

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

Members present:	Tom Ward	TW	Pro-Vice-Chancellor, Acad – Chair
	Jonathan Colam-French	JCF	Director of ISD
	Rob Evans	RE	Academic Registrar
	Helen Fisher	HF	Director of Faculty Admin, HUM
	Annie Grant	AG	DOS
	Pam Mayhew	PM	Representing SCI
	Geoff Moore	GM	Director of Taught Programmes
	David Sheppard	DS	SU Academic
	Shaune Richardson	SR	Deputising for Nicola Spalding FOH
	Sue Thurston	ST	Independent member of Council
In attendance:	Claudia Gray	CG	ACAD
Apologies for absence:	Roger Bond	RB	Director of EST
	Helen Murdoch	HM	Equality and Diversity Manager
	Rebecca Tillett	RT	Representing HUM
	Sally Walker	SW	Graduate Students' rep
	Lydia Sosa-Vargas	LSV	
Notes:	Jacqui Churchill	JC	VCO

1.	Action points from the meeting on Wednesday 17 February 2010
	<u>International students' English language</u>
	TW will raise the matter of entry standards again with Richard Harvey and will report back to the next meeting of SEC. Action: Tom Ward
	<u>New Student Union constitution</u>
	DS reported that the Union has not as yet registered with the Charity Commission but the constitution is now in place.
	<u>Engagement with the community; managing the student "ambassadors"</u>

	<p>TW will speak with Alan Preece regarding the university taking regular space in a local news publication e.g. 'Community Matters' for an update on university matters, to improve communication to the local community and will report back to the next meeting of SEC.</p> <p style="text-align: right;">Action: Tom Ward</p>
	<p>Timetabling project</p> <p>Confirmed that the project is being rolled out in the next 2 weeks and that allocation of rooms will take place in August.</p>
	<p>Communications</p> <p>Jonathan Colam-French reported that the Web Strategy Group will be overseeing a review of digital communications across the University, which will include the use of mailing lists and alternative technologies.</p>
2.	<p>Proposed Code of Student Conduct at UEA</p> <p>A paper on the above was circulated prior to SEC. Geoff Moore told the meeting that a broadly based review group, which consisted of student representatives, staff, academics and administrators from both Central Divisions and Faculty, had been set up to look at general regulations and to revise disciplinary procedures in relation to students at UEA. The aim of the proposed Code is to set out UEA's expectations of student behaviour and the values and principles that are felt to be fundamental to membership of a university community.</p> <p>GM wanted to get a view from this Committee as to whether it was felt to be worthwhile to produce a Code of approximately 2 pages written in student friendly language that made it clear what we want the UEA community to be. It was agreed by all that this was an excellent idea and that Geoff should take it back to the review group for further work to be done on it. It was noted that the Health Schools have a professional code of conduct which works well as they keep the document very simple.</p> <p style="text-align: right;">Action: Geoff Moore</p>
3.	<p>Additional Course Costs</p> <p>David Sheppard gave a very useful PowerPoint presentation on a recent SU survey that had been carried out at UEA.</p> <p>Students raised the following points regarding additional costs incurred:</p> <ul style="list-style-type: none"> • not aware of having to pay for extra printing of lecture notes and paying for extra copies of course work that needed binding • travel/accommodation costs when on placements and year abroad courses • CRB cost for certain courses • laboratory equipment e.g. lab coats and glasses • paying for course books that are not used

	<p>David will be providing a report on the findings of this survey shortly and Annie Grant has offered support from DoS office to help with statistical analysis. Tom Ward will then take a view on whether to circulate this report to Heads of School. He would like David to give the PowerPoint presentation at the next meeting of STAR on 1 June and will speak with Richard Harvey to set this in place.</p> <p style="text-align: right;">Action: Tom Ward/David Sheppard</p> <p>Tom Ward, Rob Evans and Geoff Moore will meet to discuss relevant Government legislation and to clarify the University practice on additional costs to students regarding handouts, printing and course related items.</p> <p>Action: Tom Ward/Rob Evans/Geoff Moore</p> <p>Alison Rhodes and Claudia Gray will be sent a copy of David's PowerPoint presentation and will be asked to meet to discuss the extra costs associated with placements.</p> <p style="text-align: right;">Action: Jacqui Churchill</p>
4.	<p>Up-date on Student ICT Project</p> <p>Jonathan Colam-French gave an up-date on the Student ICT Project. A student focus group had been formed and its aim was to identify and implement an outsourced solution for student e-mail and file storage. It would appear that most students were using personal e-mail accounts (from Google or Microsoft). The reasons cited for not using their UEA account were poor functionality, limited quota and no access to the account after graduation.</p> <p>Two potential suppliers gave presentations to both the focus group and other representatives from a cross-section of the University and a tender document has been produced and sent to them and responses are expected by 14 May, after which they will be scored. Jonathan will confirm to Tom Ward that both companies have responded to him.</p> <p style="text-align: right;">Action: Jonathan Colam-French</p> <p>Jonathan also confirmed that Windows 7 will be installed in all student IT areas during the summer and all staff should have it installed by Christmas.</p>
	<p>Up-date on Library Refurbishment – Floor 0</p> <p>Jonathan outlined the work planned for the Floor 0 refurbishment of the Library which will include:</p> <ul style="list-style-type: none"> • Redesigned entrance • Relocated returns sorter with 2 inputs to reduce queuing • Relocated and unified IT and Library Helpdesks • Provision of an additional variety of study spaces • 24 hour access from the walkway <p>The main part of the work is scheduled to take place between 11 June and the end of August. During this period the main entrance will be the current 24 hour entrance on Floor 02. Helpdesk services will be available on Floor 01 where the Short Loan Collections will be sited and all stock will still be able to be accessed – every effort will be made to keep disruption to a minimum.</p> <p>Jonathan will contact Lynn Ward regarding dates for assessment period access to</p>

	<p>the library. It was also mentioned that Ramadan is early this year and additional support and guidance for students may be required.</p> <p>Opening times at the Library will be 08:30 until 7.00 p.m. but with new working practices it was hoped that 08:00 may be possible.</p>
5.	<p>Any Other Business None was raised.</p>
	<p>The next meeting will be on Wednesday 6 October 2010 at 2pm</p>