

LTC12D033

Title: Union of UEA Students – UEA Students Experience Report 2012
Circulation: Learning and Teaching Committee – 5 December 2012
Agenda: LTC12A002
Version: Final
Status: Open

UEA UNION OF STUDENTS

UEA STUDENT EXPERIENCE REPORT 2012

On 24 October 2012, the Learning and Teaching Committee considered the UEA Student Experience Report 2012 from the UEA Union of Students. It was agreed that at the meeting on the 5 December 2012 of the Learning and Teaching Committee, members would discuss how the University will consider the detailed recommendations made in the UEA Student Experience Report 2012.

It is intended that this document is a work in progress and the ADTP has already responded to some of the recommendations made by the UEA Union of Students in the box entitled “University’s action taken or to be taken”. Pending discussion of the UEA Union of Students’ recommendations at LTC on 5 December 2012, it is envisaged that a document detailing the University’s responses to all the recommendations made by the UEA Union of Students as listed below, will be endorsed at a future meeting of LTC during the academic year 2012/13.

In its report for 2012, the UEA Union of students make the following recommendations:

1) Feedback

UEA Union of Students’ recommendation	University’s action taken or to be taken
<p>a) All Schools to follow the example of AHP and through their SSLCs work collaboratively with their students to create a feedback form that works for their School.</p>	<p>The ADTP has circulated examples of the AHP Feedback form to Associate Deans and requested that these are discussed by FLTQCs.</p>
<p>b) The University researches best practice from each Hub to discover what makes some Hubs more efficient than others and create a standardised Code of Practice for Hubs.</p>	<p>Heads of LTS have recently circulated to senior colleagues a reflective report on the 1st year of operation of the LTS Hubs. This has identified key learning lessons which can be shared across Hubs with a view to enhancing the experience of the ‘service users’ – students and academic staff.</p>

<p>c) To improve the academic standards of students, all Schools give exam feedback.</p>	<p>LTC has approved a new initiative that will result in all Schools giving generic feedback on exams. The ADTP presented proposals for the implementation of exam feedback to TPPG on 21 Nov 2012. These include some 'guiding principles' for schools to work within. The initiative will be limited to formal University exams (not Course Tests) conducted in Year 1 and 2 of degree programmes. 3rd year finals (or finals in subsequent stages) are exempted. The ADTPs proposals are included in his report to LTC (5 December 2012). It is expected that the Students' Union will work in partnership with the University to promote the availability of exam feedback. A low take-up of less than 50% may result in LTC reviewing the initiative.</p>
<p>d) The University investigates what competitor universities such as the Institute of Education do with regards to feedback to find out which, if any, of its policies would be applicable here and how we can implement them.</p>	<p>A 'benchmarking' group has already been established by the PVC Academic and ADTP. With the support of BIU this group will be analysing competitor HEIs strategies with regard to assessment and feedback. The emphasis will be on close competitor HEIs with higher NSS scores for assessment & feedback, and other HEIs which have achieved significant improvements in their NSS and league table scores over the past 3 years. The aim is that this benchmarking group will present some preliminary findings, conclusions and proposals to LTC at its final meeting of 2012/13.</p>

2) Academic Support

UEA Union of Students' recommendation	University's action taken or to be taken
<p>a) All Schools examine the issue of advisors and find a way to co-ordinate office hours in much the same way FTV have done so that an advisor is always available to students.</p>	<p>The example of FTV practice will be included in Advisor training by DOS in future. The experience of students and staff in FTV will be summarised and circulated to all Senior Advisors in schools for them to consider with their respective school Advisors. Senior advisors will be expected to respond by indicating:</p> <ul style="list-style-type: none"> b) whether advisor in their school will adopt FTV practice c) if not, how they will enhance accessibility of advisors to students.
<p>d) The University, in partnership with the Union, research into how best to support students who are not studying on campus and implement necessary changes.</p>	<p>ISD Education Board (Chaired by Helena Gillespie) is already exploring some important and creative technology-driven solutions which will enhance mobile access to University learning resources (e.g. Library, Blackboard). These include:</p>

e) The University looks into setting up a form of conference calling advisor sessions for students who are not on campus in order for them to be able to talk to their advisors face to face.	The ADTP and Dean of Students will be liaising with CSED to develop tailored training for advisors on conference calling resources. These will be piloted in spring semester 2013.
---	--

3) Learning Resources

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University invests in IT facilities, but before doing so investigates the IT provision in comparable institutions that have outperformed us to discover what, if any, the major differences are.	
b) The library investigates ways in which to regulate social media use of its IT facilities.	
c) Schools attach a library feedback section to their module evaluation feedback forms so that it can be better indicated where library resources are falling short.	

4) The degradation of the Music experience

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University ensures that student representation in the School of Music is a priority and runs as effectively as possible to ensure that any issues are dealt with rapidly and effectively.	<p>The School of Music has a Staff Student Liaison Committee which meets regularly to discuss any concerns which students have thus enabling the School to promptly respond to any pertinent issues.</p> <p>In addition, an administrative post (0.8 FTE) dedicated solely to the School of Music has been created and is based in the LTS Arts Hub. This member of staff spends two afternoons in the School of Music and provides together with the Head of School's PA a regular presence to deal with any queries which students may have.</p> <p>The School has already responded to students' concerns and has replaced all members of academic staff who have left and will replace all members of staff who are yet to leave before the School closes in summer 2014. This has resulted in additional module choices being made available to continuing students as staff with new expertise have been recruited. Consequently, the School has an excellent staff: student ratio and is committed to provide an outstanding student experience to all its existing students.</p>

5) UEA London

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University accepts the Union's proposal for expansion of the Union Services at UEA London.	

6) Student representation

UEA Union of Students' recommendation	University's action taken or to be taken
a) All Schools abide by the University's Code of Practice for SSLCs and engage with the Union to enhance the skills of their student reps, thus making SSLCs more efficient in tackling any problems the school may be facing.	All Schools at UEA have an SSLC and Schools have been encouraged to send their reps for training by the Union. School have also been reminded that SSLC minutes need to be sent through to the Union for information.
b) The University provides funding for the post of Academic Quality Assurance Coordinator within the Union to enable the UUEAS to build a more effective course representation system.	

7) Post Graduate Experience

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University extend PhD student e-mail account and library access post-viva in order to help them making corrections.	
b) The University invests in a non-alcoholic space which can be a social hub for PG students where they may hold colloquial seminars and meets with PGs from other schools and faculties.	
c) The University invest in creating extra study space which is exclusively for the use of postgraduates.	The University has made a considerable sum of money available to upgrade the existing PGR facilities in the Zicer top floor and to improve PGR study space/training area for all UEA PGR students with immediate effect.

8) International Student Experience

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University works in partnership with the Union, following the Library's example, to encourage international students to engage with the Union's course representatives. By doing so, international students will be able to flag up the problems they are having, which can then be brought to the attention of those people able to make changes in order to have these issues resolved prior to the next NSS.	

9) Student Welfare: Access agreement

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University takes measures to explain the notional nature of fee discounts, and how other forms of financial support are far more beneficial to students while they are studying.	
b) The financial support outlined in the Access Agreement 2013/14 should give students the choice only between cash bursaries or accommodation discounts.	

10) Student Welfare: Employability

UEA Union of Students' recommendation	University's action taken or to be taken
a) The University work alongside the Union to promote the importance of clubs and societies in enhancing student employability, and continues to support the Union in running extra-curricular events which also enhance employability.	