

**Minutes of the meeting held on Wednesday March 19th 2014
2 – 4pm – Casterbridge, Thomas Hardy Suite, Talbot Campus**

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Jacquie O'Brien (JoB), Paula Peckham (PP), Annie Hall (AH), Joff Cooke (JC), Andy Boer (ABoer), Amy Blackham (AB), Kelly Goodwin (KG), Fiona Knight (FK), Tracey Digby (TD), Katy Fisher (KF), Ricky Rogers (RR), Liam Sheridan (LS), Andrew Main (AM), Fiona Cownie (FC)

1. Welcome / Introduction

2. Apologies: Ann Fernandez, David Foot, Mark Ridolfo, Amanda Stevens, Neil Ford, Matt Wall, Kathryn Cheshir, John Gusman, Darrell Felton, Andrea Lacey.

3. Accuracy of minutes / matters arising from notes of 29th Jan 2014

3.1 Minute 3.1 - BD suggested a pilot to run until end of year in order to determine how well 'You Said This Happened' works. It was agreed for SECs to input regular data for their School and to provide content for the Student Update which will have a dedicated section & link directly to myBU. This could also be pushed out via SUBU Reps, in turn SUBU will provide SECs with feedback on a monthly basis. **Action SECs/SRCs/GB/SUBU to be reviewed in March - JG to pick up from SB & lead on this action.** JG is working with Tim Galling (Learning Technologist) with regards to access/permissions for myBU & how to manage the process effectively, he will then inform SEC/SRCs. JG proposed separating sections into BU (School side) & 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. Agenda item 4.2**

3.2 Minute 3.2 - Mid-cycle unit feedback (BD)

At September ESEC it was agreed for Schools to move to a consistent model for 2013/14, SVC has been tasked by ESEC with coordinating and monitoring this development, therefore, BD suggested that in the first instance it would be helpful for us to summarise what Schools are currently doing. A later focus would be to set up a sub group to examine what a standardised approach might look like in collaboration with a member of EDQ, the outcome of which will feed into paper: 5B - Student Engagement and Feedback: Policy and Procedure. **Action BD to report to ESEC & invite expressions of interest for subgroup – Volunteers BD, MR, CS, FC, RR, JC, AM to meet after Christmas. Agenda item 6**

3.3 Minute 3.3 - The HEA have asked for expressions of interest in running an NSSE pilot to be submitted by the deadline of 15th November 2013. SUBU have some reservations about the HEA pilot, but are willing to support it in order to allow feedback. Anita Diaz from CEL had offered to act as the HEA link; however, JC reported that she will be working out of the office for the next month. The survey will not include level H students and needs to be benchmarkable, it was also emphasised that it is not a satisfaction survey, but geared towards student engagement. Some members' concerns were that this might add to survey fatigue & clash with end of semester surveys. However, the consensus view of the Committee was favourable towards BU joining the pilot. BD to consult TMB for approval to action an expression of interest with the HEA. **Action BD. Agenda item 5**

3.4 Minute 3.7 - Members discussed the number of students to be surveyed which should include levels C & I, and potentially level H top up to be confirmed due to the timing of the survey. It was agreed for the survey to run as late as possible, SUBU advised the best period to run a survey is mid May to the end of June as it increases participation. It was suggested that Summer Ball tickets could be used as an incentive to complete the survey. The SUBU student engagement Term 3 survey will only run with a working group to avoid students completing extra surveys. It was recommended to run the survey for 3 weeks. Promotion & deployment to be confirmed by sub group, but it was agreed this should not to be tied in with NSS promotion. Sub group volunteers SUBU, AM, BD. **Action NSS Subgroup. Agenda item 5**

- 3.5 Minute 3.8 - Overview of the SUBU and BU Student Support Services Arrivals survey for 2013 (paper) (JC/JdV)** - Concerns were raised over the survey start date which impacted on student experience; staff are under increased pressure over the summer, plus students are taking resits too close to the start of the induction period. It was agreed there is a need for a definite gap between the end & start of the academic year. SUBU need to ensure BU staff can support the induction. RH added the feedback from the internal ApSci induction survey was overwhelmingly in support of the two week induction. There was a discussion around SUBU tapering the induction, but due to space restrictions this could be problematic, but is worth investigating. **Action JC. Ongoing as consideration for 2014/15 Arrivals survey**
- 3.6 Minute 3.9 - Schools' Student Experience Forum feedback - University level issues (SECs or nominee)** - BD provided a hand-out summarising the feedback issues from the School Student Forums; Learning environment issues were cross University Estate problems, students are concerned that general maintenance is not being done. Members agreed to raise the issues at ESEC. **Action BD. Agenda item 7.3**
- 3.7 Minute 3.10** - Issues with buses are regularly raised, but specifically single deckers being used during peak times. SUBU can pull specific reports for bus issues due to the high response rates. Issue to be raised with Amanda Williams (Environment & Energy Manager) & liaise with Estates. **Action SUVP Comms. Agenda item 8.1** *Postscript: A report on all bus issues was compiled by SUBU and shared with Richard Wintrip. Some of the feedback in that report will be discussed at the next Travel Plan Group at the end of the month.*
Completed
- 3.8 Minute 3.12** - MR proposed for the SOS Survey link to be posted on myBU by the AD/SE (or equivalent) in order to test responses 'on Reps behalf', wording to be agreed with SUBU. A new SUBU section is due to go into the iBU app which will be used for various promotions. **Action MR & JG. Completed**
- 3.9 Minute 4.1** - JM & MW presented the SJP & it was decided it would be helpful for them to provide a further update at SVC May 14. GB to liaise with JM & MW to provide slides for circulation to SVC. Further SJP information is available on the Staff Intranet – Initiatives & Projects. **Action GB. Completed**
- 3.10 Minute 5.1** - The wall vinyl is currently going up in PH Courtyard; this has been affected by weather issues. From Monday 3rd the Hawaiian shack will be in place in the Atrium for students to complete the survey & Student Ambassadors will be handing out information via postcards. From today the promotion is running on the digital screen. During lectures students will have seen the presentation & the SUBU video. Place-cards are being left in the Library as a reminder. A static page on the Student Portal is now live, with hero banners to follow throughout the survey. A corkboard in the Atrium will display School results throughout as well as on the Student Portal page. The social media campaign kicked off 3 weeks ago & has been well received. Camel feet will be used across Talbot campus & a camper van will be visiting both campuses. ZB & DF are working on £5 printing credit incentives. Further promotions will be dependent on completion rates. There was a discussion over promotions for Partners, it was agreed to use a tailored presentation & student email for this cohort. SUBU added they are also running a NSS social media campaign & have produced A5 flyers which are available for distribution to students, **Action ZB & KF. Agenda item 4.1**
- 3.11 Minute 6.1** - The NSSE sub group met to decide on the core questions for the survey, the approximate number of students involved will be 7758, & the group confirmed a preference for an online survey using the BOS template. The survey will be open for 3 weeks from 19 May – 9 June 2014. It is still to be confirmed how students will access the survey & what promotions & incentives will be provided. The contract is due to be signed by TMB. BD asked for more volunteers to join the sub group - JG, JdV/JC, KF, ZB (in absence). **Action BD. Agenda item 5**
- 3.12 Minute 7.1** - The sub group met to discuss best practice and standardised approaches; it was acknowledged that Schools use broadly similar approaches, with the majority using a paper based survey. Staff are expected to comment & provide feedback for students with a summary uploaded onto myBU for students to access. Members agreed this was an important area of feedback and that Schools are to continue as they are into Semester 2, to wait to hear the outcomes of ESEC. JC proposed a sub group meeting to discuss a system

for mid cycle unit feedback - members agreed this would be useful. **Action BD, JC, AL, FC, MR, AM. Agenda item 5**

- 3.13 Minute 8.1 - University level issues reported from Schools' Student Experience Forums** BD advised that a representative from Estates, Tracey Digby, will be attending SVC in the future. Issues raised for bus feedback, now including the U4, are being referred to the travel plan group. **Action GB. Completed**
- 3.14 Minute 8.2 - Personal Tutoring update (BD) (paper)**
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 & NF expressed an interest to join. **Action Personal Tutoring Sub group. Ongoing**
- 3.15 Minute 9.1 - 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 & 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**
- 3.16 Minute 9.2 - Contextualising Student Engagement at BU (JC) (paper)**
Work between SUBU & CEL involves the working group looking at principles, duplication and how to improve coherence. Levels of student engagement differ – SUBU are working on defining levels. Improving BU Award to recognize fully engaged students. JC asked for comments & volunteers for working group – Members to email JC. **Action All. Completed**

Items for discussion/decision

4. NSS planning task group update (AB/ZB)

- 4.1** AB provided a brief update – Currently BU stats are ahead of the sector average with a 52% return rate, there will be additional Lansdowne presence to tie in with the #BUProud campaign and NSS cookies are still available to push the survey. BD questioned the lack of NSS promotion at Lansdowne. AB confirmed as part of the re-launched #BUProud campaign there will be video booths at both campuses from 23rd March for students and staff to record clips. JC added the 'How's SUBU for you?' survey will be starting next week, and may tie in with NSS promotions due to the cross over for NSS question 23.
- 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 & SECs/SRCs.**

5. NSSE HEA pilot - update (BD)

- 5.1** 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**

- 5.2 It was acknowledged that the NSSE survey impact will be different to other surveys as it will be possible for students to see any changes made whilst they are still at BU. JC clarified that the HEA survey template is not ideal and is something to review for next time. But that it is important for BU to take part in the pilot before it becomes a national model, as the feedback will be important.

6. Mid cycle unit feedback EvaSys – update (JC/BD)

- 6.1 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.

7. SUBU

7.1 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/GB.**

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.**

7.3 SOS term 1 feedback on Estates

7.3.1 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**

7.3.2 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**

7.3.3 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**

- 7.3.4** JC added that Manchester University use QR codes in specific areas around campuses, to provide further information and contact information if students need to log jobs, it was agreed this would help to manage expectations.

Items for note/discussion

8. Members' items for future agendas

- 8.1** 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**

9. AOB

- 9.1** 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 as per item 8 BD to look into.**
- 9.2** FC suggested SUBU running reminder training in January to re-engage Student Reps, JC advised this additional training did take place in January and take up from the Reps was good.

2014 meetings:

May 14 - Committee Room, Poole House
June 25 - Committee Room, Poole House