

Notes of the meeting held on Wednesday 20th November 2013, 2 – 4pm – Royal London House R208 Lansdowne

Present: Barbara Dyer (BD) (Chair), Gillian Bunting (GB) (Clerk), Neil Ford (NF), Mark Ridolfo (MR), Amanda Stevens (AS), Netta Silvennoinen (NS), Andrea Lacey (AL), Cathy Symonds (CS), Darrell Felton (DF), Fiona Knight (FK), Paula Peckham (PP), Katie Fisher (KF), Joff Cooke (JC), Matt Wall (MW), Annie Hall (AH), Zoe Bice (ZB), Toby Horner (TH), Liam Sheridan (LS).

1. **Welcome / Introduction:** BD requested moving agenda item 3 to follow agenda point 9
2. **Apologies:** Ricky Rogers, Elizabeth Powis, Tim McIntyre-Bhatty, Ann Fernandez, Ross Hill, Fiona Cownie, Kelly Goodwin, Andrew Main
3. **Minutes and matters arising from notes of 16th October 2013 - confirmed**
 - 3.1 **Minute 9.2** - LS reported a response rate for PTES of 10.7%, from 208 participants; this low level of engagement was in contrast to a big promotion push, this could be put down to SES & NSS running at the same time. But the size of the survey could also be a factor with 85 questions over 14 sections. The major benefit of the survey is that we can benchmark against 96 other institutions. Conclusions were that the general direction of BU is similar to the sector average, with applying theory to practice rated as above average, and Library & Space/Estates issues doing well. LS advised the nature of the question could elicit the pattern of the answer and it is beneficial to be able to compare with the sector average. LS will provide more info via Bristol Online Surveys website, it was suggested one School member could have access to the site in order to provide an in-depth look at the results. LS advised the need to approve 2013 comments to ensure they are ready for analysis, it was queried how will this work? What will we be doing with results? We also need to confirm the survey closing date. FK suggested co-ordinating a meeting to consider who is appropriate to look at the comments, which require approval before they are analysed. **Action – FK to set up a meeting with LS & BD. FK to check PRES comments, still TBC for PTES, JC offered SUBU's help if needed.**
 - 3.2 **Minute 12.1** - AM reported difficulty in finding any printed copies of the leaflet originally produced by Janet Hanson. He has managed to find a PDF version which he is intending to send to print for DEC students. Members requested the PDF to be circulated within the committee so other Schools can also take advantage of this. It was suggested that handing this out to students along with feedback or assignment marking would be more beneficial. SUBU advised they are looking to do similar version of this leaflet for 'group work'. **Action – AM/RR(NS)**

N.B. Update from RR - Andrew Main had spoken with Jennifer Taylor about this and an email was circulated to advise if there were any other changes to make to forward these to RR in EDQ. Nobody else responded bar those comments made by Andrew Main. RR also checked on deadlines for making amendments to the document and printing costs etc via Scott Bellamy. Jennifer was going to speak to Jacky Mack (Head of Academic services) about this but there are no further updates on this yet. If anything changes before the meeting RR will advise.

NS updated members as follows: As no central budget for printing has been confirmed, therefore Schools may well have to pay out of their own budgets. There will need to be a co-ordinated approach to printing the leaflets for Schools.

NF requested to note there is a copy of the leaflet under the Academic Skills tab in myBU, as well as a link in the Standard Assessment Feedback form. The contact email address will need to be updated prior to any printing.

4. Report on progress for myBU student feedback tab (ALL)

- 4.1 The 'You Said This Happened' proposal has not yet gone live; previous discussions have called for a collaborative approach, but it was thought academics asking for feedback in specific areas, i.e. a drop in attendance, could have a negative effect and should be addressed via another channel. MW advised students are keen to know what happens with their feedback; otherwise it can devalue the student voice.
- 4.2 AH suggested the students' preference would be for more events to go onto myBU, as this is the system they access/use every day. Also the Student Update e-newsletter could be used to publicise 'You Said This Happened' & link to the myBU tab. There was a discussion around whether to keep 'You Said This Happened' tabs in a central area within myBU which can be updated centrally, but as students identify with their programme, we want to ensure they are not overloaded with information; too many levels can lead to complication or duplication. We need to provide students with relevant information in a way which is easy to navigate; members agreed information needs to be available at School levels. Currently myBU is defined for primarily academic use, but it is seen by students as a 'hub' for BU wide information; students are not always aware of the difference between the Student Portal & myBU.
- 4.3 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**

5. Report PRES (FK)

- 5.1 The response rate was 27.7% (109) which shows a big increase on last year's survey. Overall PhD students are happy with their supervision which shows an above sector increase. The lower response rate could be related to the spending freeze, the qualitative comments still need to be checked, so may tell us more. Research Culture had a positive outcome & was in line with the sector. The Graduate School provides clear procedures & guidelines. Responsibilities had a lower percentage but this is in line with the sector. Research Skills & Professional Development received strong agreement, but still needs to improve.
- 5.2 There is some concern over the number of PhD students teaching at BU (60%) which can impact on student experience. Particularly as students may be used to teach or demonstrate without receiving their formal PGR training, although this is BU policy and part of the Code of Practice. The Graduate School runs the 'Introduction to Learning & Teaching' twice a year, but there is often more demand from PhD students. FK advised she is looking to discuss this with the Deans. Students reported a low level of teaching support, but there is also a concern over competence of timely completion. Overall most students are happy with their experience at BU. **Action – it was noted ST had fallen off the respondent's slide – FK to amend paper**

6. ESEC Action Log 3.3

- 6.1 **Sub group re Academic Adviser / Personal Tutor support (MR)**
MR reported this is currently in progress.
- 6.2 **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 is 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.

The SECs advised as follows:

- HSC use Keep, Stop, Start,
 - MS use a simplified mid-cycle unit feedback system TBC,
 - DEC – n/a,
 - AS use an electronic version (used as model of best practice),
 - BS implemented a mid-cycle unit satisfaction survey across UG & PG last week; paper based surveys are done by the Administrators at the end of each lecture; photocopies are given to tutors & Programme Co-ordinators. Tutors are required to produce feedback for students within a week & PCs to provide a summary. The survey is based on combined MS & AS models. This is progressing positively with a good response rate so far. It was suggested an electronic survey could be used in this environment to provide a streamlined model as well as appealing more to students. Winchester University do a university wide online survey which has to be completed before students can access their portal. JC reported a similar approach used at Brighton University.
 - ST use a semi standardised approach, with the introduction of CAS meaning major changes for 2013/14, timing of the survey has been questioned, particularly for 1st years, as they need to ensure they have received their 1st assignment back in order to be able to provide feedback in the first place.
- Action – BD to report to ESEC & invite expressions of interest for subgroup**

7 NSS planning task group update (TH/ZB)

- 7.1** A number of research tools, including student focus groups, have helped to inform the Promotional Campaign plan for 2014. Students are familiar with the camel, which will be carried through this year, it was agreed this provides good scope for social media. Higher targets have been set and objectives improved to target final year students; including using the Purple Lounge & Library to push students through to the Atrium to complete the survey.
- 7.2** LS queried if James Donald is the main contact for IPSOS, as options information needs to be completed very soon. With regards to key message 3: 'Be honest. But be aware, neutral is negative' - LS pointed out that we cannot influence what people choose, this is too explicit, BU could be in danger of telling students what to say. IPSOS do not need to sign off key messages, but it was discussed whether we could run the risk of keeping this phrase, it was agreed it needs to be discussed with the NSS working group before Friday 22nd Nov.
- 7.3** The Hawaii theme was decided after student feedback for 'something to look forward to', it also ties in with the incentives of £1000 of holiday vouchers. There will be a static tent in the Atrium, but in order to reach more students a camper van will be used to move around both Talbot & Lansdowne Campuses. Plus cake drops will be organized at both sub campuses (Portsmouth & UCY). There are also plans to use School specific areas to fill out the survey. NF suggested a discussion around using the Library to target students, this needs to be unobtrusive i.e. around the café entrance. Toolkits will be provided for each School to publicise the survey to students with promotion starting from the end of January 2014.
- 7.4** There was some debate over the late start date (3rd Feb 2014), although similar to last year, this provides more time to act on previous feedback, plus the need to avoid assessment times. Due to the short deadlines members agreed on a recommendation to ESEC to stick with established dates. Promotion is geared towards short bursts of information to reduce the feeling of a long drawn out campaign. Incentives are high value with the aim to ensure high student response rate. There was some discussion around marketing materials, which are available from IPSOS as well as BU, and whether the tick logo should be used for 'Making your Mark'. **Action – BD**

8. askBU Customer Feedback Questionnaire (paper AS)

8.1 askBU has been in existence since 2006, but has never carried out a student survey of its services. With increasing need to report feedback/satisfaction it was proposed to add a link to the askBU auto reply email for students to complete if they choose. Members were in agreement, JC added SUBU already do this and it would be a good chance to work together to correlate information. **Action – AS/JC**

9. National Survey of Student Engagement (NSSE) pilot (BD)

9.1 The HEA have asked for expressions of interest in running an NSSE pilot to be submitted by the deadline of 29th 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**

10. Student Engagement Performance Indicators 7 -12 (paper ALL) (BD moved to follow agenda point 9)

10.1 SUBU, working with Anita Diaz (CEL), have made significant changes to PIs. It was agreed that quality of engagement needs to be a major part of this. Engaging with NSSE will provide some of this information. Members agreed introducing PIs is a positive step, although it is still a work in progress.

11. Revised Terms of Reference for Student Experience Forums (MR/KG)

11.1 MR requested deletion of the term 'programme specific' from the ToR Purpose section, and to make an amendment to the bottom section to say "minutes, notes & extracts"; members agreed. **Action – MR/KG**

11.2 BS have introduced students chairing the Student Experience Forums, this had a positive outcome, and is good experience for students as they will feel more involved. It was acknowledged School Reps training is a good grounding for this. The point was raised that notes from SEFs related to SVC should be coming to the committee; if there is anything relevant this should be added to the agenda. SUBU confirmed the Fortnightly Education Council includes SEF notes & offered to bring copies to SVC. The line of reporting was discussed as confirmation is required as to whether the notes should go via SAB or SVC; Members agreed the notes should be submitted to both SAB & SVC. **Action – SECs to submit SEF notes to SAB & any relevant notes to SVC**

12. Members' items for future agendas

n/a

13. AOB

13.1 SUBU successfully delivered 40 reports to Framework & Programme meetings, but require earlier notification of meeting dates. The problem lies in early November (or before) meeting dates. For SUBU to compile the reports they need early warning as there are time restrictions due to Rep training. **Action – MW to formalise with AAMs**

13.2 JC asked for members input to a 'think piece' about the future of representation, there was some discussion around setting up a workgroup for better structure.

13.3 SUBU are developing a benchmarking tool to measure quality of feedback.

- 13.4** The Arrivals survey received 940 responses; the report has gone to UET.
Action – JC to submit to next SVC meeting.
- 13.5** JC announced on Monday 2 December a representative for HEFCE National Centre for Student Engagement will be visiting BU as part of a proposed funding bid.
- 13.6** TH reported that ULT are happy with the 2014 NSS promotional campaign, there is still some work to do on the key messages.

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