Student Voice Committee   **CONFIRMED**

Notes of the meeting held on Monday 10th September 2012, 1 – 3pm – Casterbridge

Present: Andrew Ireland (AI) (Chair), Mandi Barron (MB), Scott Bellamy (SB), Barbara Dyer (BD), Darrell Fenton (DF), Deirdre Sparrowhawk (DS), Liam Sheridan (LS), Kelly Goodwin (KG), Sophie Chaytor-Grubb (SC), Ruby Limbrick (RL), Kevin McGhee (KM), Jill Beard (JB), Lianne Hutchings (LH), Gillian Bunting (GB) (Clerk), Jacky Mack (JM), Andrew Main (AI).

1.   Apologies

1.1.   **Apologies were received from:** Mark Ridolfo, Jennifer Taylor, Murray Simpson (SUVP Education), Joff Cooke, Catherine Symmonds, Nikki Finnes, Fiona Cowie

2.   Minutes and Matters Arising from notes of 23rd July 2012 – confirmed minutes

2.1   Minute 3.2 - AI created a transport group which SVC should engage with to pick up issues from last years' student feedback – **Action AI to catch up with SL**

3.   Terms of Reference – Clarification of Amendments

3.1   MB confirmed AI, MB & GB reviewed current SVC ToR as fit for purpose.
       Two points were put forward to TMB for clarification:

3.1.1 **No.3 - To receive and prioritise the outcomes of central student feedback mechanisms (such as NSS, SES, PTES, PRES etc) and to ensure action is taken as appropriate.**
       TMB confirmed UET & ESEC will monitor feedback – MB/GB to amend ToR. **Action MB/GB**

3.1.2 **No.4 - To periodically review the procedures for obtaining central and unit-level feedback on academic programmes across the University and partner institutions.**
       TMB confirmed SVC to take ownership of student engagement feedback procedures & policies.

3.2   MB noted a review of SVC Membership is needed in order to implement core & co-opted members. **Action MB**

3.3   JB requested amendment to 'Library & Learning Support Representative'. **Action GB**

4.   Student Comms Strategy Update

4.1.   SB confirmed he will be attending SVC on behalf Paul Breakwell and providing the lead on student surveys i.e. NSS. A Corporate Comms strategy is currently being put together by M&C Comms team, which will include a Student Comms strategy, SB will provide more clarity on this once it's complete.

4.2.   Overview of SB's role as Student Comms Manager & current projects:
       - The Arrivals & Pre-arrivals campaign – part of the Extended Induction Project and ncludes the New Student Essentials microsite, which has been launched along with welcome packs, which are now much more cohesive and provide consistency for new or future students.
       - Coming up – VC video blog.
       - Social media – SB has been working across BU to streamline processes including documentation to provide consistency for Student Services. In order to bring all the social media accounts into line, so we are aware of who is doing what & why.
       - New publication – called 'Inside BU' to be launched at the start of October.
       - Student mobile app – to be called 'iBU' aiming to be ready for the start of term, this will include info on the Library, pc availability, chat, campus, opening hours, etc.
       - Augmented Reality – exciting new technology to be used across BU on hard copy & digital screens, this will encourage students to interact with content.

- Student Portal – DigitalBU is still in review and the Student Portal was previously a part of this project, we were looking to improve navigation & organisation, but will now just be concentrating on ensuring content is up-to-date.

5.   NSS Results Analysis (LS)

5.1.   LS confirmed there was a marked improvement on last years' results. Specifically with 'Agree by school' as HSC is bucking the trend with the best results, while Media School is showing the lowest results. Sector comparison of 83% - BU 80% shows we are slowly recovering from the previous years' bad results, but it will take time to catch up. A positive outcome for AppSci as results have increased, again numbers have recovered from the previous year. IPSOS data will give a course breakdown of year on year results. LS confirmed national NSS results are due to be published on 24th September.

5.2.   LS suggested to help close the link ESEC/BU could record the real story i.e. show there is a small cohort of disgruntled students which bring down sector average. We could also bench mark against other HE's sector average for particular types of   programmes.

5.3.   It was discussed whether the message that 'neither agree nor disagree' are counted negatively should be emphasised to students. SC suggested an informative campaign as it is not widely known amongst students. These responses equate to 10% of BU NSS results so a campaign could have a huge effect on future NSS results. The members discussed the difficulties and risks involved in interpreting IPSOS guidance regarding the NSS for students.

5.4.   It was decided that SVC would make a recommendation that ESEC determine a bar for the league tables to be set at in order to reduce the negative responses.   **Action: AI/MB**

5.5.   AI announced UET & ESEC were overseeing school based plans (ESEP), SVC to note good practice & shared good practice, look at stats from last year.

6.   Review and discussion of reports from input sources e.g. Schools, SUBU, Academic Partnerships and Graduate School (please note: papers required for circulation at this meeting.)

6.1.   None to report or discuss.

7.   SVC Sub Groups

7.1.   Establishment of new sub group to look at feedback:

7.1.1   SVC to look again at feedback from SES, Student Reps & Unit Level to work out how they can be fused together. This will take the form of a sub group consisting of MS, MB, KG, LH, AM, Ann Fernandez. **Action: GB to add AF to SVC**.
Action: Feedback sub group to report at next SVC meeting.

7.2.   Establishment of new subgroup to look at new Quality Code - Chapter B5: Student Engagement (LH) http://www.qaa.ac.uk/Publications/InformationAndGuidance/Pages/quality-code-B5.aspx

7.2.1   LH advised the new QAA has been published, BU need to focus on chapter 5 which covers student engagement, as BU need to align with the code & ensure processes are in place, BU needs to comply by June 2013. Mapping process to go to ASC for approval in December. It was agreed a sub group is needed to look at one expectation & seven indicators, specifically around student engagement in their learning. Sub group will consist of MS, BD, LH. **Action: Quality Code sub group to circulate findings before next SVC.**

7.3.   PTES/PRES: Discuss if BU will participate during 2012/13 and how to utilise the results of the previous surveys.

7.3.1   It was acknowledged that these surveys generally produce a low response rate, but they are useful for bench marking against other HE's. It was queried whether anything was done with last years' feedback, the Graduate school will need to confirm this. The main problems are that the surveys can be difficult to access & take a long time to complete, It was agreed that whether we keep PTES/PRES may be driven by what happens with SES. **Action: Feedback sub group - Graduate school member to join (7.1).**

8.   **Recommendations to Education and Student Experience Committee (ESEC)**

8.1.   As per agenda point no. 5 - SVC to make a recommendation that ESEC determine a bar for the league tables to be set at in order to reduce the negative responses. **Action AI/MB**

9.   **AOB**

9.1.   LibQual survey taking place in November – JB to bring indicators to next SVC meeting. **Action: JB**

2012/13 meetings:
Monday 10th September – 1 – 3pm – Casterbridge
Wednesday 28th November – 1 – 3pm – Committee Room
Wednesday 6th February – 1 – 3pm – Committee Room
Wednesday 24th April – 1 – 3pm – Casterbridge
Wednesday 5th June – 1 – 3pm – Committee Room