

Notes of the meeting held on Wednesday 11th February 2015, 2 – 4pm – PG146 (Talbot)

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Kathryn Cheshir (KC), Darrell Felton (DF), Tracey Digby (TD), Jacquie O'Brien (JOB), Reece Pope (RP), Susanne Clarke (SC), Jane De Vekey (JDV), Liam Sheridan (LS), Andrew Main (AM), Joff Cooke (JC), Yeganeh Morakabati (YM), Christine Fowler (CF), Jay Nugent (JN), Liam Jarnecki (LJ).

1. Welcome / Introduction

2. **Apologies:** Fiona Cownie, Philip Ryland, Paula Peckham, Gelareh Roushan, Cathy Symonds, Sally Gates, Amy Blackham, Neil Ford, Peter Briant,

3. Accuracy of minutes / matters arising from notes of 17th December 2015

3.1 Minute 3.1 JC provided SUBU feedback with regards to student activity over the last term; the review showed that activity/engagement has dropped off massively. 'How's SUBU For You?' had approx. 500 responses, compared to over 2000 for the last 2 years. It was acknowledged that students are feeling the impact of semesterisation & final projects due at this time. SUBU may look at running the survey in January, as students should have more time to engage before Easter. JC will provide SVC with details of the SUBU review. **Action: JC** – Review in progress; expected Jan 2015 – **survey now due end of March 2015.**

3.2 Minute 3.8 It was acknowledged that neither Reps nor SECs have the time to take sole ownership of the tabs. MW advised that students were not aware of it. There was a discussion around whether the resources are available to support the tab. It was agreed the best way forward would be for SUBU to look after the Reps tab, and for SECs to look after the School tabs. Regular updates after Student Forums would be the best way to publish information. Members were keen to know whether the framework, School and SUBU tabs can be brought together in one place. **Action: NF, DF, KC, EMW & AB** put a process in place & designed a form for Tim Galling to upload the information to myBU; EMW provides info for the BU wide tab, SECs provide info for the Faculty tabs. M&C now need to build awareness within the student body – **EMW confirmed tabs are now regularly updated – completed.**

3.3 Minute 5.1 TMB has now confirmed BU will be running the UKES survey in 2015; the subgroup agreed it will run alongside the NSS starting in early February 2015, and will include levels C and I & Partners. JC advised the need to make more of the difference between NSS (satisfaction survey) UKES (behaviour survey) so that students are aware of why they need to complete the surveys. **Action: Subgroup – completed – see agenda item 6.**

3.4 Minute 6.1 NSS subgroup / promotion / feedback report (MR/MC)

The subgroup is on track with the campaign; the use of NeSSa has been confirmed.

Using a travelling concept; visiting different parts of BU with NeSSa and her rickshaw, rather than single stand in the Atrium.

Incentives: £5 Amazon vouchers, 5 x £200 cash, 5 x Graduation packages & 5 x Summer Ball tickets.

Bespoke Lansdowne activity is underway; 'Lansdowne Friday', with promotional activity closer to Faculties; postcards & digital screens.

Working with SECs on NSS presentation slides, aiming to be ready for early January, and will involve the NSS SVC subgroup after Xmas.

SUBU video is in progress; this uses fewer slides, but includes employability references.

MR & MC met with ULT & UET to advise on the campaign.

The NSS campaign will start from 2nd February, with emails from Ipsos MORI starting 9th February. **Action: Subgroup – completed – see agenda item 5.**

3.5 Minute 7.4 Members discussed how to deal with inappropriate comments, especially when using external invigilators. What level of discrimination should be recognised i.e. constructive criticism or defamatory language? SOS comments are removed; Reps liaise with SECs on

any major issues. SUBU have previously run a campaign with ApSci to advise students on conduct and language. **Action: subgroup - completed – see agenda item 7.**

3.6 Minute 8.1 Review of BIS/UUK/NUS recent paper on student charters; includes changing terms from 'charters' to 'partnership agreements', what to expect, outcomes, etc. JC will continue to work on this with Anita Diaz. **Action: JC – in progress - see agenda item 8.**

3.7 Minute 10.1 The survey produced 21,000 comments; these were processed into key words relating to LLS. Feedback was coded and grouped into key sectors relating to LLS. This was helpful for business planning and increasing resources within the Library. It was also timely as the data was received while students are still studying. More academics are engaging with reading lists which should improve feedback. It would be useful for LLS to have access to the detailed MUSE data. **Action: AM - completed.**

3.8 Minute 12.2 Reschedule April SVC meeting as this clashes with the Service Excellence Conference. **Action: GB – completed.**

Items for discussion/decision

4. Student Journey Project presentation (Jackie Molnar/Mike Weaver)

4.1 Engagement sessions are being held this week to share service delivery ideas, provide feedback and comments to inform next steps. Current work is progressing using feedback from earlier engagement sessions. New software that has been introduced so far includes: Research Pad, StarRes, SITS (stage 3 of 8). New projects include: the ESD pilot which is due in April/May, the VLE consultation, and future support systems for new software. Staff can find out more via the [Staff Intranet – About BU – Initiatives and Projects – Student Journey](#) feedback and comments are welcome.

5. NSS update from sub group (MC/SG)

5.1 The survey went live on Monday 9th February; AB provided an update (to be circulated via email) detailing online activity, campus activity, staff engagement & incentives. The response rate so far is 0.45%; LS will provide a link to the NSS response data on the I Drive. **Action: LS**

6. UK Engagement Survey sub group update (BD)

6.1 The survey went live at midday on Monday 9th February; KC reported 168 responses, of which 113 were female and 50 were male. SciTech have had the majority of responses, followed by HSS. All partner institutions have had a response except for the Brit school, it was noted that there were a number of responses from final years due to access being available online, these can be identified and eliminated from the data. There is a lot of promotional activity across both campuses. YM reported a low level of awareness of the survey within the School of Tourism students, although this has been pushed via email. KC & AB will be liaising weekly regarding the survey responses. **Action: KC & AB**

7. MUSE sub group update from ESEC (students' unacceptable comments) / ESEC feedback (AM/BD)

7.1 BD & AM presented the MUSE report at ESEC (to be circulated via email). The total number of responses was 11,555, which indicates validity from students, although not all academics were convinced. An analysis of Semester 1 was attempted and good practice was highlighted (see table on page 5). An update will be made to page 6; the middle graphic will also include 'Head of Department'. Item 3 shows a correlation of data between MUSE and NSS, SUBU confirmed that survey responses are always more critical during NSS. TD advised that occupancy rates for lectures average 30% throughout the year. Students understand feedback as a mix of results and regular academic feedback. The report should be an incentive for cultural change; for staff to use to inform pay progression and increase their personal results by improving areas with low scores.

- 7.2 BD acknowledged that the qualitative comments were very informative and on the whole constructive. The issue around negative/offensive/unacceptable comments will be addressed by being removed from the survey; however, some students' reported behaviour still needs to be tackled. SUBU have helpfully agreed to run a campaign to encourage respectful attitudes and behaviour.
- 7.3 There are various issues around academics not being on-board with the survey, it needs to be emphasised that the survey is not optional; this should come from Heads of Department and Framework Leaders with a positive reinforcement that there is no blame.

8. Student Charters (ALL)

- 8.1 A review of the Student Charters was requested at ESEC by Anita Diaz. JC apologises for the late start on the project but the review is now in progress. A BIS report will be circulated which proposes a more practical framework; if in agreement, we can move forward with the process. Student Charters around the country are very mixed; BIS recommend a single charter for each HEI and each level of student. EMW met with the Student Reps to review each School Charter; these mainly cover general behaviour principles and it was recommended that they should move to a higher level. We need to raise awareness amongst students and to re-iterate the Charter's importance each year. BU need to look at when and how this is presented to students i.e. should this be when they receive their offer? The document should also provide signposting and links to further rules and regulations i.e. this should act as a 'front page'. Members agree that social media use, lectures and general behaviour expectations are key. JC will form a working group to take this forward; SC, EMW, YM, TD, JDV, DF. **Action: JC**

Items for note/discussion

9. Members' items for future agendas

- 9.1 Members to discuss whether SOS can be merged with MUSE.

10. A.O.B.

- 10.1 BD advised that a member of UET had contacted Mark Covell regarding the promotion of SOS during the NSS/UKES key promotion period, as there were sensitivities around the launch date which could potentially have caused confusion to students. JC advised that February is a key time for gathering data, running activity etc. This is mainly driven by Reps needing to report information to Programme and Framework Team meetings which has a knock on effect and impact. It was discussed whether the University's Calendar of meetings could be re-scheduled, as currently they are decided by Faculties and work back from dates of Senate meetings. JC would be happy to liaise closely with MC to agree future survey launch dates.
- 10.2 JDV advised that the survey audit is still a work in progress, but this can be presented in June at the final SVC meeting of the year.
- 10.4 TD queried the SOS feedback for Estates, regarding the main issues around 'You Said, We Did', or those which can be fixed quickly. JDV is still analysing data but it would be good to have this feedback more quickly. It was also noted the Student Portal feedback tab is not well used, members discussed whether we can re-name this i.e. What can we do for you?
- 10.5 AM added that MUSE Q1 regarding IT resources data will be sent to DF & LS. **Action: AM**
- 10.6 JC suggested that the next SVC meeting could be held in the new Student Centre. **Action: GB**
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2014/15 meetings:

11th February - PG146

29th April - PG146 or new Student Centre - TBC

17th June - P401