

Notes of the meeting held on Monday 23rd July 2012, 1 – 3pm – Boardroom

Present: Andrew Ireland (AI) (Chair), Mandi Barron (MB), Scott Bellamy (SB), Joff Cooke (JC), Rebecca Dolling (RD), Barbara Dyer (BD), Darrell Fenton (DF), Nikki Finnes (NF), Mark Ridolfo (MR), Murray Simpson (MS) (SUBU VP Education), Deirdre Sparrowhawk (DS) and Catherine Symonds (CS)

1. Apologies

- 1.1. **Apologies were received from:** Jill Beard, Andrew Main, Liam Sheridan, Fiona Cownie, Gillian Bunting, Kevin McGhee and Ruby Limbrick

2. Minutes and Matters Arising from notes of 18th June 2012

- 2.1 Minute 2.1 – JC provided the outstanding SUBU report for Partners on First Term reps activity. In addition JC provided the SUBU Rep Services: Student Reps 2012/13 report.
- 2.2 Minute 2.2 – ESEC was scheduled for Wednesday 25th July.
- 2.3 Minute 3.5 – Mid Cycle Unit Feedback would be discussed at ESEC on 25th July.
- 2.4 Minute 6.2 – a recommendation to ESEC would be for an icon to be included on the Staff Intranet providing access to all staff to the NSS and SES results.
- 2.5 Minute 6.2 – SES quick wins would be identified during this meeting.
- 2.6 Minute 7.4 – LibQual Lite would be deployed during weeks 2, 3 and 4 in November 2012.
- 2.7 Future dates for meeting during 2012/13 had been amended slightly and were correct on the agenda.

3. Discussion of SES Analysis: Emerging trends & quick wins

- 3.1. The group had a fruitful discussion around the overall SES results and the following comments and trends were noted in particular:
- Generally agreed that the results were disappointing despite the large amount of work undertaken across BU to address a variety of areas and issues over the last 2 – 3 years. The group questioned whether the assumptions made after the NSS results were received last year were appropriate, or should more have been done to find out what students' expectations are, particularly in the evolving Higher Education market.
 - We should do more to prepare students better for surveys, developing the work undertaken to inform students about the NSS this year.
 - Demonstrate to students the things that are being done well. BU to show that it is confident in what it is doing. The committee felt that Confident BU is an area to be developed more strategically (to avoid looking hesitant, unsure, and undermine confidence).
 - Agreed that qualitative data available in the SES reporting tool is more useful than the quantitative data.
 - Expectation setting with students came up on a number of occasions as being important in getting to the bottom of the issues. Include some minimum expectations with pre-arrival information. ApSci had asked all new students to submit 500 words around what their expectations are before they arrive, which would serve as an interesting pilot to a potential new approach.

3.2 Feedback for ESEC

- Develop opportunities for cross-university discussions to share and celebrate best practice, and to work to overcome perceived issues. The kind of discussion at SVC would be valuable for many staff to engage with across the university.
- **Assessment**
 - assignment briefs and feedback principles – consistency required at least across academic levels within programmes. Management of oversight of process by Schools to be decided locally;
 - marking – specific criteria must be included in the assignment brief. Some academics break the assessment down so that students understand where the weighting of marks will be allocated;
 - the final mark and the feedback must correlate, and relate to the criteria;
 - unit guide – consider a welcome introduction and make explicit how the unit fits with other units.
- **Transportation**
 - A task group to be set up to consider all of the feedback collected in the last 2 years or so on buses and other transport issues. Include how the transport links with related accommodation issues, and consider future branding/de-branding of the buses and an increase in cycling promotion. AI would co-ordinate the setting up of a task group to report to a future SVC. **Action: AI**
- **Personalisation:**
 - student email accounts currently include student name and ID number but the use of numbers feels impersonal to the student. The use of numbers in the future was questioned. This would be picked up through the Student Journey Project;
 - cohort identity – to develop and work with a natural student's sense of belonging to a programme, and not a framework. This needs further discussion at SVC and potentially other projects / committees, and will be picked up by SVC in September;

3.3 Quick wins

- more transparency around how the student's fee is spent. Avoid referring to a tuition fee and provide a breakdown to show how the fee is spent across BU (e.g. a pie-chart with coloured segments relating to core areas of spend);
- ask staff to promote the additional life and personal skills/professional development and transferable skills gained from the BU experience during extended induction;
- Investigate the BU promise materials and their use in pre-arrival information;
- consider printing credits for students so they can decide what they would like in hard copy;
- remove charge for copies of exam scripts.

4. AOB

4.1 None

2012/13 meetings:

Monday 10th September – 1 – 3pm – Casterbridge
Monday 22nd October – 1 – 3pm – Committee Room
Monday 3rd December – 1 – 3pm – Casterbridge
Monday 14th January – 1 – 3pm – Committee Room
Monday 25th February – 1 – 3pm – Committee Room
Monday 8th April – 1 – 3pm – Committee Room
Monday 13th May – 1 – 3pm – Committee Room
Monday 17th June – 1 – 3pm – Committee Room
Monday 29th July – 1 – 3pm – TBC