**Student Voice Committee CONFIRMED**

**Notes of the meeting held on** **Wednesday 29th January 2014**

**2.00pm to 4.00pm – Committee Room, Talbot Campus**

**Present:** Barbara Dyer (Chair) (BD), Gillian Bunting (Clerk) (GB), Jacquie O’Brien (JoB), John Gusman (JG), Neil Ford (NF), Darrell Felton (DF), Katy Fisher (KF), Ricky Rogers (RR), Annie Hall (AH), Andrew Main (AM), Zoe Bice (ZB), Matt Wall (MW), Joff Cook (JC), Kelly Goodwin (KG), Fiona Cownie (FC), Mark Ridolfo (MR), Andrea Lacey (AL), Jackie Molnar (JM), Mike Weaver (MW), Maxine Frampton (Observing)

**1. Welcome / Introduction**

**2. Apologies:** Amanda Stevens, Elizabeth Powis, Liam Sheridan, Philip Ryland, Fiona Knight, Paula Peckham.

**3. Minutes and matters arising from notes of** **11th December 2013 - confirmed**

**3.1 Minute 3.3 -** 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 - 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.**

**3.2** **Minute 3.5 - 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 7**

## **3.3** **Minute 3.8 -** 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 6**

**3.4** **Minute 3.10 -** 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. Completed.**

* 1. **Minute 3.11 -** 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 – MW liaising with AAMs to confirm dates over Christmas. Completed**
  2. **Minute 3.12 -** The Arrivals survey received 940 responses; the report has gone to UET. **Action JC to submit to next SVC meeting. Agenda item 6.3. Completed.**

* 1. **Minute 5.3 -** 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 6.**
  2. **Minute 6.3.3 -** **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**
  3. **Minute 7.1 - 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 8.1**
  4. **Minute 7.2 -** 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*.
  5. **Minute 7.7 -** Library issues were due to overcrowding and lack of space. Delays in receiving submission receipts for Turnitin due to busy periods. This is not an automatic process and students should be made aware there may be delay, but that they also need to leave adequate time to submit. IT should put communications out when systems fail. DF advised this issue is across all Universities who use Turnitin. Members agreed to raise this issue to ESEC. It was also noted that when reporting issues to the IT out of hours service that it is not able to deal with myBU issues; LLS will pick this up. BD to cleanse & circulate hand-out to members for approval prior to submitting a report to ESEC. **Action BD & NF. Completed**
  6. **Minute 8.1 -** 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. Ongoing.**
  7. **Minute 8.2 -** SUBU reports to be submitted for the next meeting. **Action JC. Completed.**

**4. Student Journey Project presentation (JM & MW)**

**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 STP information is available on the Staff Intranet – Initiatives & Projects. **Action GB.**

**5. NSS planning task group update (ZB)**

**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**

**6. NSSE HEA pilot - update from sub group**

**6.1** TheNSSE 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.**

**7. Mid cycle unit feedback - update from sub group (BD) (paper)**

**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 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.**

**8. Feedback from ESEC:**

**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.**

**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 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**

**9. SUBU reports**

**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.**

**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.**

**10. Members’ items for future agendas**

**10.1** EvaSys update to be provided through Mid Cycle Unit feedback sub group reporting

**10.2** The Future of Student Representation (paper). **Action JG/JC**

**11. A.O.B**

n/a

**2013/14 meetings:**

Mar 19 - Casterbridge, Thomas Hardy Suite

May 14 - Committee Room, Poole House

Jun 25 - Committee Room, Poole House