a survey at UEA and the findings showed some areas of concern.

32.2 The Academic Director of Research Degrees informed members that PGR Executive are progressing the eight recommendations in the report of the survey, several of which go beyond the PGR remit. It was agreed that DOS should also be involved given that some students had expressed concern at disclosing information about mental health issues to their supervisors. It was also agreed that consideration could be given to developing online training modules like those available for Advisers for supervisors.

32.3 The University's Market Research Manager advised the Committee that a survey for students withdrawing from their course before the end (for academic or personal reasons) includes PGR students and is being set up for the first time this year. It will also be possible to add institution specific questions to PRES so a questions could be asked about the Honesty Project.

33. UPDATE ON THE OUTCOME OF THE QAA HIGHER EDUCATION REVIEW (HER)

Received

the recommendations, commendations and affirmations arising from the QAA HER. (A copy is filed in the Minute Book, ref. SEC15D20).

(The Chair advised members that the University had met all of the QAA expectations and been commended for some good practice. Affirmations on assessment and feedback and student representation are particularly pleasing. All the recommendations in the final report should be actioned by the end of this academic year.)

34. CODE OF PRACTICE ON STUDENT REPRESENTATION

Considered

an update from the Students' Union on student representation. (A copy is filed in the Minute Book, ref. SEC15D21).

(The Chair advised the Committee that the Senior Faculty Manager for SSF, Eve Dewsnap, was the University lead coordinating support for the Code of Practice on Student Representation. The April meeting of the Committee will consider a review of the operation of the CoP.)

## SEC15M003

SEC-M4  
10.02.2016  
Min. 34

### RESOLVED

- (1) the Chair and the UUEAS Undergraduate and Postgraduate Education Officers will discuss the kind of standing items that might be discussed at SSLCs and the outcome of these discussions will be reported back to the next SEC;
- (2) the Student Charter should be updated to remove reference to the Graduate Student Association;
- (3) representatives from UUEAS will report back to the next meeting on why there is only one Faculty Convenor for HUM;
- (4) the University's Communications Officer will seek to raise awareness of the CoP via the Portal;
- (5) staff from the Business Intelligence Unit should have involvement in the production of the UUEAS Student Representative Handbook in future. This will help to ensure that information about the surveys students are asked to complete during the academic year are included;
- (6) representatives from UUEAS will provide Eve Dewsnap with data on the percentage of student representatives who have had formal training in their role so that this can be included in the report to the next SEC.

### 35. UPDATE ON THE DEAN OF STUDENTS' OFFICE

#### Considered

an oral update on the Dean of Students' Office.

(The Acting Dean of Students updated members on the work of the Dean of Students Office including that being undertaken by the Learning Enhancement and International Student Advisory Teams. She noted that the waiting list for students to see a counsellor were decreasing and a series of workshops were being offered by the Counselling Team. She is working with the Student Union's Welfare, Community and Diversity Officer on how to help students returning from intercalation to re-engage with their studies.)

### 36. DEAN OF STUDENTS' OFFICE: SUMMARY REPORT FROM THE STUDENT AFFAIRS GROUP AND THE STUDENT SAFETY GROUP

#### Received

a summary report from the Student Affairs Group and the Student Safety Group. (A copy is filed in the Minute Book, ref. SEC15D22).

### 37. ISD LIBRARY REPORT

#### Received

a summary report from the Director of the UEA Library. (A copy is filed in the Minute Book, ref. SEC15D23).