

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 27 April 2016

- 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 Acting Dean of Students (Ms J. Amos), the Independent Member of Council (Ms V. Keller-Dorsey), the representative from the Faculty of Social Sciences (Dr B. Ghezelayagh), 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 UEA Communications Officer (Ms F. Taylor), the Undergraduate Education Officer of UEA|SU (Mr C. Rand), the Activities and Opportunities Officer of UEA|SU (Mr Y. Yu), the Postgraduate Education Officer of UEA|SU (Mr L. Mccafferty), the Campaigns and Democracy Officer of UEA|SU (Mr C. Jarvis)
- In attendance: the University's Market Research Manager (Ms R. Price), the UUEAS Chief Executive (Mr J. Dickinson), the Joint Head of the Careers Service (Mr J. Goodwin), the SSF Senior Faculty Manager (Ms E. Dewsnap) for Minute 43, the Anglican Chaplain (Fr D. Thornton) and the Free Church Chaplain (Ms J. Woodfin) for Minute 48
- Secretary: the Learning and Teaching Manager (LTS) (Ms M. Pavey)
- Apologies: the Academic Director of Taught Programmes (Dr A. Longcroft), the representative from the Faculty of Science (Dr P. Mayhew), the Director of Estates (Mr R. Bond), the Head of Student Services, INTO (Mr S. Duckworth)

38. MINUTES

Confirmed

the minutes of the meeting held on 10 February 2016.

39. MATTERS ARISING

Minute 29 *Arrivals Experience of New Students*

39.1 The Academic Student Induction and Transitions Group will consider provision of early feedback on formative work at its meeting on 29 April 2016.

RESOLVED

arising from resolution (3) the Head of LTS Systems will be asked to produce some text for new students outlining the difference between eVision and Blackboard.

Minute 34 *Code of Practice on Student Representation*

39.2 UEA|SU will ensure that there are two HUM convenors in 2016/17.

40. STATEMENTS BY THE CHAIR

40.1 In response to a request from representatives of UEA|SU the number of meetings of SEC increased from three to four in 2015/16. Some members were supportive of four meetings given the amount of business considered by the Committee.

RESOLVED

members should email the chair if they have a view on whether there should be three or four meetings per year.

SEC15M004

SEC-M2
26.04.2016
Min. 40

- 40.2 The Chair advised members that it was Ms Keller Dorsey's last meeting in her role as independent member of Council having served on the Committee for six years. On behalf of the Committee he thanked her for her valuable contribution to its work.

*41. 2016 STUDENT EXPERIENCE SURVEY OUTCOMES

Considered

an oral report on student responses to the non-academic question in the Student Experience Survey (tabled an extract from Work in Progress Student Experience Survey 2016 Analysis Briefing Note)

This minute is confidential and attached as a separate sheet.

42. INTERNATIONAL STUDENT EXPERIENCE

Considered

the UEA SU International Student Experience Report 2015/16 SEC15D24, refers.

- 42.1 Members heard a presentation from the UEA|SU Activities and Opportunities Officer on the International Student Experience report and considered its recommendations.
- 42.2 In its discussions members were informed by the Acting Dean of Students that DOS will be targeting particular groups of international students next year in an effort to help them gain as much as possible from their time at UEA. Chinese students in particular would be targeted since many did not participate in the DOS run social programmes or language courses. It also intends to extend the international student orientation programme across the autumn semester from next year.
- 42.3 In response to concerns from UEA|SU representatives that the report demonstrated that only 43% of respondents would look to their Adviser for help and advice, the Director of the Learning and Teaching Service noted that Senior Advisers will be reporting on the operation of the Adviser system in their School and the reports will be considered by SSLCs and LTC. In addition it was agreed that the extent to which Advisers are engaging in the online Adviser training modules should be kept under review. (It was recognised that the low percentage could potentially be to do with the wording of the question).

RESOLVED

- (1) the Chair will produce a matrix outlining the recommendations contained within the report and UEA responses. This will be circulated to Heads of Services and Associate Deans for input and will be considered at the first Student Experience Committee of 2016/17;
- (2) the Chair will liaise with the Chair of the Internationalisation Executive on what role it might have in taking forward some of the report's recommendations.

43. CODE OF PRACTICE ON STUDENT REPRESENTATION

Considered

an update on the implementation of the Code of Practice on Student Representation in 2015/16, SEC15D25 refers

(The Senior Faculty Manager for SSF informed the Committee that all SSLCs have been asked to participate in a self-evaluation exercise and have been provided with a toolkit to help them

complete the task. It is intended that this evaluation will be imbedded as an annual activity. A report on the CoP which will review its implementation will be going to the June LTC.)

RESOLVED

- (1) the report and LTC's response should be considered by the first Student Experience Committee of the academic year;
- (2) the Chair and Associate Deans (L&T) will consider where else it would be useful to use the toolkit, for example Faculty LTQCs.

44. STUDENT CHARTER

Considered

proposed minor revisions to the Student Charter, SEC15D26 refers

RESOLVED

to approve the proposed changes to the Student Charter and the additional amendments suggested by the Joint Head of the Careers Service at the meeting. Other changes that he proposed to draft outside the meeting would be considered by the Chair before being submitted to LTC for approval.

45. GENERALISED EXAMINATION FEEDBACK

To consider

the operation of generalised examination feedback in Faculties and plans to enhance this feedback, SEC15D27 refers.

(Faculty representatives present reported back on the operation of generalised examination feedback for Schools in their Faculty. Many Schools used Blackboard and some Schools would be piloting individual feedback for example by the return of copies of examination scripts. Other Schools have group tutorials.)

*46. STUDENT CONSULTATION ON TIMETABLING OF THE MAIN EXAMINATION SERIES

Considered

the outcome of consultation with students on examination scheduling, SEC15D27 refers

This item is confidential and appears on a separate sheet.

47. UEA SU: UNDERGRADUATE AND POSTGRADUATE STUDENT EXPERIENCE REPORTS 2014

Considered

an update on actions arising from recommendations made in the 2014 UEA SU Student Experience Reports, SEC15D28 refers.

The Chair updated members on how timetabling issues (recommendation 1 in the Undergraduate report) are being taken forward. With regard to recommendation 4 in the postgraduate report relating to the establishment of a group responsible for the taught postgraduate student experience, the Chair report that a proposed New Academic Model for PGT courses would be considered at the May meeting of LTC.

SEC15M004

SEC-M2
26.04.2016
Min. 47

RESOLVED

- (1) the University's recommendation that Task and Finish Working Groups on PGT-specific matters as and when required and on governance would be fed into the paper going to LTC;
- (2) the Chair will look at the reports with the incoming UEA|SU sabbatical officers and consider how they might be taken forward, noting that the postgraduate report relates to 2015 whilst the undergraduate report relates to 2014.

48. MULTIFAITH

Considered an update on Multifaith issues, SEC15D29 refers

- 48.1 The Free Church Chaplain advised the Committee that there are currently two major issues for the Multifaith centre. One is facilities for Muslim prayers in the next academic year. The other relates to the extensive use of the centre which means there are concerns that it is reaching its capacity.
- 48.2 The Chair advised members that Blackdale and the Lecture Theatre block would retain Muslim prayer facilities in 2016/17. He also noted that the issue of space in the centre was under consideration in other fora.

49. GENERAL REGULATIONS 1-12

Considered

proposed changes to General Regulations 1-12 for 2016/17 (A copy is filed in the Minute book, SEC15D30 refers)

RESOLVED

to approve the proposal to amend General Regulation 8 by removing the requirement for students to live within a 50km radius of UEA. This would now be submitted to LTC for ratification. No other amendments to General Regulations 1-12 have been proposed.

50. PROPOSED AMENDMENTS TO THE UNIVERSITY'S BULLYING AND HARASSMENT POLICY

Considered minor amendments to the University's Bullying and Harassment Policy (A copy is filed in the Minute book, SEC15D33 refers)

- 50.1 Members were advised by the Acting Dean of Students that after discussions with the Academic Director of Learning and Teaching Enhancement (ADLTE) it was agreed that information on the use of social media should be separated from the Bullying and Harassment policy where it currently resides. In addition it is hoped to change the title of the Policy Statement and Guidelines on Bullying, Harassment and Abuse, Assault and Stalking and the Use of Social Media to Policy Statement and Guidelines on Harassment and Sexual Abuse or Harassment.
- 50.2 The UEA|SU Chief Executive informed the Committee that the NUS is undertaking a major piece of work on the use of social media which could inform the work currently being undertaken by the ADLTE

RESOLVED

- (1) the proposals outlined above will be considered further once the UUK Task Force on harassment and sexual harassment (of which the UEA Vice Chancellor is a member), had reported. The principle of having a separate document on the use of social media was endorsed;

- (2) further consideration will be given to removing some of the specific definitions within the Bullying and Harassment policy and replacing them with more general principles.

51. ISD LIBRARY REPORT

Received

a update from the Library, SEC15D31 refers.

The Director of Information Services noted that the Library is being heavily used by students and at times is at capacity. Alternative study spaces are being identified.

52. DEAN OF STUDENTS' OFFICE

Received

a summary report from the Student Affairs Group and Student Safety Group
SEC15D32 refers

(The Acting Dean of Students advised members that the Dean of Students Office will be renamed Student Support Service and the building will be called the Student Support Centre.)

53. DATES OF STUDENT EXPERIENCE COMMITTEE MEETINGS IN 2016/17 AND ANNUAL AGENDA ITEMS

Received

dates of SEC meetings in 2016/17 and a list of annual agenda item, SEC15D34 refers.

54. REPORT ON NON-ACADEMIC STUDENT DISCIPLINARY CASES

Received

a report on non-academic student disciplinary cases, SEC15D35 refers.