

**LTC13D100**

**Title:** Student Experience Committee  
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**Date:** 18 June 2014  
**Circulation:** Learning and Teaching Committee  
**Agenda:** LTC  
**Version:** Final  
**Status:** Open

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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 meeting held on 30 April 2014.

**Recommendation**

None

**Resource Implications**

None

**Risk Implications**

None

**Equality and Diversity**

None

**Timing of decisions**

N/A

**Further Information**

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**Background**

N/A

**Discussion**

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

**Attachments**

The summary report is below.

## **Report of the Meeting of the Student Experience Committee on 30 April 2014**

The following items were considered by the Student Experience Committee at its meeting on 30 April 2014 and are presented for the information of Learning and Teaching Committee members.

1. CAREER CENTRAL
  - 1.1 Mr James Goodwin, Joint Head of the Careers Service, gave a presentation to members on CareerCentral. This is available on the Student Experience Committee's website.  
<https://www.uea.ac.uk/committeefice/ueacombeds/sec/sec1314/300414/SEC+Careers+update>
2. STUDENT EXPERIENCE SURVEY 2014
  - 2.1 Members heard a presentation from Ms Rebecca Price on the outcome of the Student Experience Survey 2014. This is available on the Committee's website.  
<https://www.uea.ac.uk/committeefice/ueacombeds/sec/sec1314/300414>
  - 2.2 The Chair noted that the analysis of the survey would be rolled out across the University in due course. Further consideration would then be given to areas where students had expressed a degree of dissatisfaction.
3. UNION OF UEA STUDENTS: STUDENT EXPERIENCE REPORT- PARTS 2 AND 3
  - 3.1 Members considered the following reports
    - i) part 2 of the Union of UEA Students, Student Experience Report: a review of PGT and PGR students' experiences at UEA
    - ii) part 3 of the Union of UEA Students, Student Experience Report: welfare
  - 3.2 Part 2: a review of PGT and PGR students' experiences at UEA
    - 3.2.1 SEC members agreed that key recommendations in the report, including lecture capture and investment in online resources, should be a priority. However, adding flexibility by, for example, teaching twice was not deemed feasible on resource grounds.
    - 3.2.2 Postgraduate tuition fees and funding: this was a national issue especially for undergraduate students. It was noted that scholarships for a 50% fee reduction for UEA students with first class degrees would be offered for 2014/15 (for one year currently).
    - 3.2.3 Library related resources: channels that students can use to request resources should be clarified. The Head of ISD noted that Library staff were concerned that they were not provided with reading lists by module organisers. Lists to distinguish between essential and recommended reading with an example of student numbers would be very helpful to Library staff. It was further noted that, if successful, a CUBS bid would help to resolve some

of these issues since the bid included the appointment of a member of staff and digitisation of reading lists.

- 3.2.4 Access to social and work space for PGR students: Members were advised that space in the Library was being designed for PGT and PGR study. The Academic Director for Postgraduate Research Degree Programmes would be meeting with Senior Faculty Managers and the University's Space Management manager to discuss space for PGR students. The redevelopment of the Student Union building was also addressing social space for PGT and PGR students.
- 3.2.5 Teaching opportunities: there was concern that these seemed to be more available to home than international students. Members were advised that the Head of Postgraduate Research Service was undertaking work on students teaching, this included equality of opportunity and different levels of access to teaching across Schools. It was agreed that all PGR students should have access to teaching opportunities where it was appropriate for their course.
- 3.2.6 PPD: UUEAS was keen to ensure that dialogue around the PPD programme should take place. The Chair advised members that Graduate Schools and the PGR Executive were looking at this and it was being reviewed as part of PGR Learning and Teaching strategy.
- 3.2.7 Members agreed that it was important to ensure research degree supervisors made sure that key readings were available should be referred to the Library Forum
- 3.3 Part 2: Welfare
  - 3.3.1 Faith on campus: UUEAS representatives thanked the Chair for the work he had undertaken in this area. The Chair advised members that he would be meeting with representatives from UUEAS regarding the use of the Multifaith Centre and the Islamic Centre and he would report back to the Committee.
  - 3.3.2 Safe space on campus: it was noted that the Dean of Students Office make available a room in Broadview Lodge overnight for students who feel they need to leave their accommodation because of an emergency. It was agreed that the existence of a safe room should be publicised on the UEA website as well as in the leaflet that will be produced by the Dean of Students Office.
  - 3.3.3 Members agreed that UUEAS representatives would liaise with colleagues in the Dean of Students Office to ensure the existence of a safe room was publicised on relevant UEA web pages.

#### 4. ANNUAL STUDENT UNION SURVEY 2014

- 4.1 Ms Louise Withers-Green gave a presentation on the on the 2014 Student Union Survey. The salient parts of the report were:
  - 4.1.1 Students do consider UUEAS services when choosing to come to UEA but course reputation was the most important reason.
  - 4.1.2 When rating services the shop was deemed most important.

- 4.1.3 With regard to issues and concerns, 90% of respondents were very or quite concerned about academic achievement.
- 4.1.4 The most important UUEAS campaigns were around exam timetables and coursework return.
- 4.1.5 Only 30% of respondents said they had received feedback on exams. 52% found this feedback neither helpful nor unhelpful.
- 4.1.6 With regard to methods of communication, 82% felt email was an important way of UUEAS communicating with students. However, on the other hand many students state they get bombarded with emails.
- 4.1.7 65% of respondents felt the UUEAS had a positive impact on their experience of UEA.
- 4.2 Ms Withers Green informed members that in terms of acting on the results of the survey this would depend on the issues that the new Union Officers decided to prioritise. Committee members agreed that it was important to have a 'closing the loop' report based on the outcome of the survey findings.

## 5. GENERAL REGULATIONS (1-12)

- 5.1 The Chair informed members that General Regulations 1-12 had been subject to considerable discussion between UUEAS and UEA and there was forum for discussion of these regulations. It was agreed that that the proposed changes to the General Regulations (1-12) be approved. They would be submitted to the Learning and Teaching Committee for its approval.
- 5.2 Dr Thurkettle, Senior Resident Tutor had collated some statistics which demonstrated that the number of students subject to formal or informal disciplinary action under these regulations had decreased significantly in 2013/14. It was believed that this was in part due to work being undertaken by Senior Resident Tutors and Security Officers, which was proving fruitful.

## 6. ELECTORAL REFORM AND INDIVIDUAL ELECTORAL REGISTRATION (IER)

- 6.1 Members were informed that changes to the mechanisms for electoral registration would come into effect in June 2014. Each individual citizen will be responsible to register to vote. Some Universities act as homeowners for registering students and they will no longer be able to do this;
- 6.2 Two measures, the inclusion of the electoral registration hyper link within UEA's student registration task and a place on the portal to enable students to keep their registration addresses up to date would shortly be put in place. In addition the change of address page on the portal now had a link to the electoral reform site.

## 7. DEAN OF STUDENTS' OFFICE

- 7.1 Members heard a Received a verbal report from the Student Affairs Group and Student Safety Group presented by Dr Annie Grant, the Dean of Students. The key issues from the report were:

- 7.1.1 Safety and security: despite a decrease in thefts from halls of residence over the last few months there were still problems in getting students to secure their rooms. Ongoing initiatives were being undertaken by the Library, Accommodation and Dean of Students to raise awareness.
- 7.1.2 Mental well-being and counselling: there were very long waiting list for counselling. Initial evaluations were taking place happening but there could be a six week wait for appointments.
- 7.1.3 There had been a very good take up by students of language buddies and conversation clubs to help students develop English language skills.
- 7.1.4 Hubs would soon be displaying Learning Enhancement Study Guides.

## 8. 2013/14 UNION OF UEA STUDENTS OFFICERS' REPORT

- 8.1 Members discussed a report from the 2013/14 UUEAS Officers. The salient points were:
  - 8.1.1 Accommodation pricing: UUEAS representatives were concerned that their officers were not fully briefed about accommodation price increase and did not feel they were consulted sufficiently on what they perceived to be a significant increase. The Chair advised members that UEA accommodation prices were now comparable with competitor universities and this was the rationale for the price changes. It was agreed that in future years there should be more transparent consultation on rent setting.
  - 8.1.2 Students' with debts to the university: the Director of Planning confirmed that the University would not prevent students from graduating if they owed non-academic debts.
  - 8.1.3 Equal opportunities: UUEAS was working with the University's Equality and Diversity manager on a range of issues including sub-cultures.
  - 8.1.4 Time to Change national mental health campaign: UUEAS was signing the Time to Change Pledge on 1 May. Given that often student unions normally signed the pledge together with the university it was felt that there was more work to be done in this area.
  - 8.1.5 Faith: this was an important issue for all faith groups and UUEAS representatives highlighted that it needed to be high on the University's agenda.
- 8.2 Given the range of issues that were ongoing it was agreed that for the first meeting of SEC each academic year, the Chair would produce a PVC update so that members would be aware of the progress being made on key areas.

The Chair thanked the UUEAS representatives for all the work they had undertaken over the year.