

**COU17D063**

**Title:** Annual Report from the Student Experience Committee to Council  
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**Issue**

A summary of the activities of the Student Experience Committee (SEC) during 2017/18.

**Recommendation**

Recipients are invited to consider

- i) the content of the report
- ii) the effectiveness of SEC in undertaking its terms of reference.

**Resource Implications**

None arising directly from this report.

**Risk Implications**

The effective consideration of issues associated with the student experience mitigates the risk faced by the University.

**Equality and Diversity**

Equality and diversity issues have been taken into consideration by SEC when each item was considered.

**Timing of decisions**

Any recommendations from Council to SEC will be enacted in the next academic year.

**Further Information**

This is the second annual report to Council from the Student Experience Committee (26 JUNE 2016, COU16D065). For further information please contact Dr Andrea Blanchflower (01603 592618, [a.blanchflower@uea.ac.uk](mailto:a.blanchflower@uea.ac.uk)) or Michele Pavey (01603 59 2097, [m.pavey@uea.ac.uk](mailto:m.pavey@uea.ac.uk)).

**Background**

The membership, role and responsibilities of SEC, which is a sub-committee of the Learning and Teaching Committee are set out in Appendix A and those for the Learning and Teaching Committee are in Appendix B.

This report on SEC's activities to Council covers the 2017/18 academic year.

## **Annual Report from the Student Experience Committee to Council 2017/18.**

### **1. Introduction**

The focus of the Student Experience Committee is on all matters relating to the student experience. The Committee meets four times a year and reports to the Learning and Teaching Committee. The Committee's agenda is set jointly by staff and student representatives. All of the uea|su full time student officers are Committee members as are the UEA Directors of Service who provide services to students. There is also academic representation from each Faculty.

### **2. The work of the Student Experience Committee**

The work of the Committee is both pro-active and reactive. There are some standing items considered at every SEC meeting. One is a report from the Student Support Service which updates the Committee on activity in the Service and progress against the Services' annual plan of work. The consideration of the implementation of the Mental health strategy is a key area of business for the Committee.

A regular report is the annual uea|su Student Experience Report. Members consider the report, the University's responses to the report's recommendations, and, where appropriate, the action that will be taken.

The consideration of feedback from students is a key element of the work of the Committee and during the year the Committee considered feedback from, or on:

- the NSS
- the PRES
- international student experience
- survey regarding the non-academic elements of the student experience
- focus groups examining the experiences of new students
- NUS report on Teaching Excellence
- An uea|su report on Value for Money
- HSC students on placement

The uea|su student transformation strategy 2017-2020 was presented to the November meeting. The Student Transformation strategy sets out UEASU's strategic direction for the next few years. It has been designed to inspire students and staff, demonstrate the uea|su's charitable purpose and highlight ambitions for members and funders whilst being practical and focussed around the SU purpose. It is the product of an annually updated strategic exercise that involves rolling consultation and a strategic analysis exercise.

An update from the University's Changing the Culture Implementation Group, set up as a result of the outcome of the UUK Taskforce examining violence against women, harassment and hate crime affecting university students, was considered at every meeting. This enables the Committee to review the work being undertaken and see how the actions set by the Group are being implemented.

A report from the Library was considered at the February meeting which informed SEC of Library activity from September to December 2017 and work planned for January to April 2018 including actions following NSS, PRES and PTES.

The annual report from the Multifaith Centre outline a range of services it offer to students. Student Services have taken an active role in Faith related activities in the last year. The Lead Chaplain provided a brief overview of activity and SEC noted the following items: some refurbishment of the main Multi-Faith Centre building; some planned refurbishment of the Islamic Prayer facility in December 2017; and the extending of access to the Multifaith centre for private worship/contemplation via the cardax system so rooms were available 24/7. SEC was informed that the University had established a Working Group comprising staff and student representatives, chaired by the PVC HUM, Professor Sarah Barrow, that will identify appropriate long-term prayer space provision for Muslim students.

Enhancing student representation and the operation of the Staff Student Liaison Committees has been a theme over the last few years and a new Code of Practice was approved in 2015. It had previously been agreed that the Code of Practice should be considered as a regular item at the November SEC meeting to allow results from the most recent student surveys, such as NSS and UKES to be incorporated. There had been problems this year in recruiting student representatives and the causes were examined and plans for addressing them agreed.

Last year this report highlighted the work undertaken by the uea|su with PhD students who work as Associate Tutors and so have a complex relationship with the University both as a student and as a member of staff. The report incorporated a survey of PhD students as Associate Tutors undertaken by the uea|su and made a number of recommendations. These will now be considered by a number of University services to improve the recruitment, training and support for PhD students as Associate Tutors. SEC was provided with an update on this work at the November meeting.

During 2017/18 there has been a focus on the arrangements and support for PGT students undertaking dissertations. A working group has been established and the work stream will continue into 2018/19.

The Committee now also receives an annual report from the Student Sport and Physical Activity Committee. The committee noted a number of impressive sporting achievements from students, clubs and participation programmes.

### **3. Recommendations from SEC to other University committees**

Over the last twelve months SEC has made recommendations to other University committees on the following issues which were subsequently approved and have been or will be implemented:

- (1) Changes to General Regulations and Disciplinary processes arising from the five yearly LTC review of discipline (approved by LTC 11 May 2016, and Senate in June 2018 SEN17D040);
- (2) Changes to the Student Harassment and Sexual or Physical Misconduct policy (LTC17D124)
- (3) UEA Safeguarding policy, procedure and guidance (LTC17D156)

### **4. Governance**

Last year, at its meeting on 3 May 2017 SEC considered its purpose and functionality and whether in principle a combined Learning, Teaching and Student Experience Committee would be an improved forum for taking student experience issues forward. The Committee approved in principle a proposal that it should be combined with the Learning and Teaching Committee to form the Learning, Teaching and Student Experience Committee. The Learning and Teaching Committee agreed. However, the timing of this decision was such that the detail was not worked through in time for Senate to approve changes for introduction in 2017/18 and so the two Committees remained active. The Terms of Reference for SEC require updating and these will be considered at the first meeting of 2018/19. The current Terms of Reference can be found in Appendix A.

In June 2017 Senate did approve other changes in governance: a winding up of the Travel and Expeditions sub-committee, the creation of a Widening Participation Committee, as a sub-committee of LTC, and the creation of a new Student Sport and Physical Activity Committee (SSC) as a sub-committee of SEC.

The creation of the Office for Students (OfS) in 2018 and the publication of the initial and on-going conditions of OfS registration provide SEC with a new and significant role and there are currently no proposals to proceed with a merge. However, members agreed to revise the membership and terms of reference of the Student Affairs Group as the business undertaken by the Group was now being effectively managed due to improved partnership working between the SU and University.

## **5. Conclusions**

During the last year it can be seen that SEC has been effective in undertaking its responsibilities. It considers student feedback via National, University and Student Union surveys and how the University takes action in response to this feedback. In particular it keeps under review the University's responses to recommendations from uea|su reports on a range of issues.

It has considered a range of items in relation to the recreation, welfare and well-being of students and the provision of services, facilities and amenities for students. Not all areas are covered every year and it would be useful to establish a three year pattern to ensure all areas are covered during the academic lifetime of a typical undergraduate student.

The agenda is set collaboratively, with uea|su bringing many items to the Committee for consideration and it is proposed that this practice will continue in relation to the areas covered by the SEC terms of reference in any new Committee structure.

### **Attachments**

Appendix A – SEC Terms of Reference and Membership

Appendix B- LTC Terms of Reference and Membership

## **Appendix A**

### **STUDENT EXPERIENCE COMMITTEE**

(Sub-Committee of the Learning and Teaching Committee)

#### **Membership:**

Deputy Vice-Chancellor (Chair)  
Academic Director of Taught Programmes  
Academic Director of Widening Participation  
Academic Director of Postgraduate Research Degree Programmes  
Director of Student Services  
Director of Student and Academic Services  
Director of Information Services or nominee  
Director of Estates and Buildings  
Joint Head of the Careers Service –representing Director of Research and Innovation Division  
Market Research Manager (representing Director of Finance and Planning)  
Widening Participation Manager  
Assistant Head of Corporate Communications or nominee (new)  
Undergraduate Education Officer of the Union of UEA Students  
Postgraduate Education Officer of the Union of UEA Students  
Activities and Opportunities Officer of the Union of UEA Students  
Welfare, Community and Diversity Officer of the Union of UEA Students  
Campaigns and Democracy Officer of the Union of UEA Students  
Independent Member of Council – Mr Jeremy Clayton  
A representative of each Faculty nominated by the Dean of each Faculty (3 year terms introduced)

- Dr Pam Mayhew (SCI) (2019)
- Dr Rayna Denison (HUM) (2020)
- Dr Christine Rashka (FMH) (2020)
- Dr Jasmine Baumann (SSF) (2020)

Student Services Manager, Dr David Thurkettle (Secretary)

#### **Terms of Reference**

*(Note: revised Terms of Reference will be considered at the first meeting of 2018/19 having been last updated during 2016/17.)*

- (1) To consider all matters relating to the UEA student experience including:
  - a) the recreation, welfare and well-being of students;
  - b) the provision of services (including Learning and Teaching Services), facilities and amenities for students;
  - c) reports from the Student Affairs Group and Student Safety Group.
  - d) reports from the Students Union, including the annual Student Experience Report;
  - e) the results of student surveys.
- (2) To make or endorse recommendations for consideration by Learning and Teaching Committee and other relevant University committees as required

## Learning and Teaching Committee

### 2018/19 membership

The Pro-Vice-Chancellor (Academic) (Chair)  
Academic Director of Taught Programmes  
Academic Director of Learning and Teaching Enhancement  
Academic Director of Widening Participation  
Academic Director of Postgraduate Research Degree Programmes  
Academic Director of Partnerships  
Head of Staff Development  
Director of Student and Academic Services  
Director of Research and Enterprise Division or nominee  
Director of Information Services  
Director of Library Services  
Director of Student Services  
Chair (Associate Dean) of the Learning, Teaching and Quality Committee of each Faculty  
Undergraduate Education Officer of the Union of UEA Students  
Postgraduate Education Officer of the Union of UEA Students  
Welfare, Community and Diversity Officer of the Union of UEA Students  
Campaigns and Democracy Officer of the Union of UEA students  
City College Norwich Representative Mr J. White

Secretary: Mrs Laura Thompson / Ms M Pavey (Learning & Teaching Services)

### Terms of Reference

- (1) To define with the approval of the Senate, implement and review the University's strategies for learning and teaching, in line with the University's corporate strategy and taking into account Faculty and School strategic aims;
- (2) To develop policies, regulatory frameworks and Codes of Practice that secure the standards of the University's awards, assure the quality of the student experience and encourage innovation in learning and teaching;
- (3) To ensure compliance with those policies, regulatory frameworks and Codes of Practice through Learning and Teaching governance arrangements which comply with the University's Statutes;
- (4) To monitor the impact of those policies, regulatory frameworks and Codes of Practice on academic standards and the student experience including equality of opportunity, and to ensure that remedial action is taken where the outcomes do not meet University's requirements or those of external regulatory bodies (including those relating to disability and physical access to buildings);
- (5) To appoint examiners, on behalf of the Senate, for all taught and research programmes, on the recommendation of the responsible officer or body of the School;
- (6) In accordance with the above terms of reference, to consider matters brought forward for its attention by the Senate, the Academic Director of Taught Programmes and Academic Director of Research Programmes and the subcommittees of the Learning and Teaching Committee and to delegate matters appropriately for action;
- (7) To liaise with other agencies within the University on matters of mutual concern including matters of resource allocation as it affects the delivery of learning and teaching;
- (8) To consider and report annually to Senate upon:
  - a) the maintenance of academic standards based on the outcomes of the University's external examiner reporting system; and
  - b) matters concerning the equality of opportunity of students.