STUDENT VOICE COMMITTEE   **CONFIRMED**

Notes of the meeting held on Wednesday 1 March 2017, 2 – 4pm, room S218

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Susan Ponsford (SP), Chris Kelly (CK), Sara White (SW), Clive Hunt (CH), Joff Cooke (JC), Jamie Swanson (JS), David Hunt (DH), Jane De Vekey (JDV), Kerry Dean (KD), Tracey Digby (TD), Kathryn Cheshir (KC), Corrina Lailla Osborne (CLO), Emma Crowley (EC), Andrea Lacey (AL), Michelle Morgan (MM), Amanda Stevens (AS), Sam Honnoraty (SH), Philip Ryland (PR), Amy Blackham (AB).

1. **Welcome/Introductions**

2. **Apologies:** Jacquie O'Brien, Brooke Elias, Charlie Souter-Phillips

3. **Accuracy of minutes / matters arising from previous meeting - Confirmed**

    3.1   Minute 4.2 - Agenda item 7
    3.2   Minute 4.4 - JS reported that the SUBU Exec had voted on whether or not to boycott the NSS; but as there was no unanimous decision made it was decided that SUBU would run an information campaign instead.
    3.3   Minute 5.1 – Agenda item 8
    3.4   Minute 5.2 – Agenda item 8
    3.5   Minute 6.2 – Agenda item 4
    3.6   Minute 7.2 – Completed
    3.7   Minute 7.3 – Agenda item 10
    3.8   Minute 8.1 – For April agenda
    3.9   Minute 8.2 – Agenda item 9
    3.10   Minute 9.1 – Completed

4. **Student Engagement Sub-group Update (paper) (PR)**

    4.1   As a result of the three sub-group meetings the paper made three overarching recommendations:
    1) For the recommendations and proposals outlined in the paper to be accepted by Student Voice Committee;
    2) For the Student Voice Committee to recognise and support the need for some flexibility and variation in approach between Faculties; It was concluded that mixed economy works within faculties and this flexibility would recognise the value of the role
    3) For the Student Voice Committee to request through the ADSE role that each Faculty responds to SVC in due course, in terms of its planned processes for the 2017/18 AY in relation to the specific recommendations and proposals contained within the paper. Members agreed for ADSEs to disseminate this information out to the faculties for discussion as the new role will need to be included in delivery plans. Faculties would need to respond by autumn 2017 and report back to SVC. **Action: Faculty Reps**

    4.2   Members discussed the title of role and agreed that renaming and removing the 'Champion' part would serve to formalise role as 'Student Representation Co-ordinator'.

5. **Survey Repository Update (CK/BD)**

    5.1   CK advised that the Share Point site has been built with Admin controls to manage who has access to it. Due to the inconsistent approach to survey layouts and content there are difficulties with comparing questions or pulling out information to show

trends. The repository can only act as a collaborative space but does not have the ability to look at common questions and does not hold the survey data itself for confidential reasons. Therefore function is limited to uploading surveys with a calendar view. Some analytics can be provided on how many people have visited the site and which documents have been looked at; but no detailed analytics will be possible. The system will be able to show which survey questions are currently being asked; members felt that this would be helpful.

5.2 Members discussed who will be responsible for uploading the surveys to the site and who would own the surveys i.e. SUBU or ADSEs. It was queried whether the survey questions could be manually uploaded in order for the data to be searchable. This would save a lot of duplication as surveys could be condensed down to avoid asking students the same questions repeatedly. It would also promote collaborative working across BU. This would need possible funding for someone to do the data entry work in the first instance; there could also be issues with on-going maintenance. JDV suggested that it might be possible to outsource the work to MRG; SUBU will discuss further. **Action: JDV**

5.3 The survey repository can be accessed here: https://docs.bournemouth.ac.uk/sites/ovc/surveyrepository BD will arrange for the site to be unlocked to members and for any potential Share Point training if required. **Action: BD**

6. MUSE (BD/AM)

6.1 AM provided an email report regarding a delay in the paperwork due to the change in questions for the NSS and various software issues. Two faculties are still waiting for their paperwork; ESMs have been advised by email. It was acknowledged that for next year the system may be updated and potentially accessed via apps; which should significantly improve the process and reduce admin time. Possible pilots for this are still to be confirmed; AB advised that iBU could be an option. Discussions are due to take place with the company who provides the software.

7. NSS (AB)

7.1 The current response rate is 58.8% which is above both the national average (53%) and the Week Five institutions (49.3%). With 41 courses on or above the current national average. In comparison, the response rate for Week 3 this year was the same for Week 9 last year.

7.2 M&C will be running a 'last chance' campaign at the end of March/start of April. The iBU app has been really successful, especially the NSS tile which was trialled as a new approach for final year eligible cohorts. It was acknowledged that this could also be used for other BU campaigns.

8. Update on 'Responding to your Feedback' tab (CLO)

8.1 CLO reported that a draft version of the WordPress site has been built which now includes FAQs. Tagging is being used comprehensively across the site to pull out common queries and to help improve the search facility. CLO will provide a further update at the next SVC meeting. **Action: CLO**

9. Estates Update: Using SimOn Feedback (TD presentation)

9.1 Estates are now looking for guidance from SUBU as to what is expected from faculties and Professional Services with regards to SLAs. It was suggested that implementing an end user forum would help to share best practice moving forward. Further training for reps would help to improve comments and enable better feedback.

9.2 JC reiterated that SimOn is an on-going project which is expected to progress over five years into a fully functioning system. General updates are on track; Phase 3 is due to be built over the next few months using the feedback received and is due to be rolled out by September 2017. SUBU are aiming to roll out SimOn to 50 universities within five years. Currently John Moores and Kent are very interested in rolling this out over the next six months.

9.3 AB would like to expand the You Said, This Happened updates to become more BAU using the wider BU comms channels. See agenda item 11.1.

10. SUBU items

10.1 SimOn report: Summary of all responses from Bournemouth University students 19.09 – 16.12.2016 (JS) (paper to be tabled)

10.1.1 The responses showed that similar themes were experienced across other departments i.e. Estates. There were an increased number of reps using SimOn with students as opposed to last year. Faculty level reports will be circulated to FESECs and raw data will provide a more detailed analysis of programme level responses. Senior Rep positions are due to be recruited by summer; this should include students who are due to go on placement to fill this gap, as SimOn can be used remotely, or made more relevant to specific groups of students. Members were interested in drilling down into specific areas of information which SUBU offered to provide. **Action: JS/JDV**

11. Members' suggestions

11.1 Members agreed to set up a sub-group to look at streamlining comms channels for You Said, This Happened updates. **Action: AB, TD, KD, JC, EC, SM**.

11.2 JC reported that SUBU were in discussions with ADSEs to look at building a recognition/reward system for students. A paper will be submitted for the April SVC meeting. **Action: JC**

12. A.O.B

12.1 CK informed the committee of the progress of the staff intranet project 'Digital Workspace'; the project team are currently meeting providers to investigate possible options. Full information provided by CK as follows:

The primary focus since the last steering board meeting on 20th January has been to engage with a number of companies to perform 'soft market' testing, the aim being to gain an insight into the options we have for fulfilling the requirements gathered to date.

Given the expanded scope of the project this is taking longer than anticipated and meetings with the potential providers are now booked beyond the deadline set in the high level plan.

Given the changing nature of this project I believe a number of things need to happen to ensure success and that we give due diligence to such an important piece of work.

1. *Change to the project plan to extend it by approximately 2 months - from 16th March (for IT Dev Board submission) to 26th of May -* The project plan was put in place to meet several urgent needs, firstly that the T4 contract was coming to an end in Feb 2017 and the service and system was considered not fit for purpose. Secondly existing processes are inefficient and a lot of manual effort is needed to maintain the current set up, this is not sustainable.

2. *Change to the project steering board to include new stakeholders.* Given the expanded scope of the project it would seem prudent to include other key stakeholders from across the business, as the decisions that need to be made are potentially impacting a wider audience than just IT, M&C and OD.

It is recognised now that Digitalised Work Space is a key work stream of the Digitalised BU vision and needs to have close links to this strategy; therefore it would seem appropriate that the Digital Work Space project has a dotted line into Digitalised BU.

Next Steps in readiness;
Complete the Soft Market Testing; Complete costing options; Complete the business case including Benefits and measures.

12.2   AB advised that information is being developed around tuition fees to show where funding is being spent; including a Q&A for students. AB to bring to next SVC. **Action: AB**

2016/17 meetings:
Oct 19 – R207
Nov 30 – F105
Dec 14 – R208
Jan 4 – F105
Mar 1 – S218
Apr 19 – F105
Jun 7 – F105