

Notes of the meeting held on Wednesday 14 December 2016, 2 – 4pm, RLH208

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Philip Ryland (PR), Jamie Swanson (JS), Tracey Digby (TD), Andrea Lacey (AL), Chris Kelly (CK), Amy Blackham (AB), Susan Ponsford (SP), Kerry Dean (KD), Joff Cooke (JC), Sam Honnoraty (SH), Irene Bruce (Good Governance Observer).

1. Welcome / Introductions

2. Apologies: Amanda Stevens, Jacquie O'Brien, Clive Hunt, David Hunt, Sara White, Georgia Larkins, Kathryn Cheshir, Julia Taylor, Emma Crowley, Jane De Vekey, Charlie Souter-Phillips.

3. Accuracy of minutes / matters arising from 30th November - Confirmed

3.1 Minute 3.3 This item has been moved to the January meeting.

3.2 Minute 3.6 BD will circulate ISB survey results when available.

3.3 Minute 5.3 AB will be meeting with SUBU in January to confirm vouchers for NSS.

3.4 Minute 6.1 AB, PR, CSP/JS will be meeting in the New Year to discuss how to put 'Student Fees and Perceived Value for Money' paper into action. It was acknowledged that the CEL blog has some good examples.

3.5 Minute 7.1 GB confirmed that the old summary page has now been removed from the Committees section of the staff intranet.

4. NSS campaign (M&C)

4.1 AB summarised the plans for the campaign which will be combining academically driven activity in faculties with a BU wide campaign. The official start date for the BU campaign has been confirmed as 6 February with promotions continuing until 19 February; this will coincide with various SUBU activities to increase awareness of the survey. There will also be a 'last chance' week of promotion from 24-30 April. The focus will be on promoting the 'what you can do in 10 minutes' offering a £3 SUBU voucher as an incentive, along with the iPad Pro, made to measure suit and 5 x £200 cash prizes. Academics will have access to a Power Point presentation, which is currently being designed. M&C will also have a presence on campus at both the start and end of the campaign; along with using the BU wide comms channels, social media and iBU. M&C will be providing regular response updates.

4.2 GL provided an update via email regarding SUBU's position on the possible NSS boycott; "To update you the SABBS are working on a presentation to present to Exec on the Teaching Excellence Framework. We are updating exec on whether we should or shouldn't boycott the NSS. With the potential to open it up to student body in a referendum. We are wanting to give them a balanced view and let exec decide."

4.3 JS confirmed that a decision will be made tomorrow (15 December) as to whether SUBU will be supporting the boycott. It was acknowledged that if the boycott is supported BU will need to supply information/materials to staff regarding this. This would also result in a conflict of interest for SUBU to provide vouchers as incentives for the NSS. It was confirmed that Chartwells vouchers will be substituted if this is the case.

4.4 JC added that a recent NUS vote was 70% in favour of an equality impact assessment being done prior to the boycott to determine whether this should actually go ahead.

5. Sharing of good practice in Week One of Student Induction (Faculty ADSEs/SRCs)

5.1 Comments were welcomed from faculty reps. SH advised that FMC have been delivering Executive Q&A sessions with new students which have been really successful in increasing student engagement. This approach is based on the already successful student experience

forums which have been led by SH in his role as Student Rep Champion and will continue as regular scheduled meetings whilst he is in post, as they provide valuable feedback and comments around for example, Estates and transport. The induction Q&A sessions also helped to raise new students' awareness about opportunities to become Reps and/or Ambassadors. Common questions from students include accommodation, transport, clubs and societies. It was acknowledged how these issues can impact upon the academic side of a student's life.

- 5.2** PR advised that all FM feedback has been sent to the Student Induction Working Group. It was confirmed that the Arrivals Survey engagement was successfully increased by utilising the iBU app. AB added that iBU alerts were used as part of this campaign; sending these out at 5pm as students were on their way home significantly increased the response rate.
- 5.3** CK advised that the iBU contract is currently up for renewal with IT looking to provide the same or similar technology; this is presently in the planning stages before going out for tender.
- 5.4** PR pointed out that those faculties with Student Rep Champions seem to have an improved relationship with their Reps compared to the faculties that don't have this role. It was acknowledged that whilst faculties do work differently, due to staff levels and programme sizes, the new Head of Education & Professional Practice role is seen as key as they are able to engage well with Student Rep Champions. But again this has not been implemented in all faculties. It was suggested that a future SVC agenda item could be to review/reflect on faculty wide Student Rep facing roles / meetings and how Student Reps could work with faculties going forward. PR will be working with SUBU to bring this together. **Action: PR for March SVC meeting**
- 5.5** AL added that HSS Student Reps seem to have a very good cross over but that this needs to be consistent.

6. Survey Repository update (BD)

- 6.1** BD reported that development of the project has progressed. Dave Dawson will provide an update at a future SVC meeting; it will then be taken to ESEC. Members agreed that the repository looked user friendly and most significantly it can filter data. Although categories/key words need to be agreed and built into the repository; these will then need to be used for survey sub-headings to ensure that data from future surveys will be captured. JC added that areas around data protection for SUBU needs to be confirmed.

7. SUBU items: [5B Student Engagement and Feedback Policy and Procedure](#) – overview of amendments

- 7.1** BD advised that the document was originally jointly owned by EDQ and SVC. It was reviewed recently but SVC was not involved and this needs to be re-established as some areas still require amendments. It was noted that SUBU are only involved on an annual basis for updates on the Student Rep system.
- 7.2** Members agreed for this to be a standing agenda item at the April SVC meetings; as representatives for each area will be in attendance and it would be an appropriate time of year to discuss any updates or amends.
- 7.3** SP advised that this document is complex as it includes both policy and procedure. It is anticipated that ownership will be improved for ARPP in the future. An AQ representative will attend the January SVC meeting to confirm the best way for this document to be reviewed. Members to agree a working group to take this forward.
- 7.4** JC confirmed that SUBU are currently working on a review of SimOn for Term 1 and asked for members to pass any ideas for improvements on how SimOn is used onto KD. This data should be available before Christmas.

7.5 JC also confirmed that the QAA were very impressed with SimOn and will hopefully be looking to use the system in the future. SUBU have organised a mini conference for all universities who are interested in SimOn on Thursday 26th January; Members who have been involved in using SimOn are welcome to provide comments or feedback for this.

7.6 TD pointed out that Estates find the feedback really helpful but that resource is needed to filter the emails. It was agreed that if this information could be provided in a report format this would save a lot of manual work. JC responded that as SimOn is an ongoing project and all feedback is welcome as SUBU are working towards improving the system for the future.

8. Members' suggestions for future agenda items

n/a

9. A.O.B.

9.1 SP advised that an initial meeting to discuss pre-Arrivals information for 2017/18 is planned.

9.2 SP advised that a SITS development is planned to improve face to face enrolment for 2017/18.

9.3 CK advised that a new laptop loan service for students will be launched on the 9th January. Thirteen laptop Airls will be available to students for a 4 hour period in the student centre, on a 6 week trial. Students will be able to access these using their student ID card. IT will be gathering feedback on this project.

2016/17 meetings:

October 19 – R2017
November 30 – F105
December 14 – R208
January 4 – F105
March 1 – S218
April 19 – F105
June 7 – F105