

**STUDENT EXPERIENCE COMMITTEE
ACTION POINTS FROM THE MEETING
HELD ON WEDNESDAY 17 FEBRUARY 2010**

Members present:	Tom Ward TW	Pro-Vice-Chancellor, Acad – Chair
	Natasha Barnes NB	SU Communications
	Pierre Chardaire PC	Deputising for Pam Mayhew, CMP
	Rob Evans RE	Academic Registrar
	Helen Fisher HF	Director of Faculty Admin, HUM
	Annie Grant AG	DOS
	Shawn McGuire SMcG	Deputising for Sara Connolly, SSF
	Geoff Moore GM	Director of Taught Programmes
	Helen Murdoch HM	Equality and Diversity
	David Sheppard DS	SU Academic
	Nicola Spalding NS	Representing FOH
	Tom Sutton TS	SU Welfare
	Rebecca Tillet RT	Representing HUM
	Sue Thurston ST	Independent member of Council
	Sally Walker SW	Graduate Students' rep
In attendance:	Ebele Amaikwu	ITCS
	Alex Cole	Senior Outreach Officer, RIO
	Annie Ogden	Marketing and Communications
	Luke Salter	Placement in SU
	Elaine Sherriffs	Volunteering Administrator, CCEN
Apologies for absence:	Roger Bond	EST
	Jonathan Colam-French	ISD
	Rubina Kalra	International Students' Officer
	Lydia Sosa-Vargas	Graduate Students' rep
Notes:	Wendy Chalfont	VCO

	Correction to notes of meeting on Wednesday 7 October 2009
	It was clarified that Suzanne McIntosh had been present, deputising for Nicola Spalding and thus representing the whole of the Faculty of Health, not only AHP.
1.	Action points from the meeting on Wednesday 7 October 2009
Item 1.8	<u>Congregation hall as a graduation venue</u> Easton College had been suggested, but was likely to be expensive and complicated. There was nothing else substantial to report at this stage, but further suggestions / questions would be welcome.
Item 2	<u>International students' English language</u> TW had raised the matter with Richard Harvey; a response was awaited.

2.	<p>New Student Union constitution</p> <p>TS's presentation on the new Student Union constitution, due to take effect on 1 Apr 2010, showed the revised structure, where most power now lay with the Trustees. Some committees and officers now had different names and there were changes in some electorate groups.</p> <p>The changes were consistent with the Union's intention to register as a charity, which it would need to do in view of its high level of revenue, compared with other university student unions. Charitable registration would also give access to additional resources.</p> <p>Changes to the structure could be made with approval from the Union Council and also by the University Council (or the appropriate sub-committee of this). DS and TS would investigate whether the Charities Commission needed to be consulted about such changes. Action: DS and TS</p> <p>HM congratulated the SU on the new constitution and asked if they would share the results of the initial consultation carried out with students. The SU agreed to this.</p> <p>DS said work had not stopped now the new constitution had been agreed; the SU needed a strategic plan to achieve what its students required.</p> <p>NB clarified that the standing orders for all the committees were the same, so that steps could be taken if any committee ceased to be representative.</p>
3.	<p>Engagement with the community; managing the student "ambassadors"</p> <p>TS said the name of his role had changed from 'Welfare' to 'Community' officer. The SU was about to draft a community strategy, seeking to improve the perception people had of the university and of students by means of student/community interaction.</p> <p>Alex Cole and Elaine Sherriffs each spoke about the different types of engagement with the community they were involved with.</p> <p>Elaine said that UEA volunteering had been funded by HEFCE, with 2.5 FTEs but now had only 0.6, as funding had been modified and then withdrawn. It promoted volunteering for students and staff to widen their life experience, build confidence and skills, enhance employability and engage with the local community. It had links with Voluntary Norfolk. Joint activities with other colleges in Norwich were envisaged. Elaine had 70 names on her list of UEA volunteers. AG knew of 350 volunteers active each year and there were doubtless other voluntary activities undertaken by students on their own initiative. Examples of community activities which volunteers worked with were the community group in West Earlham, and environmental projects based on allotments.</p> <p>Alex worked in the Outreach office (part of RIO) and ran the Student Ambassador scheme. There was a team of paid employees of the university, with gender split mirroring that of the whole UEA student population. Recruitment was by means of a drop-in interview, or 'audition', for anyone interested in applying. This method was acceptable to HR and for equality purposes. There were sufficient applicants for this work. These ambassadors went into schools, for example, or acted as</p>

	<p>guides on visit days.</p> <p>AG said DoS office and Estates did much work involving the interface between the university and the outside world.</p> <p>TS mentioned clubs and societies as another area of university/non-university interface. He also said that the accommodation office tried to ensure leases covered gardening, parties etc, to help avoid problems between students and their neighbours. SU music events were another way the public interacted with UEA.</p> <p>AG mentioned the Sports Park and liaison with police, eg where students were being victimised.</p> <p>TS requested more communication about student volunteering etc, to counteract the negative perception of students within the community, before it got worse.</p> <p>Alan Preece to be asked if the university could take regular space in a local news publication eg 'Community Matters' for an update on university matters, to improve communication to the local community. Action: T Ward</p> <p>Roger Bond please to be aware of this discussion and to contribute an occasional update to the local community about planning applications, eg by means of a meeting, or an e-mail group. Action: R Bond</p>
4.	<p>Timetabling project</p> <p>Ebele Amaikwu demonstrated how the new computerised timetabling system operated, and showed some of the additional functions it offered.</p> <p>The tentative start date for the system was the first week of March.</p> <p>GM pointed out the possible consequences in terms of students changing modules part-way through their courses.</p> <p>Ebele was thanked for the valuable preview of how the system would work, which would clearly have many advantages over the current situation.</p>
5.	<p>Communications</p> <p>Annie Ogden's role was internal communications with staff. DoS office dealt with information for students or schools but Annie appreciated there were items of general information which were relevant to the entire university.</p> <p>An internal survey last year had shown people felt they received too much information so Annie's office had set up 'info@uea' with gatekeepers to forward only what was appropriate. However, there might now be too many news items going via this route.</p> <p>Annie proposed a weekly e-zine (different versions for staff and students) with sections which individuals could click on according to interest, while retaining 'info@' for emergencies. It was believed this could be done on the Portal.</p>

	<p>Annie proposed to carry out some focus groups and to talk to gatekeepers.</p> <p>SW said this would be very welcome to Graduate students. It would also get over the problem that when gatekeepers were away, messages did not get forwarded. AG pointed out that the gatekeeper system did not work well because messages were very often simply forwarded to all staff anyway, so e-mail traffic was not reduced.</p> <p>NB said that HTML did not come through in webmail, used by students used. So a nicely designed newsletter might not display on students' mail as it was intended to. Annie Ogden took note of this point.</p>
6.	<p>Any Other Business None was raised.</p>
	<p>The next meeting will be on Wednesday 5 May 2010 at 2pm</p>