

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 3 October 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 Director of Student Services (Dr J. Sharp), the University's Market Research Manager (Ms R. Price), the representative from the Faculty of Social Sciences (Dr B. Ghezelayagh), the Undergraduate Education Officer of uea|su (Mr T. Antoniou Phillips), the Activities and Opportunities Officer of uea|su (Mr J. Zilch), the Postgraduate Education Officer of uea|su (Ms M. Colledge), the Campaigns and Democracy Officer of uea|su (Ms A. Rust), the Welfare, Community and Diversity Officer of uea|su (Ms J. Swo)
- In attendance: the uea|su Chief Executive (Mr J. Dickinson), the Joint Head of the Careers Service (Mr J. Goodwin), the UEA Communications Officer (Ms F. Taylor)
- Secretary: the Learning and Teaching Manager (LTS) (Ms M. Pavey)
- Apologies: the Academic Director of Taught Programmes (Dr C. Matthews), the representative from the Faculty of Medicine and Health (Mrs J. Barker), 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)

1. MINUTES

Confirmed
the minutes of the meeting held on 27 April 2016.

2. MATTERS ARISING

Arising from Minute 40- *Number of meeting of SEC per year*, it was confirmed that there will be four meetings in 2016/17.

3. STATEMENTS BY THE CHAIR

Widening Participation

HSC student experience, including issues around widening participation will be an item for the November meeting of SEC. This will be attended by Liv Grosvenor who is working for uea|su and with HSC on the HSC student experience.

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

Considered

Membership and terms of reference of:

- Student Affairs Group,
- Student Experience Committee,
- Learning and Teaching Committee SEC16D01

SEC16M001

SEC-M2

03.10.2016

Min. 4

(The Director of Student Services informed member that at the first meeting of the Student Affairs Group in 2016/17 it was decided that the group should be one which could act and make suggestions as well as discuss issues of importance to students. It was also proposed that meetings should be monthly rather than fortnightly. Noting that only three of the 20 members are students it was agreed that the composition of SAG would be reviewed at its next meeting.)

Recommended

- (1) approval by Senate that Mr J. Goodwin, Joint Head of Careers, replaces Ms H Lewis on the Student Experience Committee as the representative from the Research Enterprise Division;
- (2) approval by Senate of the proposed revised terms of reference for the Student Affairs Group;
- (3) approval by Senate that the terms of reference of the Student Experience Committee be amended to remove reference to the NSS and refer instead to results of surveys as appropriate.

RESOLVED

to review student representation of SAG outside the meeting

5. CODE OF PRACTICE ON STUDENT REPRESENTATION: REPORT TO LTC AND LTC'S RESPONSE

Considered

a report on the Code of Practice on Student Representation considered by LTC, SEC16D02 refers.

Reported

- (1) the SSF Senior Faculty Manager, the University's Communications Officer, the University's Market Research Manager and the Academic Director of Learning and Teaching Enhancement (ADLTE) will be meeting to discuss communications with SSLCs including how to close the feedback loop. More work will be done on how proposals from SSLCs are actioned.
- (2) The Academic Director of Taught Programmes is working on the content of the training for Advisers. It was agreed that training for staff who are members of SSLCs and GSCs should be given further consideration. Work on raising the profile of SSLCs and the role of student representatives in Schools will be undertaken this year.

RESOLVED

- (1) the ADLTE will work with the uea|su Postgraduate Education Officer and the UEA Communications Officer on strategies to increase the visibility of student representatives;
- (2) the Academic Director of Research Degree Programmes will continue work on a PGR Code of Practice on Student representation via the PGR Executive. This will be considered at a future SEC meeting;
- (3) the Academic Director of Research Degree Programmes will work with the uea|su Postgraduate Education Officer on how PGR student feedback is collected and acted upon;
- (4) the PVC (Academic) will consider how training for Student Partnerships Officers might be developed and delivered;
- (5) annual reporting from SSLCs to FLTQCs will be actioned;

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SEC-M3
03.10.2016
Min. 6

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

Considered

an update on any actions arising from recommendations made in the UUEAS Undergraduate Student Experience Report 2014 and the Postgraduate Student Experience Report 2015, SEC16D03 and SEC16D04 refers.

RESOLVED

- (1) the uea|su Postgraduate Education Officer will send the Secretary examples of problems experienced by some returning taught postgraduate students with their timetables for her to investigate further;
- (2) that a fourth column will be added to both the undergraduate and postgraduate reports to indicate how the loop has been closed on issues raised;
- (3) that the uea|su Campaigns and Democracy Officer will follow up the publication of estimated student living costs being clearly published on the UEA website with the Director Finance and Planning;
- (4) that the Chair will discuss further with Heads of Schools, the use of Talis to provide reading lists and how it can be used more extensively by Module Organisers. This will be considered further at the next meeting of SEC. It will also be considered at a future meeting of LTC;
- (5) the next meeting of SEC will consider how the loop has been closed for each of the recommendations contained in both the undergraduate and postgraduate Student Experience Reports.

7. UEA|SU STUDENT TRANSFORMATION STRATEGY 2016-2019

Considered

the uea|su Student Transformation Strategy 2016-19. SEC16D05 refers

(Each of the uea|su officers went through a section of the strategy. Members agreed that it was an ambitious and impressive manifesto.)

RESOLVED

that the slides of the presentation should be posted on the SEC Blackboard site

8. UEA|SU INTERNATIONAL STUDENT EXPERIENCE REPORT

Considered

a University response to the recommendations in the uea|su International Student Experience Report. SEC16D06 refers.

(In considering the report the chair emphasised that it was important to take an international student perspective on everything the University does. How this can be done will be discussed further at the monthly meeting he has with the uea|su officers.)

RESOLVED

- (1) arising from discussions on Recommendation 4 relating to the recording and publishing for personal use of all lectures and group-based teaching and learning activities, the ADTLE will contact colleagues from Essex University to discuss its approach;

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03.10.2016
Min. 8

- (2) the issue of 'hard to reach' international students outlined further in Recommendation 6 will be referred to the University's Arrivals Working Group and the Welcome and Induction Group.

9. PROPOSALS FROM UEA|SU FOR DEALING WITH COMPLAINTS, APPEALS AND DISCIPLINE CASES

Considered

proposals from the uea|su Undergraduate and Postgraduate Education Officers for the introduction of an ombudsperson to undertake overall management of academic, non-academic and harassment complaints within the university. SEC16D07 refers.

Reported

The Director of Student Services advised members that currently academic appeals and complaints are considered by Faculty Appeals and Complaints Panels. He is currently working on a review of non-academic complaints with a view to streamlining and clarifying the process. The working group to look at this will have student representation. In addition, Ms Emma Sutton from HSC has been appointed as the University's Disciplinary Officer.

RESOLVED

uea|su student officers will meet with the University Disciplinary Officer and the Director of Student Services to discuss how the policies and processes outlined above work and report back to a future meeting of SEC.

10. STUDENT SUPPORT SERVICE

Received

an oral update from the Director of Student Services on the Student Support Service.

11. UPDATE ON THE TIME TO CHANGE INITIATIVE

Received

an oral update from the Director of Student Services

(The Director of Student Services advised members that work on the Time to Change initiative is a priority for the newly appointed Head of Wellbeing.)

RESOLVED

- (1) at the February meeting of the Committee the work being undertaken by the University on mental health and well-being will be a key item;
- (2) also at the February meeting information on the number of students seeking the services of the Student Support Services Well Being team, waiting times and the impact of the changes planned for these services will be considered.

12. ISD LIBRARY REPORT

Considered

a summary report from the Director of the UEA Library, SEC 16D08 refers.

13. ANNUAL AGENDA PLAN

Received

standing and key agenda items to be considered by the Committee in 2016/17, SEC 16D09 refers.