Student Voice Committee   **UNCONFIRMED**
Notes of the meeting held on 30th April 2012

Present: Jesse Banovic (JB), Jill Beard (JB), Scott Bellamy (SB), Paul Breakwell (PB), Gillian Bunting (GB) (Clerk), Fiona Cownie (FC) (Chair), Rebecca Dolling (RD), Barbara Dyer (BD), Darrell Felton (DF), Stacey Gale (SG), Lianne Hutchings (LH) (EDQ), Helen Impett (HI), Kate Jones (KJ), Kevin McGhee (KM), Andrew Main (AM), Deirdre Sparrowhawk (DS), Catherine Symonds (CS)

1.   Apologies

1.1   Apologies were received from Andrew Ireland, Jennifer Taylor, Nikki Finnes, Mandi Barron, Liam Sheridan, Stuart Laird, Mark Ridolfo, Joff Cooke, Samantha Leahy-Harland (observer)

2.   Matters Arising from notes of 5th March 2012 – confirmed minutes

2.1   **Minute 2.4** – action completed.

2.2   **Minute 2.9** – Partner report not received for circulation at meeting **Action JC**

2.3   **Minute 3.5** – AI provided a diagram outlining the future SVC & how it links to other committees, TMB had requested for sub committees to be more 'hard-nosed' in giving recommendations for ESEC.   SVC mechanism sub groups consist of NSS, SES, PTES School & professional services – CS confirmed SVC considerations are sent to school execs. SUBU – KJ agreed SVC working much better for discussion and/or noting. Comms – items coming out of SVC are communicated to plasma screens, student portal etc, it was agreed this is working. SB is now overseeing student comms, pre arrivals, mobile app and the student portal redesign. All in agreement to accept regularity of SVC meetings and to keep focus on decision making. Action completed.

2.4   **Minute 4.1** EDQ produced a document detailing the types of student feedback mechanism at BU; SB was tasked with restructuring the list in order to recommend how to move forward with the most useful mechanisms. It was emphasised that the student rep system is working very well; the Fresher's survey is seen as very important as the information feeds out to lots of departments. SB recommended creating a new survey for the extended induction project, the accommodation survey is to be reviewed & possibly incorporated into the new arrivals' survey, dependant on discussion. SB proposed for SES to be discontinued as the information received is seen as not so valuable, but it is important to keep the functionality of the software particularly for student reps, it was agreed that SVC needs to have input into survey questions. AM informed that demonstrators and PAL Leaders have a good insight into first years' views, which don't necessarily get surveyed but it was agreed that this is valuable information. It was noted that there is a need to retain quantitative & qualitative information, and that student forums should work alongside surveys.
A change of approach was suggested to use student forums to evaluate whether this proposed approach was feasible including the use of the SES software.
Members agreed to go with SB's recommendations to ESEC, also noting that some supportive work needs to be done with students to find out if this is feasible. It was proposed that a sub group is possibly needed to advise for the new arrivals' survey. **Action AI/SB**

2.5   **Minute 5.7** – on the agenda.

2.6   **Minute 6.1.2** – Partners NSS scores have increased dramatically. The overall response rate now sits at 73.5% which is above sector average and 9% higher than last year. SB & SG putting in a bid for NUS campaign of the year for NeSSa. Action completed.

2.7   **Minute 6.1.4** – action completed

2.8   **Minute 6.1.5** – action completed

2.9   **Minute 6.2.3** – on the agenda.

2.10   **Minute 6.3.2** – PTES is offering Amazon vouchers as incentives, the survey started last week with a response rate of 7-8%. SB has been working with Sue Deane with regards to messages, which have been communicated via plasma screens, student portal & email. Action completed.

2.11   **Minute 9.1** – action completed

3.   Review and discussion of reports from input sources e.g. Schools, SUBU, Academic Partnerships and Graduate School

3.1   Overall the Schools were satisfied with course quality results, but it was noted that personal development and learning resources results could be improved. Continuous action plans to be reviewed & updated in view of this. AM & CS queried gaps in responses & a noticeable difference between the questions asked & those on the survey; SUBU clarified that student reps changed the template so not all questions were asked, it was noted that the template needs to be the same across all schools to ensure consistency & to provide a better overall picture. HSC & Business School both showed low response rates, but Members agreed it was useful to have the information. It was agreed that questions need to be tailored to the timing of the academic year. FC commended schools with high course quality, but the low response rate was recognized, plus the need to increase response for a viable & credible option to replace SES & to provide continuity. SUBU to work to develop consistent questions for the student rep survey and encourage student reps to use these. **Action KJ/JC**

4.   Discussion of issues from assignment receipting systems (ESEC advised) (paper)

4.1   Comments on assignments going missing, SUBU reminded Members that although this is only a problem for a minority of students it is still an issue, SVC need to go back to ESEC with a defined proposal. The Academic Admin Team is already working with MB on these issues. Online submissions provide automatic receipts i.e. 'Turnitin' but this has occasional bugs, it was noted that it is not fit to deal with the University assessment capacity. ESEC referred four options to SVC for further discussion:
1) Students to email hard copy when they submit online – for back up only
2) Students to log assignments on sheet of paper when handed in at the office – this is then double checked with the email inbox. Hard copy receipting to be available at office hours was not thought feasible.
3) Barcode system – costs to be looked at (this is the SVC preferred system),
4) Do nothing
It was agreed that the preferred option is online submission as this has the least chance of loss, but that no foolproof system exists, while Academics prefer a physical system. Ideally there needs to be an option for both an online & physical system. Members agreed there needs to be consistency between the schools, particularly in giving individual issues the benefit of the doubt. It was noted that online submission is set to increase but there is a difference between assessments & submissions – all Members were in support of this.

4.2   It was noted to evaluate the online submissions' capacity to encourage more online submission (not necessarily assessment) alongside or separate from hard-copy submission. It was also noted that that consistency in terms of treatment of students should be across the board, FC proposed the Media school run a pilot for the barcode system once MB identifies a system that can be used at BU. **Action MB/FC**

5.   Recommendations to ESEC

5.1   as minute 2.4
5.2   as agenda item 4

6.   Review of reports from SVC sub groups e.g. Task Groups for NSS, SES, PTES

6.1   NSS is due to finish today (30th) and will be open to responses up until midnight, the response rate was 72.5% as of Friday 27th. Responses showed a slight increase after Easter, taking out Partners the response is actually 75%. It was noted that M&C have done great job on the campaign, but to ensure that for next year the campaign needs to be

finalised before Christmas as it is due to run right through next year. Data is due to be published by July/August.

6.2   SES has had a low profile this year (due to intent to avoid confusion with NSS) with a resulting slow response rate; SB was keen to extend this for another two weeks to allow time for a bigger marketing push with associated activity on plasma screens, student portal, dot mailer & presentations. It was noted that a presentation has been put together but so far not used, also noted that PowerPoint, instead of Prezi, is preferable for students with learning needs. Members agreed to extend SES until 11th May. **Action SB**

6.3   PTES has incentives being offered for the first time in the form of Amazon vouchers, it is hoped the response rate will increase to at least 15%.

7.   Draft Policy and Procedure Student Engagement and Feedback (paper)

7.1   Policy & Procedure papers to be completed by LH this week, and are due to be published at the end of June.
Student Experience Champion role and responsibilities –
LH is currently writing the Academic procedure for next year, and needs confirmation as to whether SES will take place next year, as this will have a bearing on these procedures. FC registered concern about the use of 'engagement' in this context; however overall, members agreed that 'engagement' is a good label to keep if QAA retains that approach after the consultation period. The purpose of the role is to capture BU principles from 3 perspectives: individual voice, student rep voice and SUBU exec voice through various feedback channels & responses. It was discussed whether the SEC (strategic) role & SRC (day to day basis) roles should be separated, it was concluded that this was not necessary, but if so it does give flexibility for attending meetings etc. It was agreed that there is an HR problem with these roles not being included in job descriptions. FC stated that the term 'Champion' is an undermining term and Members agreed the term was not well-liked. It was concluded that the SEC role is a responsibility for the schools, as they need to fulfil this requirement for the student experience. **Action LH**

7.2   Student Forum Terms of Reference –
Members were unsure about the reporting line of student forums, specifically around where the outcome of discussions feedback to, and what activity is required; it was agreed this could be made clearer. Members discussed the core membership needed to attend forums and the main responsibilities were noted, including the need for flexibility in who chairs the meeting & also a link in with SES outcome. Recommendations were made to LH to develop forms. **Action LH**

8.   AOB

2011/12 meetings:
Monday 11th June – 1 – 3pm – Casterbridge
Monday 23rd July – 1 – 3 pm – TBC

2012/13 meetings:
Monday 10th September – 1 – 3pm – TBC
Monday 22nd October – 1 – 3pm – TBC
Monday 3rd December – 1 – 3pm – TBC
Monday 14th January – 1 – 3pm – TBC
Monday 25th February – 1 – 3pm – TBC
Monday 8th April – 1 – 3pm – TBC
Monday 6th May – 1 – 3pm – TBC
Monday 17th June – 1 – 3pm – TBC
Monday 29th July – 1 – 3pm – TBC