

**Notes of the meeting held on Wednesday 4 January 2017, 2 – 4pm, room F105**

**Present:** Barbara Dyer (BD), (Chair), Gillian Bunting (GB) (Clerk), Jacquie O'Brien (JO), Sam Honnoraty (SH), Andrea Lacey (AL), Sara White (SW), Philip Ryland (PR), Mark Covell (MC), Jamie Swanson (JS), Jane De Vekey (JDV), Brooke Elias (BE), Daniel Asaya (DA), Susan Ponsford (SP), Chris Kelly (CK), Tracey Digby (TD), Kathryn Cheshir (KC), Corinna Laila Osborne (CLO), Amanda Stevens (AS).

**1. Welcome / Introductions**

- 2. Apologies:** David Hunt, Georgia Larkins, Julia Taylor, Clive Hunt, Kerry Dean, Joff Cooke, Charlie Souter-Phillips, Amy Blackham, Emma Crowley.

**3. Accuracy of minutes / matters arising from previous meeting - Confirmed**

- 3.1** Minute 4.4 - amended to 'an equality impact assessment'
- 3.2** Minute 5.4 - agenda item for March SVC
- 3.3** Minute 7.2 - agenda item for April SVC
- 3.4** Minute 7.3 - SP confirmed that following discussions with Academic Quality the SVC will have an overview of any future reviews of 5B Student Engagement and Feedback Policy and Procedure.

**4. NSS campaign (M&C & SUBU)**

- 4.1** MC confirmed that the 2017 NSS campaign will be launched on Monday 6<sup>th</sup> February through to Sunday 30<sup>th</sup> April. M&C will be providing supporting materials, as well as having a presence at both Talbot and Lansdowne campuses; including digital screens and signage. The emphasis of the campaign will be to encourage students to complete the survey via their mobile phones, specifically pushing iBU. It was confirmed that Ipsos MORI will no longer be accepting postal surveys. The incentives and prizes will be the same as last year, but will also include promotion from the winner of the made-to-measure suit. Towards the end of the campaign there will be more of an online focus as fewer students will be on campus. M&C will aim to build on last year's positive campaign and to meet the same completion rate.
- 4.2** Supporting materials for staff, including the slide package, are currently with UET for approval. MC will follow up this with an aim to distribute this next week. **Action: MC**
- 4.3** JS reported that SUBU Executive had voted on the 15<sup>th</sup> December to wait for the result of the equality impact study from the NUS. Therefore SUBU are currently taking no action. DA advised that JC will be doing an impact assessment and following this a decision will be made ASAP.
- 4.4** Members were keen for SUBU to make a decision to ensure that faculties can advise students by the 30<sup>th</sup> January. Depending on the decision this may impact upon the supporting materials; a note referring to this will need to be included in the academic slides to explain both the national and the SUBU position. MC advised that in order to meet M&C deadlines these comms will need to be finalised by the end of next week (13<sup>th</sup> January). DA confirmed that the SUBU Exec meeting will be brought forward to next week in order to confirm the decision; SUBU will then advise the committee ASAP. It was acknowledged that there is a possibility that the staff union (UCU) may sympathise with the NUS. **Action: SUBU**

**5. Update on 'Responding to your feedback tab' (CLO)**

- 5.1** Following discussions with the Learning Technologists it was agreed that the best option would be to create a WordPress site, as per BU blogs. Split by department this would act as a central repository for good news stories. Academics would be able to

upload feedback and tag as 'student feedback' which would then pull through to the myBU tab. CLO is due to meet with Amanda Procter to discuss the format, as M&C are looking to reduce the number of WordPress sites, and will report back to the committee. It was noted that there may be complications when the new VLE is introduced. **Action: CLO**

- 5.2 Members discussed whether to delay the launch until September. CLO is keen to launch ASAP to save any unnecessary delays and to allow staff to become familiar with the system. CLO will attend the March SVC meeting to update members further. **Action: CLO**

## 6. Further review of ARPP [5B Student Engagement and Feedback Policy and Procedure](#)

- 6.1 PR discussed formalising the interface of the ADSE Student Rep Champion roles in those faculties which don't yet have this structure (FM and FST). Members agreed that these roles are key to capturing feedback and ensuring that a timely response can be given. SW added that HSS are currently reviewing how these roles work. SH is due to meet with Michelle Morgan when she is in post in FMC to discuss best practice.
- 6.2 The Student Engagement sub-group will take this forward to review both the roles and how faculties engage with Reps. PR will provide recommendations at the March SVC meeting with a view to taking a paper to ESEC on the 29<sup>th</sup> March. JS and KD agreed to attend the sub-group to provide the SUBU point of view. **Action: SH, AL, SW, PR, JS, KD, CH**

## 7. SUBU items

- 7.1 BE confirmed that the Refreshers Fair will be happening on the 9<sup>th</sup> February. M&C will be supporting the event promotion.
- 7.2 Members agreed that the breakfast meetings between faculties and SUBU will be reinstated. JS to organise dates. **Action: JS**
- 7.3 JDV is currently working on the Semester 1 SimOn data with an aim to send the raw data out by the end of this week. The full report will follow ASAP. **Action: JDV**

## 8. Members' suggestions for future agenda items

- 8.1 SW requested for MUSE to be on the April SVC agenda. **Action: GB**
- 8.2 TD offered to provide an Estates update for the March SVC meeting. **Action: TD**

## 9. A.O.B.

- 9.1 Dates for the Student Engagement sub-group confirmed as: 25<sup>th</sup> January 10am-11am, 8<sup>th</sup> February 10am-11am and 20<sup>th</sup> February 11am-12am. GB to book rooms and confirm with members. PR's notes circulated with minutes for information. SH to invite Michelle Morgan. **Action: GB, SH**
- 9.2 CK provided an update to Minute 9.3 (SVC 14.12.16) – the laptop loan service will now be launched on the 16<sup>th</sup> January as there were a couple of technical issues which have now been resolved.
- 9.3 BD updated members regarding the survey repository; Dave Dawson is currently working on a demo version which will be presented to the SVC at a later date.
- 9.4 SH confirmed that Michelle Morgan will be in post from w/c 6<sup>th</sup> February.

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**2016/17 meetings:**

October 19 – R2017  
November 30 – F105  
December 14 – R208  
January 4 – F105  
March 1 – S218  
April 19 – F105  
June 7 – F105