

Notes of the meeting held on Wednesday 17th December 2014, 2 – 4pm – S218, Studland House, Lansdowne

Present: Barbara Dyer (Chair) (BD), Gillian Bunting (Clerk) GB, Neil Ford (NF), Andrew Main (AM), Fiona Knight (FK), Cathy Symonds (CS), Joff Cooke (JC), Reece Pope (RP), Ellie Mayo-Ward (EMW), Fiona Cownie (FC), Susanne Clarke (SC), Kelly Goodwin (KG).

1. Welcome / Introduction

2. Apologies: Jacquie O'Brien, Peter Briant, Kathryn Cheshir, Tim McIntyre-Bhatty, Christine Fowler, Mark Ridolfo, Liam Sheridan, Paula Peckham, Tracey Digby, Jane De Vekey.

3. Minutes and matters arising from notes of 1st October 2014 - confirmed

- 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**
- 3.2 Minute 4.1** Members agreed to remove SES from Main Responsibilities. There was a discussion around the fact that only 25% of SVC members are academics, and whether membership should primarily be made up of academics and professional services. It was acknowledged that SVC is one of the few places where academics, professional services & SUBU can all get their voices heard. NFi advised that Academic Services were looking at reducing the number of AS staff on committees, it is to be confirmed whether RR & ES will continue on SVC. **Action: GB – Completed.**
- 3.3 Minute 4.2** NF advised that a new head of LLS has been recruited and requested for the role to be added to core membership, with other LLS roles to deputise when needed. **Action: GB – Completed.**
- 3.4 Minute 5.1** Members volunteered to form a sub group - MR, BD, YM, AB/SG, EM-W, Joe Tattershall (SUBU comms team). Meeting dates to be confirmed. It was noted that last years' sub group proposal was not taken forward. **Action: NSS sub group – Agenda item 6.**
- 3.5 Minute 6.1** Members discussed whether to continue with another pilot survey & the possible timings. Due to semesterisation it was acknowledged that any survey running after May will get a low response rate. But it was agreed that the survey is worthwhile and that it would work well if it were to run alongside the NSS. Members agreed to form a sub group which will meet up before the final report is due from UKES in November. **Action: BD – Agenda item 5.**
- 3.6 Minute 7.2** The new system will provide a data set which will enable BU to analyse results. Further down the line the system will allow BU & SUBU to adapt the survey to ask specific questions potentially using QR codes with mobile devices.. AM advised the survey will be paper based to allow for the best return, although the sub group will explore more interesting ways for students to take the survey. Further discussions will be held with TMB to finalise the questions. **Action: AM/BD – Agenda item 7.**
- 3.7 Minute 7.4** There were discussions around publishing the feedback on this survey (SOS) to students; there are issues with myBU which need to be investigated. **Action: NF - Now published for Media School across all units – KC advised this can be implemented across all schools for next academic year – Completed.**

- 3.8 Minute 8.2** 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 – in progress.**
- 3.9 Minute 8.4** Members agreed to keep the tab; AB to recommend how to move forward and streamline the process. **Action: AB – Completed.**
- 3.10 Minute 9.1.1** EMW suggested including the paper in the agenda for the Champions Breakfast, members agreed. **Action: EMW, SECs – Completed.**
- 3.11 Minute 10.1** BD advised members that ESEC has requested SVC to look into reviewing Student Charters. At ESEC Dr Diaz had asked whether SVC could discuss and evaluate the sections of the Student Charter which worked/did not work, and which sections were the most appropriate for best student practice. JC is happy to lead on this. **Action: JC – Agenda item 8.**
- 3.12 Minute 10.2** KG requested the committee to note: Qualitative feedback from the SOS had names removed from the negative comments, but suggested names should be included for positive comments. MW advised that this is possible, but Reps generally de-personalise comments and instead they are encouraged to submit 'You're Brilliant' awards. **Action: SUBU – Closed.**

Items for discussion/decision

4 PTES report (FK)

- 4.1** PTES ran from Feb-June 2014. The response rate was 23%, a huge increase up from 8% last year; the consensus was this was due to iPad's being used as incentives. Quality teaching & learning; all responses have improved since last year, but still slightly below the sector average. A word cloud for each section shows the qualitative responses. Section B engagement improvement was positive. Some responses say semesters are not balanced. Assessment & feedback has improved in clarity. Comments around feedback not being personally relevant, students relate feedback to assessment comments. Dissertations; required standards were slightly reduced. Organisation & Management has improved, but effective communications were significantly below sector. Resources and Services had positive responses overall, specifically relating to Librarians. The PG Development Award has increased in popularity with four times as many students applying this year. Students reported they were able to find information ok, but that accuracy was an issue.
- 4.2** The Deans' forum discussed for Deans to build feedback into Faculty ESEPs. SUBU are providing a report on the feedback – due to be published Friday 19 December 2014. PTES will be engaging with PRES which runs in 2015, survey dates confirmed as follows: PTES February-June 2015 & PRES March-May 2015.

5 UKES report / plans for deployment (BD)

- 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**

6 NSS subgroup / promotion / feedback (MR/MC)

- 6.1 Report provided by MC:
The subgroup are 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

7 MUSE - Mid cycle unit feedback report (BD/AM)

- 7.1 AM informed members that the project ran to schedule, but a number of issues were raised, to combat this, processes will be put in place for the mid Semester 2, 2015 survey. In summary; with regard to future deployment the survey needs to start earlier for Semester 1 and last for two weeks to allow all units time to take part. Unit leaders need to be much more involved to solve timetabling issues and provide more accurate data. Paperwork will be collated daily to ensure reports are received faster. In Semester 1 the survey should run before graduation. Faculties will courier their own papers, PAs to provide student numbers, temps will be employed to free up PAs. The survey can be tweaked to determine which Faculty the students are in. For Semester 2 the survey will run week commencing 2nd March with the second week commencing 9th March kept in reserve to capture data missed from the first week of deployment,
- 7.2 BD proposed flowchart/checklist:
1. Full reports to Dean/DDEPP/ADSE/AAM.
2. Full reports to unit tutor/leaders (shared with teams) *hard copy*.
3. Unit leader - places summary and response on myBU to students (stats & comments) within 1 week of receipt.
4. FLs receive management reports (without comments) - request PLs to check unit summaries have been uploaded onto myBU.
5. ADSE meets individually with FLs to discuss overviews/completion of summaries on myBU/ specific actions.
6. ADSE reposts to Exec (& PLs/FLs).
7. ADSE meets with DDEPP to address any staffing/student issues – collective action taken.
- 7.3 Members agreed that the reports should be accessed centrally to provide information across BU, using a tick list to track when academics have uploaded feedback for each unit. Showing feedback by levels, cohorts and library etc. would be helpful. AM

advised that the data is very accessible and detailed reports can be pulled out depending on what we want to look at. Members agreed to form a new subgroup to identify this information: FC, AM, EMW, JC, NF, BD.

- 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**
- 7.5 Discussion centred on a possible amalgamation with SOS in the future. Students tend to interpret 'feedback' very narrowly as written comments on their work. Survey fatigue is still an issue. Members agreed there is more work to be done in this area.

8 Student Charters (JC)

- 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**

Items for note/discussion

9 ESEC feedback (AM)

- 9.1 Trialling assessment design with input from second year students; co-creation and partnership work.

10 LLS use of Student Opinion Survey (NF/JDV)

- 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**

11 Members' items for future agendas

- 11.1 N/A

12 A.O.B.

- 12.1 MUSE – Due to AM's teaching commitments next semester the subgroup meetings will need to start early January.
- 12.2 Reschedule April SVC meeting as this clashes with the Service Excellence Conference. **Action: GB**

2014/15 meetings:

11th February - PG146
22nd April - PG146
17th June - P401