

**STUDENT EXPERIENCE COMMITTEE
ACTION POINTS FROM THE MEETING
HELD ON WEDNESDAY 7 OCTOBER 2009**

Members present:	Professor Tom Ward	Pro-Vice-Chancellor, Acad - Chair
	Jonathan Colam	ISD
	Dr Sara Connolly	Representing SSF
	Rob Evans	Academic Registrar
	Miss Helen Fisher	Director of Faculty Admin, HUM
	Dr Annie Grant	DOS
	Rubina Kalra	SU International
	Suzanne McIntosh	Representing AHP
	Dr Pam Mayhew	CMP
	Prof Geoff Moore	Director of Taught Programmes
	Helen Murdoch	Equality and Diversity
	David Sheppard	SU Academic
	Sue Thurston	Independent member of Council
In attendance:	Alice Burnett	Vacancy Administrator, Careers Centre
	Margaret Janes	Manager, Waterstone's
Apologies for absence:	Tom Sutton	SU Welfare
		Graduate Students' rep
	Roger Bond	EST
Notes:	Wendy Chalfont	VCO

1.	Action points from the meeting on Wednesday 6 May 2009
1.1	<u>International Student Barometer</u> Annie Grant had passed on the relevant information to the Union Sabbaticals.
1.2	<u>Alcoholic, low alcoholic and non-alcoholic social events and student integration.</u> David Shepherd said that this meeting had not yet been arranged. He would follow up on arranging this meeting. Roger Bond to be involved. Action: David Sheppard
1.3	<u>Transport : Student car parking</u> Tom Sutton and Dawn Dewar had had a positive discussion; Tom would offer Dawn some suggestions for a new model for parking arrangements. Action: Tom Sutton
1.4	<u>Students at Work Survey</u> David Sheppard to contact Linda Shepherd about this and about any increase in the number of students requesting help because of finances. Annie Grant confirmed that student induction talks mentioned possible financial support available. Action: David Sheppard

1.5	<p><u>Part-time student use of Sports Park</u> Martin Jopp had not met with Keith Nicholls yet. Having spoken to Keith, Annie Grant explained that, under the terms of the Lottery funding, the agreement was that the reduced rate for students only applied to those in full-time education. Any changes would have to apply to all part-time students throughout Norfolk, which would have significant financial implications.</p>
1.6	<p><u>Academic Advisory Survey</u> This had been completed. Top line results had been produced and individual results were now being sent out to Schools.</p>
1.7	<p><u>UUEAS Mission, Values & Vision Statement 2009-12</u> David Sheppard would go to Heads of Schools as the next stage of this exercise. Action: David Sheppard</p>
1.8	<p><u>Congregation hall as a graduation venue</u> Roger Bond had apologised for not being in attendance at today's meeting. Roger was investigating the options such as a marquee, and costs. Tom Ward would e-mail Roger to remind him and it was agreed to take one more look at this matter. Action: Tom Ward</p>
1.9	<p><u>Timetables</u> Jonathan Colam said technical implementation was underway, and, subject to approval by SITS, the new timetable system could go live next academic year. David Sheppard said some improvements had already been noticed and was hopeful that all the related problems would be overcome by next academic year.</p>
1.10	<p><u>Examination feedback</u> David Sheppard said it was acknowledged that Schools had tried to implement changes requested by students. Discussions were on-going. Tom Ward asked the Associate Deans to report back to LTC. Action: AD(LTQs)</p>
2.	<p>Report on the outcomes of the survey of international students' English language and academic skills development</p> <p>Annie Grant said an e-mail survey had been carried out to investigate the academic and English language skills of international students and gather their views of the support currently offered. The full report was available on the Survey Office website. Annie went through the key findings.</p> <p>International students were a very diverse group, of wide-ranging experience and backgrounds. A number of suggestions were made in the report for actions that could improve UEA's provision for these students.</p> <p>IELTS: there was a discussion about the IELTS scores required for entry to UEA courses. It was suggested that the criteria for entry should specify both an overall IELTS score and a minimum score in each of the four elements of the test. Action: Tom Ward to discuss with Richard Harvey.</p> <p>Geoff Moore said that before decisions are made which may have admissions implications, their impact should be tested in respect of the number of students who would be admitted to UEA courses.</p>

	<p>Annie Grant said that relatively few students take advantage of the on-session English courses provided, citing reasons such as preferring to seek friends' help, or tuition not sufficiently focused on their subject or the timing of the courses. Many students would benefit from individual language teaching too: DOS was currently recruiting to a new post so that UEA would be able to offer this.</p> <p>Annie Grant suggested that the results of the survey that related to proof-reading be referred to TPPG for further discussion. Geoff Moore agreed and the Committee approved.</p> <p>Margaret Janes said some language tutors had encouraged INTO students doing pre-session language courses to buy books from their reading lists - sometimes against the preference of subject-teaching staff. She suggested that language tutors should work in concert with subject tutors to avoid students reading material out of context.</p> <p>Action: Tom Ward</p> <p>Annie Grant informed the Committee that she had received funding from UKCISA for a joint project with EDU that aimed to improve the interaction between UK and international students.</p> <p>Facilities for PGR and PGT students were discussed.</p> <p>Sue Thurston asked if there were any resources to help teaching staff to understand the challenges faced by international students. Annie Grant confirmed that DOS staff had produced resources and had run sessions for staff on teaching international students. This was an area for further development.</p> <p>Alice Burnett said the report had not mentioned the impact of poor English language skills on international students' ability to gain part-time employment. The Careers Centre received many enquiries from students who were very motivated but unable to understand how long the process of getting work might take and what their reasonable expectations were of finding part-time work.</p> <p>Annie Grant to distribute to SEC members the link to the website where the full report was available. The concluding section provided a summary of the key findings.</p> <p>Action: Annie Grant - the link to the full report is at: http://www.uea.ac.uk/polopoly_fs/1.131732!int_student_survey.pdf</p>
3.	<p>Love the Square</p> <p>TW invited everyone to give views on how the Square was affected by the behaviour of people congregating in it and passing through it. It was acknowledged that it was looking less littered, mainly because Estates department's daily clear-up was starting earlier. Discarded drinks, broken glass and urinating were also a problem and one of Waterstone's windows had been smashed.</p> <p>Alice Burnett distributed a document about attitudes to littering. It was agreed the best way to approach the problem was to foster a sense of care for the immediate environment, and make it an environmental issue, which students would be motivated to engage with directly, not a disciplinary one. Awareness could be raised via student bodies</p>

	<p>The contribution to the problem resulting from SU gigs in the LCR was discussed. It was acknowledged that these events brought visitors in, not just students. The responsibility of the SU to clear up after gigs, while needing to make money from the gigs to support its activities on students' behalf (and therefore being unable to pay for cleaning) was discussed. Voluntary student participation in patrolling during and after gigs was also suggested.</p> <p>The SU disliked using plastic cups, knowing they could not be recycled in Norfolk, but glass was prohibited at gigs and paper cups could not be sourced in sufficient quantity so plastic was the only option.</p> <p>Sue Thurston asked if the campus had a Safer Neighbourhood scheme. DS confirmed that it did but it was clarified that this was for the whole area around and including UEA. It was suggested that establishing a SNAP panel for UEA itself might be a way forward.</p> <p>Conference office to be reminded about rules for noise made by conference groups. Action: Tom Ward</p> <p>D Sheppard to ask Martin Jopp to meet with Roger Bond to discuss further. Action: D Sheppard</p>
4.	<p>UEA Student Experience Report 2009</p> <p>David Sheppard explained that all student unions were to be registered with the charities commission as educational charities on the basis that their function was to make students' lives and education better. UEA SU was already moving in that direction. ^{*See footnote below}</p> <p>As part of quality assurance, a report about student experience at the university had been requested. A draft had been circulated to the members prior to the meeting. David asked for comments on the draft.</p> <p>Annie Grant offered congratulations to the SU on the document. It was suggested the wording be modified slightly to say 'The University should consider (doing)' rather than 'The University should (do)'.</p> <p>Geoff Moore agreed that the report was very good and very valuable; he challenged the perception of students as 'customers' simply because they were paying – they had a contribution to make, by working, in order to obtain what they were paying for.</p> <p>Sara Connolly liked the way the action points were themed, but suggested the SU highlight the ones which were most important to them.</p> <p>It was also suggested the headings in Table B be extended.</p> <p>TW welcomed it and said it would be good to see a similar report produced annually; it was useful to see the SU's thinking.</p> <p>For any future report, DS to liaise with Helen Murdoch on matters of diversity.</p>

* Original notes amended here to remove the words “**Becoming a charity removed the SU's right to campaign**”, at David Sheppard's request, as DS said this was not an accurate reflection.

5.	<p>Visit to the reconfigured Library area Jonathan Colam showed the members and those in attendance the newly refurbished working area in the Library, including the hi-tech bookable 'pods' and also outlined some proposed modifications for the 24 hour IT suite.</p>
6.	<p>Any Other Business None was raised.</p>
	The next meeting will be on Wednesday 17 February 2010 at 2pm