

# STUDENT EXPERIENCE COMMITTEE



## Minutes of the meeting held on 11 February 2015

Present: Mrs H Gillespie, Academic Director of Learning and Teaching Enhancement (in the Chair), the Dean of Students (Dr A. Grant), the Director of University Services (LTS) (Dr A. Blanchflower), the Director of Information Services (Mr J. Colam-French), the Undergraduate Education Officer of the Union of UEA Students, (Mr C. Rand), the Postgraduate Education Officer of the Union of UEA Students (Mr L. Mccafferty), the Welfare, Community and Diversity Officer of the Union of UEA Students (Ms H. Staynor), the Campaigns and Democracy Officer of the Union of UEA Students (Mr C. Jarvis), the Activities and Opportunities Officer of the Union of UEA Students (Mr Y. Yu), the Academic Director for Postgraduate Research Degree Programmes (Dr N. Watmough), the Director of Estates (Mr R. Bond), the Director of Planning (Mr I. Callaghan), the Independent Member of Council (Ms V. Keller-Dorsey), the Head of Student Services, INTO (Mr S. Duckworth)

In attendance: Mr J. Clare (UUEAS Head of Student Engagement), the Head of Postgraduate Research Services (Dr V. Easson)

Secretary: the Learning and Teaching Manager (LTS) (Ms M. Pavey)

Apologies: the representative from the Faculty of Science, (Dr P. Mayhew), the Pro-Vice Chancellor (Professor N. Ward), the Academic Director of Taught Programmes (Dr A. Longcroft)

### 14. MINUTES

Confirmed  
the minutes of the meeting held on 20 November 2014.

### 15. MATTERS ARISING

#### 15.1 *Minute 7: UEA Student Activity Events and Groups*

The Secretary reported that she had informed the Chief Executive of the Union of University of East Anglia Students (UUEAS) that the Head of Equality and Diversity had advised that an Equality Impact Assessment should be undertaken on his proposals relating to UEA student activity events and groups. A response was awaited.

#### 15.2 *Minute 9: UUEAS Student Experience Report 2012/13*

UUEAS representatives present confirmed that there were no outstanding actions from the 2012/13 report.

#### 15.3 *Minutes 10, Resolution iv) Problems with the release of the PHA timetable in September 2014*

The Director of Learning and Teaching Services advised members that problems with the publication of the PHA timetable had, in part, been caused by unforeseen staff departures. New staff were now in post and the steps had been put in place to ensure these problems did not reoccur.

16. STATEMENTS BY THE CHAIR

Reported

a timeline for consultation on the Corporate Plan had been published.

17. INTERNAL CONSULTATION FOR THE UEA 2030 VISION AND PLAN

Received

an oral update from Fiona Billings, UEA Communications Officer, on internal consultation for the UEA 2030 Vision and Plan

17.1 Members were advised that staff, students and alumni were being consulted on 2016-2020 UEA plan and strategic vision up to 2030. On 16 February key UEA and UUEAS staff would spend 24 hours gathering opinions via face to face and online consultations. The overarching question for the launch would be 'What should UEA be in 2030?'

17.2 Responses from the consultation would be collated and analysed and key themes picked out and considered in more depth. [www.uea.ac.uk/2030](http://www.uea.ac.uk/2030) would be open for comments and feedback until June or July 2015 and people were encouraged to take part in the consultation. Academics and researchers will be asked to write blogs to stimulate further debate on key issues.

18. UNION OF UEA STUDENTS: UNDERGRADUATE STUDENT EXPERIENCE REPORT 2013-14

Considered

an update on actions arising from recommendations made in the 2013/14 UUEAS Student Experience Report (SEC14D08 refers)

18.1 Members considered the Students' Union recommendations to the UEA responses on the 2013/14 Student Experience Report. The salient discussions from the recommendations are outlined below:

1. *Release of timetables* –members were advised that sometimes issues which delayed the release of timetabled relates to room availability rather than timetabling. In addition there was still work to be done on using the whole working week when timetabling classes;

2. *A printing allowance for students*- the Director of Information Services advised that it was for the University to decide whether a printing allowance is funded. Members' attention was drawn to a student petition on the issue which to date had 700 signatures;

5. *Publication on the UEA website of estimated student living costs*- members agreed that this was desirable and was work in progress;

6. *Single key text for each module* –the Chair noted that new software had been purchased which will work in Blackboard modules to deliver digitised learning materials. However, the Director of Information Services warned that provision of reading lists to the Library was sometimes problematic. Often lists were not submitted to the Library and so software would only improve the process if the Library received the relevant information from Module Organisers;

7. *Refurbishing older areas of campus* – The Director of Estates and Buildings informed the Committee that by end of March 2015 a 25 year asset survey would be finalised. This would help identify the level of investment required by the University and prioritisation of key estate.

8. *International student experience* – the Dean of Students noted that some of proposed initiatives place such as buddy schemes and UK friends were already in place.

9. *Generalised examination feedback*- this was now being provided. However members of UUEAS were concerned about how the University communicated with students about where and when they could obtain this feedback stating that this needed further consideration.

RESOLVED

- i) the Director of Learning and Teaching Services would take 9. above to a meeting with the PVC (Academic), Associate Deans (L&T) and the Academic Director of Taught Programmes.
- ii) an update on progress on matters raised in the document would be considered at the SEC meeting on 29 April.

19. UNION OF UEA STUDENTS: GRADUATE STUDENTS STRATEGY

To consider

an update on the UUEAS Graduate Students Strategy  
(SEC14D09 refers)

The UUEAS Postgraduate Education Officer informed the Committee that in 2014/15 UUEAS was focussing on the experience of postgraduate students in more depth. The creation of his post was an example of Union's commitment to the postgraduate experience. He advised members that the Postgraduate Student Strategy would be presented for consideration at the next meeting of the Committee.

20. REFLECTIONS ON THE OPERATION OF THE UNION OF UEA STUDENTS ADVICE CENTRE

To consider

a report on work undertaken in the UUEAS Advice Centre  
(SEC14D10 refers)

20.1 The UUEAS Welfare, Community and Diversity Officer took members through the report on work undertaken in the UUEAS Advice Centre. 2013/14 saw the number of students using the service increasing. Student came predominately for academic related or housing advice. Nursing students were the highest users of the service, mainly presenting with academic related issues. UUEAS staff would be looking at this statistic further to ascertain why this was. The Dean of Students noted that Nursing students were also the biggest user of DOS services. It was agreed that the DOS Office would work with UUEAS to ensure there was no duplication of effort or support of services provided to these students.

20.2 For 204/15, based on this year's findings, UUEAS will seek to give students more basic knowledge on key issues such housing contracts need. Adapting to changing student numbers and expanding demand would be two key issues as would ensuring students are signposted to the right services first time. The establishment of an Academic Engagement Team was an important resource for the UUEAS and particularly for student officers.

## SEC14M002

### RESOLVED

UUEAS should use UEA terminology for the categorisation of appeals where possible to ensure consistency since this reflected terminology used by the Office of the Independent Adjudicator (OIA).

## 21. COMPETITION AND MARKETS AUTHORITY (CMA) CONSULTATION ON DRAFT ADVICE FOR HE PROVIDERS ON CONSUMER PROTECTION LAW

### Received

a paper from the Union of UEA Students relating to the Competition and Market Authority consultation on draft advice for HE providers on consumer protection law ( SEC14D11 refers)

- 21.1 The UUEAS Undergraduate Education Officer advised the Committee that the UUEAS had undertaken research on how UEA policies and processes compared with consumer laws as outlined by CMA. The paper outlined some key areas where UUEAS believed improvements could be made.
- 21.2 The Director of Planning noted that UEA had responded to the Office of Fair Trading with regard to using academic sanctions against non -academic debts. Thus, the University would no longer withhold certificates or degrees to students who had non- academic related debts to UEA. He advised members that he would be meeting with the Head of LTS (Quality) and the Head of Admissions to look at practice in other institutions and consider how UEA could meet best practice standards. Information available on the UEA website was also being examined to ensure consistency.
- 21.3 It was confirmed that responsibilities and requirements also applied to UEA partner institutions and the Partnerships Office were aware of this. It would also have an impact on UEA students on placement, for example, nursing students based in a hospital in Kings Lynn.
- 21.4 With regard to postgraduate research, the Academic Director of Research Degree Programmes informed members that within the Terms and & conditions, under 5 c) of the paper, it was planned to educate new research degree students on a range of issues including Intellectual Property rights. This was noted by the Director of Planning as an additional item for consideration.

### RESOLVED

an update would be considered at next meeting. The Director of Planning would to draft a paper with proposals which would then go out for consultation.

## 22. UPDATE ON PROGRESS OF THE UUEAS/UEA 'NEVER OK' SEXUAL HARASSMENT CAMPAIGN

### Received

an oral update on the joint UUEAS/UEA 'Never Ok' Sexual Harassment campaign

The UUEAS Welfare, Community and Diversity Officer informed the Committee that the campaign had been launched at the beginning of the semester. The campaign

aimed to highlight what sexual harassment is it and how can it be reported. As part of the 'Good Night Out' initiative campaigners had trained UUEAS managers, staff and student employed by UUEAS on sexual harassment A

## **SEC14M002**

video had also been produced. Feedback on the work of the campaign had been very positive and phase two was being developed. This would include workshops and looking in more depth at key issues such as consent.

### **23. DEAN OF STUDENTS' OFFICE**

Received

a summary report from the Student Affairs Group and Student Safety Group and ISD Library Report (SEC14D11 refers)

23.1 With regard to bicycle thefts the Dean of Students asked whether the UUEAS could disseminate the message that D locks are much safer than chains.

23.2 Following a query from UUEAS representatives, the Dean of Students advised members that there was currently a four week waiting list to see a counsellor although emergency appointments were available. In response to a question about the DOS strategy on waiting times, the Dean of Students noted that there was both a resource and a space issue which needed to be taken into account.

23.3 The Director of Information Services noted that there had been a slight decrease in footfall to the Library for the first time in three years. Specialised spaces were well utilised.

### **24. DATE OF NEXT MEETING**

The next meeting will take place on Wednesday 29 April at 2.00pm in Committee Room 2 in the Council House.