

Notes of the meeting held on Wednesday 14 October 2015, 2 – 4pm S219 (Lansdowne)

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Jay Nugent (JN), Andrew Main (AM), Jacquie O'Brien (JOB), Amy Blackham (AB), Tracey Digby (TD), Darrell Felton (DF), Ella Say (ES), Cathy Symonds (CS), Philip Ryland (PR), Jane De Vekey (JDV), Andrea Lacey (AL).

1. Welcome / Introduction

2. Apologies: Joff Cooke, Charlie Annear, Reece Pope, Liam Sheridan, Susanne Clark.

3. Accuracy of minutes / matters arising from notes of 17th June – confirmed.

3.1 Minute 4.1 – On the agenda

3.2 Minute 4.4 – On the agenda

3.3 Minute 5.1 – This action has been completed

3.4 Minute 5.2 – BD to share audit analysis with ESEC – completed.

3.5 Minute 7.1 – This action has been completed

3.6 Minute 7.2 – This action has been completed

3.7 Minute 8.1 – This action has been completed

*Items for discussion/decision***4. Approval of Terms of Reference**

4.1 Members agreed to update occurrences of 'School' to 'Faculty'; Faculty representatives are SEC and/or Associate Dean Student Experience. SUBU Lansdowne Officer to be removed as the post no longer exists; SUBU SABs will cover this area between them. SUBU Representation Manager (Kerry Dean) to be added to SVC email group. Academic Services representative (CS) will also represent EDQ, Academic Partnerships and Head of Library Services. The AAM representative is to be confirmed. The new CEL Representative is to be confirmed; Debbie Holley, Deputy Head of CEL, was suggested. Terms of Reference to be revised and circulated. **Action: BD/GB**

5. MUSE – Update on procurement (AM/BD)

5.1 The procurement is currently in process, with a view to using the same EvaSys software. There will be some changes due to using Xerox including online access and printed PDFs. Although the servers will be external; which could have an effect on the process. The Faculty data is due to AM by Friday 16 October in order to prepare the paperwork to be with Faculties the week before Graduation. The survey will then run the week after Graduation - 9 November. AM advised that an 8th question will hopefully be added around the Clarity of Briefs; this is still to be confirmed as it can be difficult to change an EvaSys survey once it has already run. **Action: AM**

5.2 It was agreed for comms channels to promote the survey to prep students beforehand. **Action: AB/GB**

6. NSS – Discussion of results / SVC process / Plans for 2016 (All)

6.1 Members agreed that chasing a high response rate does not necessarily bring a positive response. The strategy needs to change for this year's survey and comms should include a

sympathetic stance to avoid looking desperate. JDV added that SUBU can also provide more support for the campaign via Student Reps.

- 6.2 AB provided an update from Mark Covell noting that the budget and target have been reduced for 2016; instead we will be focusing on more quality than quantity. M&C will be working more with Faculties and programme managers to plan the strategy.
- 6.3 AM advised that Belfast University Business Intelligence found an 8% inaccuracy rate in their survey data i.e. 2nd year students had been included or final year students had not been included.

7. SUBU Benchmarking tools (EMW/JC)

- 7.1 Currently a work in progress; EMW & JC to present Assessment & Feedback Principles benchmarking tool in Scotland next year.

8. Feedback from ESEC on Audit of mid-to large surveys paper (BD/JDV)

- 8.1 ESEC reminded members that SVC is the approved gateway for mid to large surveys.
- 8.2 There was a discussion around a central repository for survey questions. JDV has a working document which has over 300 separate questions which could be used for surveys.
- 8.3 There is still an issue with students sending out dissertation surveys without using the official outlook opt in/opt out group for student surveys. Students need to be reminded of the correct procedure; this can be done via comms channels. **Action: AB/GB**

9. UKES – TMB due to confirm whether this will be running in 2015/16 (BD)

- 9.1 BD confirmed via discussions with TMB that UKES will not be running this year; although it is still an option for the future.

10. Student Communications – New weekly emails & Faculty newsletter update (AB/GB)

- 10.1 The aim of the weekly student emails is to have a central place for news and events for coming week. To share information via co-ordinated messages across a range of channels and to stop lots of channels individually targeting students. The emails are not personalised but are sent out to Faculty email groups, AB & GB are working with IT to update the distribution lists. UTM strings may be able to be used to measure traffic on news and events links.
- 10.2 Faculty update newsletters can focus on closing feedback loops, Faculty specific news and Faculty successes. Templates have already been designed and set up in dot mailer. Previously a lot of news was only being shared in the newsletter and not outside the Faculties. The aim is to get Faculty news to wider BU comms channels. Frequency to run approximately three times per year.
- 10.3 PR disagreed and wanted a more department or programme focussed newsletter. Members discussed how this could work, if there was another way of doing this which could involve Heads of Education. As not all Faculties have this new role the process may have to be mixed practice within Faculties. Members agreed that the process needs to be flexible and for the template to be available, with one point of feedback needed to co-ordinate the newsletters within Faculties. SECs or ADSE to provide feedback about who will co-ordinate this within each Faculty. **Action: SECs/ADSEs**

Items for note/discussion

11. Members' items for future agendas

11.1 PTES and PRES (JN)

11.2 2014 Student Opinion Survey results (JDV)

11.3 Student survey group; discuss if this working, or how it can be improved (PR)

11.4 Task and finish group; to share information about the impact of CMA (AB)

11.5 Demonstration of SIMON; a simple online tool for Student Reps to get feedback using themes to provide qualitative data. This will enable SUBU to link up feedback with the specific areas which need to respond. (JDV)

12. A.O.B.

12.1 JDV provided 'How's SUBU for you?' 2015 top level results including the last three years of satisfaction results.

12.2 Student Reps Go Out And Talk team (GOAT) are talking with students about anonymous marking. (JDV)

12.3 An upcoming consultation on NSS and Unistats (deadline early December) SUBU are working on what important implications there are. This will be circulated to SVC members who will have an opportunity to feedback. **Action: JDV/GB**

12.4 JN raised the question whether it is relevant for students on two year PGT courses to take the PTES survey each year; specifically regarding dissertation and student experience questions. The members view was for students to take the survey each year irrespective of their programme, otherwise this could cause complications with IT email groups. Unless there is a strong rationale for exclusion it can be left up to the student to decide. It could be seen as an opportunity for students to take the survey twice and see the response to their feedback.

12.5 AB advised that Speak Week would be a good opportunity use comms to close feedback loops and share good examples. JDV added that Speak Week will be bigger and broader this year. **Action: AB, JC, EMW, KD**

12.6 Members discussed the MyBU 'You Said, This Happened' tab. There are issues as due to changing posts and roles information has not been kept up to date. AB and SUBU to look at either taking the page down or putting together a holding page. **Action: AB, JC & EMW**

SVC dates for 2015/16:

October 14 – S219

November 25 – B420

December 16 – S218

January 13 – PG146

March 2 – PG22

April 20 – PG22

June 8 – PG146