

**STUDENT EXPERIENCE COMMITTEE
ACTION POINTS FROM THE MEETING
HELD ON 4 OCTOBER 2012**

Members present:	Nigel Norris	NN	Pro-Vice-Chancellor, Acad – Chair
	Caroline Sauverin	CS	DUS (LTS)
	Roger Bond	RB	Director of Estates & Buildings
	Jonathan Colam-French	JCF	Director of ISD
	Josh Bowker	JB	Academic Officer, UUEAS
	Annie Grant	AG	DOS
	Astrid Simonsen	AS	International Officer, UUEAS
	Toby Cunningham	TC	UUEAS
	Pam Mayhew	PM	Deputy for AD (L&T) SCI
	Sam Clark	SC	Community & student rights, UUEAS
	Rupert Wood	RW	Deputy for AD (L&T) FMH
	Jo Spiro	JS	Student Support Services Manager
	John Taylor	JT	President, GSA
	Adam Longcroft	AL	Director of Taught Programmes
Apologies for absence:			
	Helen Murdoch	HM	Equality & Diversity Manager
	Helena Gillespie	HG	AD (L&T), SSF
	Vicki Keller Dorsey	VKD	Independent member of Council
	Ian Callaghan	IC	Director of Planning
	Nicola Spalding	NS	AHP
	Alison Rhodes	AR	DUS
In attendance:	Lisa Williams	LW	Assistant Registrar, VCO

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Updates arising from the meeting held on Wednesday 9 May 2012

6b from mins of 15/2/12. Hub emails – email addresses have now been simplified and communicated to students.

7. from mins of 15/2/12. Student reps/Faculty Convenors not having access to all student email addresses. **ACTION: CS to ask Local Support Offices to forward emails to students from student reps.**

3. Additional Course Costs and Charges eg paying for CRB checks and work placements. Noted that TTPG were looking at this. Proposals would be taken to LTC in December, including recommendations to ET for any additional resources required. Noted that clarity was needed over what was covered by fees and what was additional.

ACTION: AL/CS

4. Exam feedback. AL reported that significant improvements had been made in provision of feedback to students but there were still cold spots. Proposals to address these would be taken to LTC in December.

ACTION: AL/CS

6. Transport issues – parking and changes to bus routes, as identified in UUEAS student

	<p>experience report. SU reps reported that transport arrangements to campus were still not satisfactory. It was agreed that expectations about parking on campus needed to be managed earlier, via information given out to new students. Roger Bond outlined the regular dialogue with First Bus and the continuing subsidy of the X25 route. SU reported that one route had closed in January with only two days' notice so First Bus should be encouraged to share more information sooner on planned changes. ACTION: RB/CS</p> <p>7. Hub survey on coursework receipts – SU would bring recommendations to next SEC.</p> <p>8. Staff integration project – views@uea – comments were being handled by 5 different areas and would be considered by ET.</p>
2	<p><u>UEAS Student Experience Report</u></p> <p>Academic Officer Josh Bowker presented the SES Report.</p> <p>Noted: that the report would be finalized and submitted to LTC for formal consideration of the recommendations. ACTION: JB</p> <p>The Committee welcomed the report and made the following comments:</p> <ul style="list-style-type: none"> a) Student representation/SSLC reps – LW reported that she was writing to all Heads of school on behalf of PVC-ACAD to encourage them to put forward names and contact details of reps so that training could be provided. b) School of Music – student representation was important and should be encouraged. c) UEA London proposal for expansion of Union Services – the Committee welcomed SU involvement with UEA London and encouraged them to continue. It was understood that the proposal was currently under consideration. d) PG experience – though it was noted that the survey response rate was low and should be interpreted with some caution, the Union recommendations for PG improvements certainly warranted exploration. Discussion extended to how the University and Union might extend their support to the GSA's valuable work. Noted that the GSA has very limited funding presently. ACTION: PVC-ACAD to meet with President of GSA to discuss further/SU to consider further support it could offer to PG students.
3	<p><u>Verbal report from the Chair of Student Affairs Group (SAG) – Dr Annie Grant, DoS</u></p> <p>Noted that:</p> <ul style="list-style-type: none"> • The Director of the Counselling Service presented her report at a May meeting of SAG. The increased demand for student counseling was noted. • The water supply problems at the Colney Lane facilities were having a very negative impact on the student parents and toddlers group . • Library was continuing 24/7 access, which was welcome. • Monthly reduction in reported crime, including in residences. The trend was downwards. • Bike crime was down. The promotion of D-locks may be a factor in this success. There has been no theft of bikes secured with D-locks. <p style="text-align: right;">ACTION: Estates (re Colney Lane)</p>
4	<p><u>To consider Terms of Reference and membership of the Student Affairs Group (SAG) and Student Experience Committee (SEC)</u></p> <p>Noted that</p>

	<ul style="list-style-type: none"> As it had not been possible to locate a current set of SEC terms of reference, these should be drawn up for consideration. SAG ToR needed revisiting too for complementarity and clarity. PVC-ACAD outlined that in future SEC should be serviced as part of LTS, so that items could flow more easily to LTC and not be separate as at present. <p style="text-align: right;">Action: PVC-ACAD, LW and AG</p>
5	<p><u>Future agenda items</u></p> <p>Agreed as follows:</p> <p><u>13 February 2013</u> Report from DoS (consideration by SEC before LTC) SU Strategic Plan</p> <p><u>1 May 2013</u> Report from GSA</p> <p>Future meetings: Nick Lewis on proposed library developments; Sreeparna Ghosh on Student Experience Survey</p>
6	<p><u>Other Business</u></p> <ol style="list-style-type: none"> SU Priority campaign had shown that exam feedback was a top concern amongst students. SU Financial situation was poor, in part due to low takings at the bar in freshers week, despite events being sold out. This was part of a change in drinking habits, which affected SU finances considerable. ACTION: PVC-ACAD to discuss further Josh Bowker. Library refurbishment over the summer had added an extra 50-60 study spaces to floor 1, in response to NSS complaints about lack of space.
	<p><u>Date of next meeting</u> : Wednesday 13 February 2012</p>