

LTC17D184

Title: Student Experience Committee
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Issue

This is a round up report to members of the Learning and Teaching Committee for information on activities of the Student Experience Committee covering the meetings held on

Recommendation

None

Resource Implications

None

Risk Implications

None

Equality and Diversity

None

Timing of decisions

N/A

Further Information

Ms Michele Pavey, Learning and Teaching Manager, extension 2097, email M.Pavey@uea.ac.uk

Background

N/A

Discussion

The report is for information only and no discussion is anticipated.

Attachments

The summary reports are below.

Report of the Meeting of the Student Experience Committee on 2 October 2017

The following key items were considered by the Student Experience Committee at its meeting on 2 October 2017 and are presented for the information of Learning and Teaching Committee members:

1. UEA STUDENT SPORT 2016-17

- 1.1 SEC received its annual report on student sport in 2016/17 and noted a number of impressive sporting achievements from students, clubs and participation programmes. A participation award was given for reaching 26% of the non-sporting population and which was a considerable achievement. Members were informed by the Director of Sport that a formal sports strategy was being developed.
- 1.2 The Director of Sport agreed to provide data on the demographics of sports park users to ascertain the extent to which research students participate in sports. It was also agreed that he would meet with the Academic Director of Widening Participation (WP) and the WP Manager to consider how data on undergraduate and possibly postgraduate students' use of the sportspark can be used to inform the WP agenda.

2. NATIONAL STUDENT SURVEY 2017

Members considered a report on outcomes from the non-academic themes in the 2017 NSS. Members resolved that the Chair would discuss with the Director of Admissions, Recruitment and Marketing how the University can communicate to all students the ways in which the University and uea|su work collaboratively to enhance the student experience.

3. UEA|SU STUDENT EXPERIENCE REPORT 2017

Having considered recommendations arising from the 2017 uea|su Student Experience Report the committee agreed that uea|su representatives would come up with a framework; grouping and prioritising key issues and objectives to work on in monthly meeting with the Chair. In addition, it was agreed that further consideration would be given to how to communicate to all students the ways in which the University and Schools respond to student concerns, thereby ensuring loops are closed.

4. UEA|SU STUDENT TRANSFORMATION STRATEGY 2017-20

Members received a presentation on the key elements of the 2017-20 uea|su Student Transformation Strategy. Members agreed that the document would be enhanced by including an overview of success and what that would look like that. Representatives from uea|su agreed to consider including working in partnership with the University in the document.

5. UEA|SU HSC STUDENT EXPERIENCE PLACEMENT REPORT

The Committee reviewed recommendations arising from a uea|su review of the experience of HSC students on placement. Members noted the recommendations in the report and commended the uea|su and staff in HSC for their effective collaborative working. It was agreed that responses from HSC would be considered at a future meeting.

9. STUDENT SUPPORT SERVICE

SEC received an update on the Student Support Service plan of work. The Director of Student Services informed the Committee that he would report on the development of online training on mental health for Advisers and other UEA staff and self-help resources for students at the November meeting of SEC.

10. UPDATE FROM THE CHANGING THE CULTURE IMPLEMENTATION GROUP

In an update from the Director of Student Services, the committee was advised by the Director of Student Services that the group was making good progress given the large scope of the project. He that noted that there proposals to develop a Bystander initiative.

The following items were considered by the Student Experience Committee at its meeting on 23 November 2017 and are presented for the information of Learning and Teaching Committee members:

1. UPDATE ON MULIFAITH ISSUES

As part of the update the Director of Student Services advised members that plans to support the prayer needs of Muslim students over the winter and during the summer are being formulated. ISOC and ueajsu representatives were involved in this.

2. UPDATE ON THE UEA MENTAL HEALTH STRATEGY

SEC endorsed the proposed implementation plan accompanying the strategy and agreed that the University should develop a strategy for training staff in mental health and well-being. Members resolved that the Joint Head of Careers) would meet with the Director and the Head of Student Services and the Head of Wellbeing to discuss how the careers questions students now complete as part of online registration could provide information useful to meeting objective 2.7 of the Operational Implementation Plan.

3. TEACHING EXCELLENCE: A STUDENT PERSPECTIVE

The Committee received a research report commissioned by a consortium of 20 Student Unions on the student perspective on Teaching Excellence.

4. STUDENT REPRESENTATION CODE OF PRACTICE:

The Committee considered reflections from the Students' Union on progress made in implementing arrangements for student representation arising from the revised Code of Practice on Student Representation. Following discussions the Chair agreed that there would be a communication to Schools addressing the misunderstanding between Schools and ueajsu around the recruitment of student representatives on SSLCs and how this will be addressed for next year

5. CLOSING THE LOOP: RESPONSES TO THE RECOMMENDATION IN THE STUDENT UNIONS' 2017 STUDENT EXPERIENCE REPORT

The Chair advised members that he and the PVC (Academic) met with SU reps and discussed the recommendations and themes arising from the report. There would be a series of meetings based on the themes.

6. TAUGHT POSTGRADUATE DISSERTATIONS: SUPPORT FOR RESEARCH

The Committee considered recommendations arising from a Student Union report on taught postgraduate dissertations. It agreed that the remit of the Working Group looking at taught postgraduate dissertations group should be widened to consider the report's recommendations.

The following items were considered by the Student Experience Committee at its meeting on 7 February 2018 and are presented for the information of Learning and Teaching Committee members:

1. UPDATE ON THE INTERNATIONAL STUDENT EXPERIENCE

The Head of Student Services updated members on some of the work being undertaken within the Student Support Service to enhance the experience of international students. This included reducing the turnaround times for visa applications, streamlining the orientation programme for international students taking into account student feedback and developing an app for new international students, which had been downloaded over 1000 times.

2. UPDATE FROM THE CHANGING THE CULTURE IMPLEMENTATION GROUP

The Head of Student Services reported on a number of initiatives including the Changing the Culture/Never Ok launch event on 8 February 2018 to raise awareness of new Never Ok webpages, the centralised reporting system and face to face an on-line training programmes. This is a uea|su/University collaboration. In addition, Leeway has introduced a confidential weekly drop in service on campus. She noted that there had been an increase in the number of incidents reported which could be attributed to the diversity of ways of reporting and the work being done around Never Ok and related initiatives.

3. DO SOMETHING DIFFERENT FESTIVAL 19-23 FEBRUARY 2018

Members were encouraged to promote the festival, which is an excellent example of joint working between uea|su. The Widening Participation team was working to ensure that sessions are appropriate to the diverse range of students.

4. NON- ACADEMIC STUDENT SURVEY 2017: RESPONSES FROM HEADS OF DIVISION

Arising from the Committee's consideration of the report the Director of Student and Academic Services agreed reflect on how Directors of professional services should be asked to respond to SEC on student feedback and advise them accordingly. It was also agreed that the Pro-Vice-Chancellor (Academic) would meet with the Market Research Manager to devise a schedule of when student survey outcomes are presented to University committees and how to ensure there is a joined –up approach to addressing agreed actions;

5. REPORT FROM THE LIBRARY

Members considered report from the Library Director and fed back on points raised in the report and action plan to the Library Director.

The following items were considered by the Student Experience Committee at its meeting on 25 April 2018 and are presented for the information of Learning and Teaching Committee members:

1. LTC FIVE YEAR REVIEW - UNIVERSITY DISCIPLINARY AND INVESTIGATIVE PROCEDURES AND POWERS AND GENERAL REGULATIONS FOR STUDENTS

Members considered the proposed amendments to the University's disciplinary and investigative procedures and General Regulations for Students. There were extensive discussions on the proposals and further meetings were agreed between key stakeholders to discuss elements of the proposals further before they were submitted to LTC for consideration.

2. CHANGES TO STUDENT HARASSMENT AND SEXUAL OR PHYSICAL MISCONDUCT POLICY

The Committee considered a revised Student Harassment and Sexual or Physical Misconduct Policy. It was agreed that further consideration was needed of support for PGR students around harassment. The Director of Student Services undertook ensure that all advising staff had access to online training module "Responding to Disclosures" in the new academic year.

3. 2017 NON-ACADEMIC EXPERIENCE SURVEY OUTCOMES

Members received an oral update from the Market Research Manager including details of a schedule of when student survey outcomes are presented to committees and methods to ensure a joined-up approach to feedback.

The Committee was advised that, in response to uea|su concerns about the impact on increasing student numbers, the PVC (Academic) would discuss University's proposed actions with uea|su officers at his regular meetings with them.

4. OFFICE FOR STUDENTS REGISTRATION

SEC considered the draft Access and Participation and Student Protection Plans, the self-assessment registration documents, the draft Refund and Compensation policy and proposals for meeting the on-going conditions of registration. It was agreed that future Student Protection Plans would to come to SEC.

5. 'VALUE FOR MONEY' REPORT FROM THE OFFICE FOR STUDENTS

The Committee considered a report from uea|su on the findings of the recent OFS 'Value for Money' report and a series of recommendations arising from the finding. Given the time constraints arising from a full agenda for this, the last meeting of the academic year, it was agreed that the recommendations would be considered at the meeting of LTC on 9 May 2018.

6. STUDENT SUPPORT SERVICE

Arising from an update from the Director of Student Services on the Student Support Service Plan of Work 2017-18 it was agreed that permanent home for Nightline would be discussed at space management group. Also the Director of Student Services undertook to consult with uea|su once data was received from UMS on changes to Medical Certificate charges.

7. UEA MENTAL HEALTH STRATEGY

The Committee received a report from the Director of Student Services on the implementation to date UEA Mental Health Strategy. Members agreed that the strategy should be refreshed and kept updated as a living document. It was further agreed that the Widening Participation Manager and Director of Student Services should consider, as part of a review, how WP/Student Support Service work together to support the mental health of WP students. It was also agreed to review the mental health training received by the Assistant Wardens.

8. APPROVAL OF UEA SAFEGUARDING POLICY, PROCEDURE AND GUIDANCE

Members considered the proposed policy and procedure from the Director of Student Services relating to the safeguarding of children, vulnerable adults and the prevention of exploitation.

9. PGT DISSERTATIONS: SUPPORT FOR RESEARCH WORKING GROUP REPORT

SEC received an oral update from uea|su on the progress of the working group and heard that good progress was being made.

10. DISSOLUTION OF THE STUDENT AFFAIRS GROUP

The Committee received a report from the PVC (Academic), uea|su and Director of Student Services that it has been agreed to dissolve the Student Affairs Group.

11. POSTGRADUATE RESEARCH EXPERIENCE SURVEY FINDINGS

SEC considered a report from the Academic Director of Postgraduate Research and the Head of the Postgraduate Research Service on the findings of the Postgraduate Research Experience Survey 2017. It was agreed to give further consideration to how PGR students can be involved in research cultures within their schools and institutes. The Director of Student Services agreed to ascertain whether SSS could address English Language support satisfaction, considering the volume of support, the timing of support or the content of what is delivered. He also agreed to ask members of the Learning Enhancement Team to undertake analysis of use of LET/language support by PGT/PGR students

12. SUMMARY OF FINDINGS FROM NEW STUDENT FOCUS GROUPS 2017

Members considered findings from New Student Focus Groups and considered what possible action may be needed for 2018. The PVC (Academic) noted that he is working on a trial with JISC on learning analytics, which may yield fruitful information in determining how we can measure and track the way students build social and cultural capital.