

**Minutes of the meeting held on Wednesday 14 May 2014, 2.00pm to 4.00pm  
Committee Room, Talbot Campus**

**Present:** Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Jacquie O'Brien (JOB), Annie Hall (AH), Andy Boer (ABoer), Amy Blackham (AB), Kelly Goodwin (KG), Ella Say (ES) Ricky Rogers (RR), Fiona Cownie (FC), Stephen Jones (SJ), Darrell Felton (DF), John Gusman (JG), Jane De Vekey (JDV), Matt Wall (MW), Kathryn Cheshire (KC)

**1. Welcome / Introduction**

**2. Apologies:** Mark Ridolfo, Amanda Stevens, Tracey Digby, Paula Peckham, Ann Fernandez, Liam Sheridan, Fiona Knight, Joff Cooke, Andrea Lacey, Andrew Main, Neil Ford

**3. Minutes and matters arising from notes of Wednesday March 19th 2014**

**3.1 Minute 3.1 - myBU 'You Said, This Happened' tab**

JG is working with Tim Galling (Learning Technologist) with regards to access/permissions for myBU and how to manage the process effectively, he will then inform SEC/SRCs. JG proposed separating sections into BU (School side) and SUBU (University side). SEC/SRC/JG need to determine what should appear on the pages with School Technologists i.e. if this is about providing information, not necessarily for completed items or sharing successes. **Action: JG/SEC/SRCs - See minute 3.4**

**3.2 Minute 8.2 - Personal Tutoring update**

MR presented a paper mapping what procedures exist in Schools; this highlighted that the two Schools without personal tutors did well in the NSS, but it was acknowledged that what works well in some Schools does not necessarily work well in others. JG advised that the majority of HEIs do provide personal tutors and contact time is valued by students. SUBU believe there is a requirement for a one stop shop for student support which could include a comprehensive personal tutor system. It was queried how this would impact on staff? Are students in need of personal tutoring? Members agreed a proper definition of personal tutoring is needed. BD suggested the sub group continues to look at these issues; JG, MR and NF expressed an interest to join. **Action: Personal Tutoring Sub group - FC is meeting with TMB & putting a paper together for ESEC**

**3.3 Minute 3.15 - Developing Benchmarking Tools at BU (JC) (paper)**

SUBU announced they are open to volunteers to work on developing a BU benchmarking tool. The proposal is to use stages of quality to identify issues in order to avoid unrealistic expectations of students, or where service falls below par. Members agreed the proposal is a good idea. KG advised that ST use "What it means to be a good student" guidelines. FC and AM volunteered to join the working group. SUBU have reviewed the impact of the Principles of Feedback one year on. **Action: SUBU/Working group. Action due before Easter - Ongoing**

**3.4 Minute 4.2 - myBU 'You said, this happened' tab (All)**

Further input is needed from JG and SECs; Members agreed to roll this item over to the next SVC meeting. AH confirmed that feedback from the Student Shout for the new tab was very positive. AB added 'You Said, This Happened' will feature in the next issue of Inside BU to raise awareness amongst students and staff. **Action: JG and SECs/SRCs. JG updated members on the process; the information from Student Experience forums will be passed to AB who will advise Tim Galling to update the School sections of the page, SUBU will co-ordinate the BU section. The pages are not currently live; JG advised that the content needs to be considered & suggested SVC draw up agreed guidelines. SECs agreed to collate information prior to the next SVC. Action: SECs**

**3.5 Minute 5.1 - NSSE HEA pilot - Update (BD)**

BD handed out sub group meeting notes and summarised as follows; the contract has been agreed and signed by TMB. No passwords or logins are required for students to take part in the survey. BD met with Kathryn Cheshire who circulated passwords for the sub group to test a dummy survey. BD met with AB to discuss the NSSE promotional campaign, the key messages are yet to be determined, it was decided the sub group will work on these and meet before the end of March. It is still to be confirmed whether the promotional costs will be coming out of the M&C budget. The incentives have been confirmed as Summer Ball tickets, or a cash alternative, as part of a daily giveaway. JC added that this is the only survey with Summer Ball tickets as incentives which should increase the importance amongst students. Kathryn Cheshire has confirmed that we will have access to the raw data for in depth analysis. **Action: BD to confirm NSSE sub group meeting – Subgroup has met regularly to plan the survey; UKES will open on Monday 19 May**

**3.6 Minute 6.1 - Mid cycle unit feedback EvaSys – update (JC/BD)**

JC reported that EvaSys is a hybrid paper/online system, the reports and tracking ability are good and it has a flexible approach i.e. we can work out what will work locally for BU. The system supports smartphones and tablets and the cost is reasonable. There are various HEIs around the UK using EvaSys, albeit very differently. AUB are currently running a pilot and will hopefully share their findings with BU in April. We are waiting on costs for running a pilot, but once the survey is up and running in addition to the main expenditure, the ongoing cost is approximately £6,000 per year, which will include purchasing technology (scanners). Members agreed to explore further. **Action: JC/BD - Ongoing**

**3.7 Minute 7.1 – SUBU Paper: The Future of Student Representation (JG)**

Members agreed to roll this item over to the next meeting; papers need to be shared with the committee at least 5 days prior to the meeting. **Action: JG - Roll over to next SVC**

**3.8 Minute 7.2 - Freshers' / Arrivals surveys – David Foot's PG Arrivals surveys**

It was discussed whether there is value in running a discrete survey for January starters as cohort numbers are still high, it was debated whether this would come under SUBU or M&C. Members agreed that we could not replicate the September start for Freshers', but it was suggested that as students are mainly part time, Nursing or PG they would not necessarily be looking for the same experience. **Action: JC to meet with DF, Caroline Earth & AB to discuss further - JDV met with Caroline Earth who created & ran the Arrivals survey, the results were distributed to SVC members**

**3.9 Minute 7.3.1 - SOS term 1 feedback on Estates**

TD advised that a small number of reported jobs can be easily fixed, while others require spending money in areas which are due to be replaced, these are longer term projects which will mean the students will have left BU before any changes have taken place. Half of the requests could be dealt with using the ongoing maintenance programme. The main issue is that there is currently no way for students to log Estates jobs and the only way feedback is collated is through Student Forums. **Action: TD to liaise with SECs/SRCs to look at issues & attend forums.**

**TG advised via email: Correspondence with school student experience champions suggested that attendance at forums was not necessarily appropriate in all instances. They did however request a robust feedback solution. To this end an email address has been made available to send through any issues and complaints that pass through the forums. These will then be processed and fed back through the forums. We are in the process of setting up some standard responses to advise students of on-going and future developments across the campus that will improve known common issues. Once these are complete we aim to make them available on the intranet and student portal.**

**SJ added Estates will be providing feedback on major issues/projects and are aiming to consolidate all of the information received.**

**3.10 Minute 7.3.2 - SOS term 1 feedback on Estates**

It was suggested the IBU App could be used for students to log a job for ease of access. JC suggested a good alternative would be for students to log jobs via Twitter as this allows students to voice concerns and get a quick response. This would ensure that information would go directly to Estates and they could just get jobs done, as it is not always necessary to provide feedback. Members discussed if Twitter would be viable option and how public this would be. ABoer suggested encouraging students to use context to clarify the priority of jobs. The outcomes could be useful for the 'You Said, This Happened' tabs. **Action: AB & TD to discuss comms plan –**

**TD advised via email: Estates will continue to work with SUBU to improve the communication flow between students and Estates. The introduction of an App is being considered to allow students to log jobs and report issues, conversations with IT are underway. Once the App is in development Estates will liaise with M&C (Amy Blackham) to discuss communication plan to students.**

**3.11 Minute 7.3.4 - SOS term 1 feedback on Estates**

Members discussed issues around communication across BU with regards to common issues/problems, TD added that a student route in is required to provide details which Estates can act on. There was a debate around monitoring information and whether this should come back to SVC. It was acknowledged that a SUBU Rep should be present at each Student Forum to ensure feedback is getting through to the correct areas. **Action: SU VPs to liaise to ensure information is fed back - Completed**

**3.12 Minute 8.1 - Members' items for future agendas**

BD suggested running a survey audit, SUBU confirmed they have been working on this project and will bring a paper to next meeting. **Action: JC/AH - Completed**

**3.13 Minute 9.1 – AOB**

PhD student is researching Grade Grubbing and would like to survey BU students and staff. It was suggested the best way to manage this is to use the Outlook opt-in email survey group with approximately 90 students. There were discussions around who looks after this process and how students are made aware of it. It was thought that students already overuse email by sending surveys to their own class groups. Members thought it may be useful for SVC to take ownership. **Action: BD - Survey group information will be sent to Steph Allen.**

**4. SJP update (JM/MW)**

**4.1** Slides to be distributed. **Action: GB**

*Items for discussion/decision*

**5. NSS task group update (AB)**

**5.1** BU met the set targets and increased the completion rate on last year; ZB is dealing with Partners claiming printing credits. FC queried whether optional Placement students could be given the chance to take part next year.

**6. UKES (NSSE HEA pilot) sub group - update (BD)**

**6.1** BD provided a hand out summarising the Subgroup plans for UKES; the survey will run from 19 May – 9 June. AB confirmed the postcards have been signed off and are due to be distributed this week, the launch story is live on the Student Portal, and the

main comms will be rolling out on Monday once the survey is live. The dot mailer email will track completion rates & will be tailored by Schools to come 'from' the SECs in order to encourage students to read it. AB will share the email template with SECs. Promotions will be running on myBU, iBU, Student Portal, Digital Screens plus BU & SUBU social media. QR codes will click through to more information on the Student Portal, which will also point those not eligible towards the SOS. Once students complete the survey they will be sent to a destination page with tips for further engagement. It was noted that PTES running same time as UKES with prizes of 3 iPad Airs, but members agreed the UKES daily prize draw is a better incentive.

- 6.2** KC presented the UKES survey; It was noted that as there is no login there is no data protection, 8 core questions will take approx. 10 minutes to complete, each section is mandatory to ensure no questions are missed. 'About You' includes level, full time/part time, location of study, School/Faculty – once selected this will filter course selection. The prize draw is optional to enter as students will need to enter their names & email addresses. It was discussed whether using i numbers could reduce the likelihood of people entering more than once, as this could skew data. Members agreed to run as it is for this year & review for next year.

## **7. Mid cycle unit feedback sub group update (BD/JC)**

- 7.1** BD & JC met with TMB who agreed to the trial, but due to staff sickness the EvaSys pilot has been delayed and they are now looking for another unit leader to run the pilot.

## **8. SUBU Audit of Student Surveys (JDV/AH) (paper)**

- 8.1** JDV presented the Survey Audit which aimed to find out what large/medium size surveys students have to complete over the academic year, not including individual services. The result was 17 surveys were identified, with content and questions so far mapped for 11. The audit looked at how many questions are repeated or unique. Approximately 330 questions were asked in Term 1, 150 in Term 2, 275 in Term 3. Overall there was some repetition with several surveys asking a number of the same questions, with a high amount of unique questions. JDV will investigate further to find out what the information is used for & by whom.

- 8.2** Members discussed if SVC should have more oversight of these surveys, how departments can work closer together to prevent repetition and share information. Options were suggested including creating a timescale of surveys to reduce the amount of overlap, reducing the target number of surveys which students could be asked to fill in, using one system as a shopping list to disseminate information to students. It is possible that EvaSys may be able to talk to SRS and provide a way of running fewer surveys in a more proactive manner.

- 8.3** MW suggested SVC develop survey guidelines which would help staff collect feedback in other ways, and provide a better service to staff and students.

JG added the paper on Future of Student Representation will ask questions and provide recommendations in terms of planning for future surveys.

### ***Items for note/discussion***

## **9. Members' items for future agendas**

The Future of Student Representation (JG) (paper)  
You Said, This Happened tab on myBU (JG/SEC/SRCs)

**10. Preferred days for next year's SVC meetings (All)**

Members agreed to keep meetings on Wednesdays 2.00pm to 4.00pm for 2014/15.

**11. A.O.B**

N/A

**2013/14 meetings:**

Oct 16 - R208

Nov 20 - R208

Dec 11 - EB203

Jan 29 - Committee Room, Poole House

Mar 19 - Casterbridge, Thomas Hardy Suite

May 14 - Committee Room, Poole House

Jun 25 - Committee Room, Poole House