

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 24 November 2016

- Present: The Pro-Vice Chancellor (Academic), (Professor N. Ward) (in the Chair), the Director of University Services (LTS) (Dr A. Blanchflower, the Academic Director for Postgraduate Research Degree Programmes (Dr N. Watmough), the Joint Head of the Careers Service (Mr J. Goodwin), the Head of Student Services for the Director of Student Services (Ms J. Amos), the UEA Communications Officer (Ms F. Taylor), the Head of Student Services, INTO (Mr S. Duckworth), the Director of Estates (Mr R. Bond), 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 Independent Member of Council (Mr J. Clayton)
- In attendance: the uea|su Chief Executive (Mr J. Dickinson), the Director of Learning and Teaching for HSC (Dr Z. Butterfint) for Minute 16, the uea|su/HSC Representation and Opportunities Coordinator (Ms O. Grosvenor), for Minute 16, Chaplain for Free Churches (Deacon J. Woodfin) for Minute 17,
- 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 Welfare, Community and Diversity Officer of uea|su (Ms J. Swo), the Director of Information Services (Mr J. Colam-French), the Director of Student Services (Dr J. Sharp), the University's Market Research Manager (Ms R. Price), the Academic Director of Learning and Teaching Enhancement (Mrs H. Gillespie)

14. MINUTES

Confirmed
the minutes of the meeting held on 3 October 2016.

15. MATTERS ARISING

- 15.1 Arising from Minute 4 *Membership and Term of Reference of SAG, SEC and LTC* Chair's action was taken to approve a proposal from the Chair of the Student Affairs Group that the uea|su Welfare, Community and Diversity Officer, Campaigns and Democracy Officer, Undergraduate Education Officer, Postgraduate Education Officer, Activities and Opportunities Officer and two part time officers become members of SAG, thus increasing student representation on the group as suggested at the last meeting of SEC.
- 15.2 Arising from Minute 5 *CoP on Student Representation* Resolution 4) training for Student Partnership Officers, Student Partnership Officers will be invited to attend training being organised by the SSF Senior Faculty Manager in January 2017.
- 15.3 Arising from Minute 6 *uea|su Student Experience Reports* Resolution 1) examples of problems experienced by postgraduate students with their timetables had yet to be submitted by the uea|su Postgraduate Education Officer to the Secretary. *Secretary's note:* this issue has now been resolved.

SEC16M002

SEC-M2

24.11.2016

Min. 15

15.4 Arising from Minute 6 *uea/su Student Experience Reports* Resolution 3) the uea|su Undergraduate Education Officer reported that he was gathering information on work undertaken in relation to the real costs of studying which he will be discussing with the Director of Finance and Planning

15.5 Arising from Minute 8 *uea/su International Student Experience Report*

Resolved

that the Academic Director of Learning and Teaching Enhancement (ADLTE) will be asked to take forward the issue of recording of lectures and group based teaching for personal use by considering practice at the University of Essex and also the University of Edinburgh which has just started to record teaching events.

15.6 Arising from minute 9 *Proposals from uea|su for dealing with complaints, appeals and discipline cases* the uea|su Undergraduate Education Officer reported that he has met with the Director of Student Services to discuss a number of issues relating to student discipline.

16. STATEMENTS BY THE CHAIR

There were no statement by the Chair.

17. HSC STUDENT EXPERIENCE

Considered

the HSC student experience, SEC16D09 and SEC16D10 refers.

17.1 The Committee heard from the uea|su/HSC Representation and Opportunities Coordinator, Ms Liv Grosvenor and the HSC Director of Learning and Teaching, Dr Zoe Butterfint, about the work being undertaken between uea|su and HSC on improving the student experience for HSC students and in particular those on nursing courses. A substantial amount of work has been undertaken by both the School and uea|su to address students' concerns. Recent surveys and feedback from HSC student demonstrate that this has been successful, although there is still work to do. An HSC Student Experience Report will be produced in addition to the general Student Experience report and part of this will focus on the student placement experience.

17.2 Members agreed that all Schools could learn from the experience of the collaborative partnership between uea|su and HSC.

18. MULTIFAITH ISSUES

Considered

an update on Multifaith issues, SEC16D11 refers.

(The Chaplain for Free Churches, Deacon Jen Woodfin presented a report on a range of Multifaith activities taking place. She noted that recently, colleagues working in the Multifaith Centre had become aware of a misconception amongst students, many of whom do not appear to realise that the Centre is a space for anyone of any and no faith.)

RESOLVED

- (1) that the Chaplain for Free Churches will work with the University's Communication Officer on raising awareness that the Multifaith Centre is open to people of all faiths and none;
- (2) that once the planned refurbishment of the Centre has been completed there will be a relaunch, which will highlight that everyone is welcome to use the centre and attend activities.

19. UNIVERSITIES UK CHANGING THE CULTURE TASK FORCE REPORT – FUTURE PLANS

Considered

the University's plans to address the recommendations contained in the report of the Universities UK Taskforce examining violence against women, harassment and hate crime affecting university students, SEC16D12 refers.

(The Head of Student Services advised members that UEA is working in partnership with uea|su and will act on all the recommendations made by the Taskforce. A working group will be established to do this and this will report to each meeting of the Student Experience Committee. She confirmed that the group would also consider issues around student and academic staff relationships and consideration is being given to having a representative from Human Resources on the group.)

20. CLOSING THE LOOP: RESPONSES TO THE RECOMMENDATIONS IN THE STUDENT UNIONS' UNDERGRADUATE AND POSTGRADUATE STUDENT EXPERIENCE REPORTS

Considered

University responses to recommendations made in the Student Unions' Undergraduate and Postgraduate Student Experience Reports, SEC16D13 and SEC16D14 refers.

RESOLVED

- (1) that the issues raised in the reports have either been addressed or feature in the 2016 uea|su Student Experience Report and so the loop has now been closed on these reports;
- (2) that the University's Communications Officer, the ADLTE and the University's Market Research Manager will work on initiatives to highlight to students the actions that the University has taken in response to issues they have raised. This was in addition to the 'You Said, We Did' section which has been on the front page of the portal.

21. THE UEA| STUDENT EXPERIENCE REPORT 2016

Considered

recommendations arising from the 2016 uea|su Student Experience Report SEC16D15 refers.

- 21.1 Members heard a presentation on the 2016 uea|su Student Experience Survey from uea|su student officers. There are 34 recommendations contained in the report which has five main themes; Organisation and Management, Resources, Teaching and Assessment Quality, Student Welfare, Support and Community and Postgraduate Students.

SEC16M002

SEC-M4
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Min. 21

- 21.2 The Chair thanked the student officers present for a comprehensive report. He informed the Committee that he will work on the recommendations, which will be considered at future SEC meetings. He will also invite student officers to present the report in other fora.

22. UEA|SU AND THE STUDENT CHARTER

Considered

a request from the uea|su Undergraduate and Postgraduate Education Officers that the review of the Student Charter is brought forward, SEC16D16, SEC16D17 and SEC16D18 refers.

(Members considered a request from uea|su that the review of the Student Charter, scheduled to take place in 2018/19 should be brought forward. It was agreed that a revised Student Charter would set out to establish the rights and responsibilities of students and would incorporate a jointly agreed improvement programme for the student experience.)

RESOLVED

that a working group would be set up to review the Student Charter with the aim of rolling out a new Charter in 2018/19.

23. STUDENT ACCOMMODATION (ON CAMPUS AND OFF CAMPUS)

Considered

the future availability of accommodation for students on and off campus

(The Head of Student Services outlined proposals for increasing the number of bed spaces available to students for 2016/17. There were detailed discussions around the fact that students start seeking accommodation for the next academic year from January of the current academic year so this needed to be factored in to the plans being developed.)

RESOLVED

that the Head of Student Services will ensure that the importance of having information on available bed spaces for 2017/18 is emphasised to those working on the proposals.

24. STUDENT SUPPORT SERVICE

Received

the Student Support Service Plan of Work for 2016/17, SEC16D19 refers.

Noted

the uea|su Chief Executive commended the positive working relationships between uea|su and Student Support Service.

25. ANNUAL REPORT FROM THE TRAVEL AND EXPEDITIONS COMMITTEE

Received

the annual report of the Travel and Expeditions Committee, a sub-committee of the Student Experience Committee, SEC16D20 refers.