BOURNEMOUTH UNIVERSITY
EDUCATION AND STUDENT EXPERIENCE COMMITTEE (CONFIRMED)

Minutes of the meeting held on 25 September 2013 at 1100 hours in the Board Room

Present:

Prof T McIntyre-Bhatty (Chair)	Deputy Vice Chancellor
Dr S Eccles (Deputy Chair)	Head of Education, Media School (MS)
Ms D Sparrowhawk (Secretary)	Academic Administration Manager (HSC)
Ms M Frampton (Clerk)	Policy and Committees Officer (CAS)

Ms M Barron	Head of Student Services
Prof D Buhalis	Senate Member
Ms F Cownie	School Student Experience Champion, Media School (MS)
Dr A Diaz	Student Engagement & Co-creation Theme Leader (CEL)
Dr B Dyer	School Student Experience Champion (HSC) & Chair of Student Voice Committee
Associate Prof G Esteban	Member of the Professoriate, School of Applied Sciences (ApSci)
Mr J Gusman	Vice President (Education) of the Students' Union (SUBU)
Prof V Hundley	Member of the Professoriate, School of Health & Social Care (HSC)
Mr A James	General Manager of the Students' Union (SUBU)
Mr S Jones	Head of Facilities Management
Ms A Lacey	Student Experience Champion (HSC)
Mr S Laird	Director of Estates
Ms J Mack	Head of Academic Services (AS)
Mr M Ridolfo	School Student Experience Champion, Business School (BS)
Prof E Rosser	Deputy Dean (Education), School of Health and Social Care (HSC)
Dr G Roushan	Associate Dean (Education) (BS) and Chair of the Technology Enhanced Learning Strategy Forum
Dr P Ryland	Deputy Dean (Education), School of Tourism (ST)
Associate Prof C Shiel	Associate Professor in Education (ApSci)
Mr M Simpson	SU President 2013/14, Students' Union (SUBU)
Ms J Taylor	Educational Development and Quality Manager (AS)
Dr X Velay	Deputy Dean (Education), School of Design, Engineering and Computing (DEC)
Mr J Ward	Director of IT Services
Dr G Willcocks	Deputy Dean (Education), Business School (BS)
Prof T Zhang	Head of the Graduate School (GS)

In attendance:

Ms S Clarke	Head of Service Excellence (OVC) [Agenda Item ESE-1314-06]
Ms A Fernandez	Director of Marketing & Communication (M&C) [Agenda Item ESE-1314-06]
Mr T Goulding	Interim Head of Finance (F&P) [Agenda Item ESE-1314-06]
Mr R Pottle	Business Intelligence Manager (AS) [Agenda Item ESE-1314-05]
Dr R Stafford	Associate Dean (Quality) (ApSci)

Apologies:

Apologies had been received from:

Mr J Cooke	Students' Union Head of Representation Services (SUBU)
Dr R Hill	Associate Dean (Education), School of Applied Sciences (ApSci)
Dr A Main	School Student Experience Champion (DEC)
Canon Dr B Merrington	University Chaplain
Prof J Parker	Member of the Professoriate, School of Health and Social Care (HSC)
Ms J Quest	Senate Representative
Ms C Symonds	School Student Experience Champion, School of Tourism (ST)

1. Welcome and Introductions

The Chair welcomed the group to the meeting.

The Chair welcomed Mr Jones as the Head of Facilities Management, Dr Dyer as the new Chair of the Student Voice Committee (SVC), Associate Professor Genoveva Esteban as a new member of the Professoriate (ApSci), Ms Lacey as the HSC Student Rep Champion (HSC), Mr Gusman as the new Vice President (Education) of the Students' Union (SUBU), Ms Taylor, Educational Development and Quality Manager, returning to the Committee and Mr Pottle who would be speaking to Agenda Item ESE-1314-05.

2. Minutes of Previous Meeting held on 24 July 2013

2.1 <u>Accuracy</u>

The minutes were approved as an accurate record of the meeting.

The Chair highlighted agenda item 4.2, the QAA Institutional Review Report, and gave thanks for the hard work of many staff members across the University which had resulted in the outstanding result achieved.

The Chair reported that BU had increased its position in The Times and The Sunday Times Good University Guide 2014 from No.81 in 2013 to No.67 in 2014. BU had achieved an average score of 59 across the main three league tables (The Times and The Sunday Times Good University Guide 2014, The Guardian University Guide and the Complete University Guide), which was noted as an excellent accomplishment.

2.2 <u>Matters Arising</u>

2.2.1 *Minute 3.3 – Lecturing on Wednesday Afternoons – Opt-Out Policy (originally from 27 March 2013 meeting)*
The SUBU Vice President would gather information from students about whether lectures being timetabled until 6.00pm in the evening would be preferable as a possible solution to avoiding Wednesday afternoon lectures.
Ongoing. The Token Box situated within the Student Shop would be open shortly, in order to obtain feedback from students regarding Wednesday afternoon lectures.

2.2.2 *Minute 2.2.12 – BU Mapping to QAA Quality Code for HE: Chapter B3 – Learning and Teaching (originally from 24 July 2013 meeting)*
It was agreed at the ESEC meeting on 24 July 2013 that the Head of Education (MS) would send an email to members to suggest how Schools could take this action point forward.
Ongoing. The BU submission for accreditation of the UKPSF has been sent to the HEA and the outcome should be known by early October 2013. Over the summer, some meetings have taken place and full briefings to each School (Professional Service as appropriate) would take place in November and December 2013 advising how Schools should prepare and support their staff in applying for HEA fellowship recognition. SE and Linda Byles were continuing to work with HR, Schools and Professional Services to compile up-to-date lists of staff. This will be reported at the next ESEC meeting.

2.2.3 *Minute 3.4 Student Engagement Performance Indicators (originally from 24 July 2013 meeting)*
CEL report tabled at meeting.

2.2.4 *Minute 4.2 – HEA Accreditation of BU for UKPSF Recognition (originally from 24 July 2013 meeting)*
Ongoing. *Members were requested to advise the Head of Education (MS) of all staff who have an HEA accreditation or a teaching qualification in order an up to date list is maintained.*
A report on HEA UKPSF Accreditation would be presented at the next ESEC meeting.

2.3   **Terms of Reference and Membership List**

2.3.1   Prof McIntyre-Bhatty advised the Committee that "Central Academic Services" would now be referred to as "Academic Services". This would be updated throughout the ESEC Terms of Reference and Membership List.

2.3.2   It was noted that Item 10 of the "Main Responsibilities" section of the ESEC Terms of Reference should have the word "on" removed.

2.3.3   It was noted that Item 10 of the "Membership" section of the ESEC Terms of Reference should read "Chair of the Technology Enhanced Learning Strategy Forum".

All Actions: Clerk

3   PART 1: FOR DISCUSSION

3.1   QAA Institutional Review Action Plan

Following the QAA Institutional Review in June 2013, BU was now required to put together an Action Plan against the two areas of good practice and one affirmation received, as a formal response. The University would be expected to update the Action Plan annually until all actions were completed, and to publish the updates on the BU website. This item had also been discussed at the ASC meeting on 20 September 2013.

Members were requested to provide suggestions of positive actions centred on student and staff engagement with strategic priorities which could be taken forward. The suggestions provided were:

- Placements - currently arranged through the Careers & Placements Team, however Schools should now have more input as all Schools offer placements to students. It was suggested that the resource base for existing and planned placements should be examined for UG and PG level.
- Sharing good practice – BU should share its areas of good practice with other HEIs, and also disseminate this information within the University.
- Enhancing the quality of learning opportunities for students in partner institutions and having a systematic approach – BU aims to have a consistent approach to this with collaborative partners and implement a deliberative approach to a framework in 2013/14. It was confirmed that this would be rolled out to regional partners during 2013/14. It was noted the ST provided a copy of their ESEP to their regional partners last year and they were requested to identify any items they would like to participate in, which provided an opportunity for partners to be included. The ST would repeat this activity again during 2013/14.

Members were requested to feed any further thoughts or comments to the Head of Academic Services.

Action: ALL

All comments received would be merged with those from ASC members. The Action Plan would then be populated and made publicly available. This would then complete the final phase of the QAA Institutional Review.

3.2   NSS Results

The National Student Survey (NSS) report had shown more stable and improved results than previous years. The huge effort given by all staff was now clearly having a positive impact on the results received.

Overall satisfaction had reached its highest level of 80% since the introduction of the NSS in 2005. This figure was an improvement of 1% since the previous year. The results for Organisation & Management and Learning Resources had significant increases by 4% and 6% respectively.

Under Assessment and Feedback, results had shown that 2% fewer students agreed that feedback on work had been prompt and the results under Personal Development had also dropped slightly, indicating that 2% fewer students felt their communication skills had improved. In comparison to the sector, BU was slightly behind (2%) in some areas such as Assessment and Feedback.

Some Schools had shown improvements in overall satisfaction rates; MS, ApSci and ST, with DEC remaining static. HSC's overall satisfaction rate dropped 2% to 83%, however this was still above the overall BU score. The BS overall satisfaction rate had also dropped 4% to 74%.   The areas showing significant percentage improvement had been Organisational Management in ApSci and the MS of 13% and 12% respectively. Learning Resources results for the MS and ST had also shown positive increases of 14% and 17% respectively.

The partner colleges had all had a successful year showing solid increases, with the exception of Wiltshire College which had lower results in all areas.

A discussion took place regarding the overall satisfaction levels and sector average figures. The improved results had been due to a concerted effort across the institution. The SU President advised that much discussion had taken place with Schools regarding the "Proud at BU" campaign and it was important to raise the profile of this at the start of the new academic year. The SU President would continue to work with the Student Voice Committee to highlight this area to students.

The Committee agreed on the importance of students having a positive experience in their placement year, as this would also positively impact on their responses to the NSS survey on their return to BU for their final year. Other processes currently in place for encouraging students to complete the NSS were clearly having a beneficial impact and systematically creating an improved result.

3.3   Education and Student Experience Plans (ESEPs)

Professional Services representatives also attended this part of the meeting to consider ESEPs. The ESEP guidance and documentation had been streamlined this year, providing a more consistent approach to the completion of individual ESEPs across the institution. Members were requested to highlight any areas of good practice or items of interest they wished to share, or to question any ESEP owners.

The Director of Marketing & Communication confirmed that M&C was able to support Fair Access activity and the Widening Participation agenda within BU with support from Schools. This issue was listed as a priority on the Delivery Plan.

It was noted that the use of mobile applications were listed within several ESEPs, as a number of departments within BU had been working on mobile applications which directly supported the student experience. The Director of Marketing & Communication confirmed that M&C was the co-ordination point for mobile application ideas.

The Chair noted that the new application which gives access to timetables and timetable cancellations had been introduced and any comments regarding this were welcome from members. It was confirmed that timetabling and postponements were reviewed regularly and had been discussed at various Exec meetings within Schools. It was noted that it was challenging to reschedule lectures which had been postponed/cancelled, particularly when covering long term staff illness and may become more so with teaching sessions now managed within Semesters.

The Chair of the Technology Enhanced Learning Strategy Forum (TELSF) commented that a number of issues the TELSF planned to look into had been temporarily postponed earlier in the year, and now ESEPs were completed these items could be progressed e.g. student access to Blackboard through the iBU application.

The Head of Student Support Services suggested that the identity of service owners was not always clear, especially around the ownership of IT systems for students, and it was important the correct staff members with the right knowledge were part of any discussion groups.

It was noted that there could be some merit in sharing Schools' ESEPs with Staff Development, especially regarding Master Classes and seminars taking place in Schools. The Head of Education (MS) advised that they had submitted a report to Staff Development on the series of learning and teaching seminars which were due to take place this academic year. Some work could be undertaken in ensuring information on these activities was disseminated to all Schools.

The Chair of TELSF also commented that the TELSF would also be holding a number of events this academic year regarding this issue and places could be booked through Staff Development. These events would be highlighting areas of good practice.

It was noted that all Schools had listed areas of focus for Peer Reflection of Education Practice (PREP) within their ESEPs with the exception of DEC. The DD(E) (DEC) agreed to include PREP within the DEC ESEP moving forward.

Action: XV

The CEL Theme Leader would like to see a stronger engagement with the Student Development Award (SDA) and planned to speak to colleagues within SUBU to open up opportunities for students to be engaged in the SDA. Students who wished to be involved with the SDA would need to set up a LinkedIn profile and have access to Mahara. The Head of the Graduate School advised the Committee that the Graduate School had recently launched the Postgraduate Development Award which was a voluntary programme aimed at the professional and personal development of postgraduate taught students (PGTs) and would be open to all PGTs who would like to engage with professional and personal development, improve their career prospects and maximise their BU experience.

During the QAA Institutional Review, it had been noted that BU students were not always assigned to a Personal Tutor and it was suggested that BU reconsidered its arrangements and models for personal tutoring. HSC currently has Academic Advisors which provides them with access to a named person to whom they could relate and who would have an interest in their progress. Clarification was required as to the role of Academic Advisor and how they could best support student personal development. It was suggested that a Sub Group of SVC be formed to discuss Personal Tutoring/Academic Advisor roles in depth. The Chair of SVC and Mark Ridolfo (BS) would lead on this and other members of the Committee who were interested in contributing should contact both them.

Action: BD/MR

A research project had recently been submitted to the Higher Education Academy (HEA) by ApSci, which focused on student development and employability. This proposed model encouraged interaction with Student Union groups, but was in addition to Grow@BU and Academic Advisor sessions. It was hoped this could be used by all Schools if the model proved to be successful. The Associate Dean (Quality) (ApSci) and the Associate Professor (ApSci) would share this information with members.

Action: RS/CS

It was noted that, with the introduction of semesters, it would be necessary to give some thought to the timing of assessment feedback and how this should be monitored and managed within ESEPs.

It was reported that mid-cycle unit feedback had proved beneficial in terms of identifying and strengthening good practice, an example of this within ApSci had resulted in good reports from students over the last two years. It was proposed that mid-cycle feedback should be considered by the Student Voice Committee and they could provide some co-ordinating functions using a consistent platform across Schools.

Action: BD

The Chair drew together the discussion by noting that there was good practice from this and previous ESEPs that should continue to be shared and embedded across Schools, as well as an assurance that the analysis of NSS 2013 (and other feedback) was fully reflected in ESEPs for 2013/14. Common themes included managing and monitoring student expectations and experiences, assessment and feedback, the development and support of technology enhanced learning, staff development and support, and sharing of best practice.

3.4   Technology Enhanced Learning Strategy Forum (TELSF) Update

A programme of events within Schools had been arranged by the TELSF to promote TEL and to share best practice at School Executive meetings and areas of Professional Services. It was hoped these events would encourage all staff to engage positively with TEL.

TEL had recently been invited to work with academics in a new series of events. Two key events had been organised to promote current and future thinking and practices in the latest developments in technology and how this technology could be incorporated at BU.

A BU "Think Tank" had been created which included staff from IT, TEL, DEC and industry experts who would meet to discuss the role of emerging technologies within education. The first meeting had recently taken place and the minutes would be available when the TEL strategy document had been updated.

The use of sub-groups may now be considered (for example, for iBU) in order that specific work undertaken and progress could be reported to ESEC.

The TELSF Terms of Reference were provided to members. The TELSF membership now included two EDQ staff members. Further discussion would take place within EDQ to establish which staff members would be best placed to attend TELSF meetings.

4   PART 2: FOR NOTE

4.1   SUBU President's Report

The RAG Committee had been very busy over the summer, with many events and activities being organised within the local community to raise money. RAG hopes to raise £200k this year.

SUBU Lansdowne held its first student-as-parent event this week, whereby students who were parents could meet during the arrivals period. The students who attended the event were very enthusiastic and had requested a closed group Facebook page. Scheduled monthly meetings would follow. A new designated area on the SUBU website for student who were parents/carers had been redesigned and over 400 students had registered.

Dylan's Bar had been refurbished over the summer and was now much busier. Food and coffee were now the key products sold in Dylan's.

By the end of 2012/13, it was thought that SUBU would show a deficit of £90k in the 2012/13 SUBU accounts. However, the year ended with a surplus of £25k, although this had been largely achieved through budget cuts of some societies. It was noted that it was important to fund SUBU clubs and societies as these associations contribute to student retention.

Updates from SUBU Officers

SU President – The staircase leading to the SUBU offices had been improved and branded and there was now an International Wall for international students which now gave a much more professional and cleaner look for SUBU. The SU President had also been working with students who had chosen to live in Unilets and a popular 'Survival Guide' had been published. This information in the 'Survival Guide' included moving-in information, staying safe, information from Bournemouth Borough Council and also encouraging students to vote in the general elections. New part time officer roles had been created within SUBU, e.g. sport officer, culture officer and an ethnic diversity officer. The SUBU President also thanked academics who had worked with SUBU during the arrivals period and inductions.

SU VP Communications – A focus on student welfare had been adopted this year and the SU VP Communications hoped to empower the new part time student officers to drive activity and campaigns to address student welfare, liberation and equal opportunities.

SU VP Education – The SU VP Education had been working closely with Student Experience Champions over the last few months to deliver a more efficient representation system. A toolkit had also been developed to provide all the information required to elect Student Representatives. The SU VP Education had also started research and planning for a better provision of curricular opportunity through academic societies. This research would continue throughout the year.

SUBU VP Lansdowne – Over the summer much work had been done on promoting the safety of students in Bournemouth with the assistance of Bournemouth Borough Council. The campaign was successfully launched on arrivals weekend and would continue to be promoted throughout the year.

An overview was given of the SUBU Research and Information Report. The report reflected the main research activity undertaken by SUBU's Research & Information Department during 2012/13. The report also included all of the 'Shop Token' results from last year.

4.2   QAA Institutional Review Update

The Bournemouth University – Institutional Review Report by the Quality Assurance Agency for Higher Education, dated June 2013 was **noted** by the Committee.

4.3   Centre of Excellence in Learning Update

The Student Engagement & Co-creation Theme Leader for CEL advised that two workshops would take place which were being funded by the Higher Education Academy (HEA).

The first workshop would take place in January 2014 and would focus on Students as Co-Creators. The second workshop would take place in February 2014 and would focus on Technology Enhanced Learning. Both workshops would be advertised within Schools.

Members were requested to contact either Dr Diaz or Dr Roushan if anyone would like to promote the work they have been undertaking with regards to these two subjects.

5   REPORTING COMMITTEES

5.1   There were no minutes to report at this meeting.

6.   ANY OTHER BUSINESS

6.1   The Chair advised there had been a change to the Committee meeting cycle, and moving forward there would be no Committee meetings post-Senate as in previous years. It was confirmed the last meeting of the 2013/14 academic year would be Senate on Wednesday 4 June 2014.

7.   DATE OF NEXT MEETING

Thursday 5th December 2013, 9.00am to 11.00am in the Board Room