

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 3 May 2017

Present: The Pro-Vice Chancellor (Academic), (Professor N. Ward) (in the Chair), the Director of Student and Academic Services (Dr A. Blanchflower), the Library Director (temporarily representing ISD on this committee as part of shared cover arrangement with ITCS) Mr N. Lewis), the Director of Student Services (Dr J. Sharp), the Academic Director of Widening Participation (Mrs H. Gillespie), the Academic Director of Taught Programmes (Dr C. Matthews), the Academic Director for Postgraduate Research Degree Programmes (Dr N. Watmough), the Independent Member of Council (Mr J. Clayton) the representative from the Faculty of Medicine and Health (Dr C Raschka), the representative from the Faculty of Social Sciences (Dr B. Ghezelayagh), the Undergraduate Education Officer of uea|su (Mr T. Antoniou Phillips), the University's Market Research Manager (Ms C Botwood), 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 Head of Student Services (Ms J. Amos), the Head of Postgraduate Research Services (Dr V. Easson), the BIU Market Research Officer (Ms R. Hannant), for Minute 39 the SSF Senior Faculty Manager (Ms E. Dewsnap), for Minute 43 uea|su representative (Ms O. Grosvenor)

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

Apologies: the Director of Estates (Mr R. Bond), the Head of Student Services, INTO (Mr S. Duckworth), Dr P Mayhew (SCI), the UEA Communications Officer (Ms F. Taylor)

36. MINUTES

Confirmed
the minutes of the meeting held on 8 February 2017.

37. MATTERS ARISING

37.1 *Recording of lectures and group based activities*

Arising from Minute 27, the Director of Student and Academic Services advised members that a project examining the feasibility of recording of lectures and group based activities had been established. The outcome of the project will be communicated in due course.

37.2 *uea|su Student Experience Report 2016*

Arising from Minute 29, resolution 2 the Library Director informed members that, in consultation with stakeholders, the Library has been working on a generic library online induction package which incorporates elements of digital literacy and it is planned that this will begin being rolled out, in partnership with academic colleagues, for the start of the 2017/18 academic year.

37.3 *Student Sport Committee Governance and Terms of Reference*

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Arising from Minute 32, the Director of Sport at the Sportspark will be invited to present a report on the work of the Student Sport Committee to the first meeting of SEC in the 2017/18 academic year.

38. STATEMENTS BY THE CHAIR

There were no statements from the Chair

39. CODE OF PRACTICE ON STUDENT REPRESENTATION

Considered

- (1) the proposed changes to the Code of Practice to be discussed at LTC on 10 May, SEC16D028 refers;
- (2) changing the timing of this report to SEC to allow results from the most recent student surveys to be used and for the self-evaluation exercise to be completed,

RESOLVED

- (1) that the report should be submitted to the SEC meeting scheduled on 23 November as the number of student representatives in place would be known;
- (2) that a report should also come to the April/May meeting of SEC so that potential changes for the next academic year could be considered;
- (3) that the BIU will provide data from the UKES survey on the questions relevant to the Code of Practice to inform the report.

40. DO SOMETHING DIFFERENT WEEK (DSDW)

Received

an evaluation of the 2017 Do Something Different Week , SEC16D029 refers.

(In its detailed discussions:

- i. members agreed that there would be value in those responsible for DSDW meeting with some of the student officers to consider how student engagement in DSDW might be enhanced;
- ii. members acknowledged that it should be made clearer to PGT students and academic staff that this is a week for undergraduate students and PGT teaching should still take place.

RESOLVED

- (1) that the uea|su Welfare, Community and Diversity Officer and the Campaigns and Democracy Officer will meet with the DSDW Project Manager and the Head of Learning and Teaching to discuss how the union and the University can work more closely together on DSDW;
- (2) that the Director of Student and Academic Services will ascertain whether research had been undertaken on why students did not participate.

41. MENTAL HEALTH AND WELLBEING POLICY FOR STUDENTS

Considered

a draft Mental Health and Wellbeing Policy for Students, SEC16D030 refers.

The Head of Wellbeing presented the draft Mental Health and Wellbeing Policy for Students. She explained that a plan operationalising the strategy is being produced and will incorporate issues raised by the Chief Executive of uea|su.

(In its detailed discussions

- i. members heard that the Wellbeing service will be providing a range of therapeutic interventions with an increased staff FTE;
- ii. it was acknowledged that to ensure the success of Peer Support Groups it will be important for UEA staff to work closely with uea|su;
- iii. the Director of Student Services undertook to forward the policy with revisions suggested by SEC to uea|su representatives prior to it being submitted to the June meeting of LTC;
- iv. members heard that work will be undertaken with Advisers to ensure they feel equipped to deal with students with 'everyday stressors'; as outlined in the Stepped Care Model being adopted

RESOLVED

- (1) that the following changes to the draft policy could be incorporated:
 - a. on page 10 Fitness to Practice should be added;
 - b. reference will be made to the peaks in the academic year where there might be a particularly high demand for wellbeing services and consideration will be given to how other services can promote self-help resources;
 - c. metrics and measures will be put in place so the effectiveness of the policy can be measured over time.
- (2) the Head of Wellbeing, the Academic Director for Postgraduate Research Degrees and the Head of Postgraduate Research Services will ensure that wording within the policy is appropriate to PGR students;
- (3) the Head of Wellbeing will give consideration to whether it is appropriate to remove references to wellbeing services for staff as it is a policy for students, as suggested by a committee member;
- (4) that the Director and the Head of Student Services will attend Union Council, if invited, to discuss the policy;

42. uea|su: STUDENT EXPERIENCE REPORT 2016

Received

an update on actions being taken by the University arising from recommendations made in the uea|su Student Experience Report 2016, SEC16D031 refers.

(In its detailed discussions

The Head of Student Services advised the Committee that, with reference to D3 in the report, the first meeting of the Student Financial Support Working group which comprised uea|su and UEA staff

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members, had taken place. Collating information on what financial support is available to students, including PGR students is ongoing. A Plan of Work will be devised at the next meeting of the group;

43. uea|su 2017 HSC STUDENT EXPERIENCE REPORT

Considered

recommendations arising from the 2017 uea|su HSC Student Experience Report.

Members received a presentation on the findings of the HSC Student Experience Report that followed on from the Big Conversation reported at a previous SEC. It was agreed that this was an example of very effective uea|su UEA working, with HSC actively responding to student concerns.

RESOLVED

that a representative from HSC will produce a grid responding to the 27 recommendations arising from the report.

44. NON-ACADEMIC EXPERIENCE SURVEY

Received

a verbal update on the outcome of the Non-Academic Experience Survey.

RESOLVED

(1) that the findings from the survey will be reviewed at the October meeting of SEC once Directors of Service have had the opportunity to consider the report in detail;

(2) that consideration will be given to addressing actions arising from the outcomes of Non-Academic Experience Survey together will NSS outcomes to ensure consistent action planning.

45. IMPACT OF THE GROWTH IN STUDENT NUMBERS ON THE STUDENT EXPERIENCE 2017/18 AND 2018/19

Considered

an update on the University's plans to accommodate the growth in student numbers in 2017/18 and 2018/19, SEC16D033 refers.

RESOLVED

the Chair will raise with the Chair of the Space Management Group whether a site for an additional Union Shop could be considered.

46. PhD STUDENTS AS ASSOCIATE TUTORS

Considered

recommendations arising from a uea|su report on PhD students as Associate Tutors, SEC refers

The uea|su Postgraduate Education Officer gave members an overview of the key findings of research undertaken on PhD students as Associate Tutors. The

report contained 15 recommendations to the University. Members agreed that there was scope for a number of improvements to be made in this area.

RESOLVED

- (1) that the Chair will discuss the report and its recommendations with the PVC (Research);
- (2) that a named person should be identified to lead on responding to the report's recommendations;
- (3) that a meeting involving representatives from HR, LTS, PGR and uea|su should be set up to discuss the most appropriate fora to address the report's recommendations;
- (4) the Academic Director of Taught Programmes will meet with the Academic Director for Postgraduate Research Degree Programmes to discuss a number of issues raised in the report;
- (5) that the Academic Director for Postgraduate Research Degree Programmes will produce a table to map the University's responses to the 15 recommendations in the report.

47. CHANGING THE CULTURE IMPLEMENTATION GROUP

Considered
the progress made to date by the Implementation Group against the UUK Taskforce Recommendations, SEC16D035 refers.

48. UPDATE FROM THE STUDENT SUPPORT SERVICE

Considered
the progress made to date against the Student Services' Plan of Work, SEC16D037 refers.

49. REVIEWING THE PURPOSE OF THE STUDENT EXPERIENCE COMMITTEE

Considered
the purpose and functionality of the Student Experience Committee and whether in principle a combined Learning, Teaching and Student Experience Committee would be an improved forum for taking student experience issues forward, SEC16D038 refers.

RESOLVED

- (1) to approve in principle that a combined Learning, Teaching and Student Experience Committee would be an improved forum for taking student experience issues forward;
- (2) that the Chair will discuss the issues raised by student representatives in an email sent to SEC members outside the meeting;

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- (3) that the function and purpose of the Travel and Expeditions Committee, a sub- committee of SEC, will need to be reviewed if SEC ceases to exist.

50. MULTIFAITH ISSUES

Received

a report from the Multifaith Centre, SEC16D039 refers.

51. ISD LIBRARY REPORT

Received

a summary report from the Director of the UEA Library, SEC16D040 refers.

52. DATES OF SEC MEETINGS IN 2017/18 AND ANNUAL AGENDA ITEMS

Received

dates of SEC meetings in 2017/18 and annual agenda items, SEC16D041 refers.