

**Notes of the meeting held on Wednesday 6<sup>th</sup> February 2013****1.00pm to 3.00pm – Committee Room**

**Present:** Andrew Ireland (AI)(Chair), Gillian Bunting (GB)(Clerk), Liam Sheridan (LS), Joff Cooke (JC), Ross Hill (RH), Marianne Harris-Bridge (MHB), Kelly Goodwin (KG), Jill Beard (JB), Ann Fernandez (AF), Murray Simpson (MS), Ruby Limbrick (RL), Barbara Dyer (BD), Deirdre Sparrowhawk (DS), Andrew Main (AM), Darrell Felton (DF), Fiona Knight (FK), Lianne Hutchings (LH), Paul Breakwell (PB), Scott Bellamy (SB), Mark Ridolfo (MF).

**1. Apologies**

- 1.1. **Apologies were received from:** Marianne Barnard, Rebecca Dolling, Pamela Rouse, Mandi Barron, Fiona Cownie.

**2. Minutes and Matters Arising from notes of 28th November 2012 - confirmed**

- 2.1. **Minute 3.7** - AI suggested that the student feedback page on the intranet to show monthly update on 'hot feedback issues' – the space will be used to publish weekly NSS response rates on the page – **Action GB/SB** - see Agenda point 4.1

- 2.2. **Minute 3.7** - Feedback sub group to meet again to discuss a plan for combining student opinion survey and SES into one annual survey. – **Action - Feedback sub group (MR, KG, MS)** - Group met this morning see Agenda point 4.6.

- 2.3. **Minute 3.7 – Item 3** – SVC to review TOR of Student Forums - **Action KG/MR** – TOR specify forums should look at school wide issues, rather than BU wide issues. It was found that both areas are discussed at student forums. Core membership should be reviewed as it is currently a very significant list, it was agreed this encourages flexible membership, which is a good reflection on BU. KG to email findings for SVC to discuss. MS called for core message to be defined, more students than staff should attend in order to encourage students to discuss issues openly. Meetings should be documented; any key issues raised would then be shared and tracked throughout forums. **Action – KG/MR to review TOR to ensure the core membership is reflected.**

- 2.4. **Minute 4.5** - Members to provide suggestion for key message 3, revisit PowerPoint update and circulate to SVC members. PB/SB to design draft Gant chart based on NSS 2013 timelines. – **Actions – All, PB/SB completed**

- 2.5. **Minute 7.1** - Paper discussed at ASC, pending circulation of response from TMB.

**3. Review and discussion of reports from input sources e.g. Schools, SUBU, Academic Partnerships, Graduate School & Libqual survey update (paper) (JB).**

- 3.1. JB reported SVC had agreed to this additional survey for a 'short burst', Libqual helps judge the relative importance of Library services, which other surveys do not provide. Twelve other UK institutions were also using Libqual survey which allows BU to see comparative data. BU results were in-tune with the other institutions; with PG faring slightly better while UG was spot on. The charts on the attached paper combine both staff and student results which show small areas of concern; access off campus, more resources, library as sufficient space. Page 6 combines a high number of qualitative comments alongside statistical responses showing there is a need for balance between

silent areas and group space. Actions suggested for each point. Use on 2<sup>nd</sup> floor has changed to include silent space, group space moved elsewhere. A major project plan to put in rolling stock on 1<sup>st</sup> floor, is currently going through internal processes with delivery expected June-September. The comments asking to increase the number of PC's is a constant theme, although this allows us to understand to mix of issues. **Action – GB to add Libqual report to intranet feedback page**

- 3.2. Regarding requests for longer opening hours – 19 qualitative comments were received, which is low compared to space and resource issues. Comments include opening for longer at weekends and 24 hour access. This section received the highest level of satisfaction in the survey. It was decided to expand on this area by doing a SU shop token survey with the three questions being: 1. Just right for me, 2. I'd like it open longer in general, 3. I'd like it open longer at weekends. This will be running at both locations from Wednesday 6th February to Wednesday 13th February 2013.
  - 3.3. Students use online access regularly, but there is an issue around space provision in the library, this will be looked into. It was noted that the Purple Lounge is available to all students, not just level H, as was thought by some students. SB added with regards to space issues in the library that some projects being introduced to relieve this problem, including the new student centre. Qualitative comments were on the whole positive.
  - 3.4. AM advised that DEC printers are no longer available 24 hours, which may cause a sudden upsurge later in the year, JB added that printing used to be a top issue but improvements mean this is no longer the case.
4. **Review of reports from SVC sub groups; NSS & Feedback sub group, Mapping to chapter B5: Student Engagement (paper) (LH).**

#### **NSS sub group report**

- 4.1. NSS opened on Monday 4<sup>th</sup> February with several parts to the campaign; NeSSa video is live on YouTube with 21.5k views so far, the beach tent is now open in the Atrium, a sand sculpture in Poole House courtyard. Stats show 115 students completed the survey in the first two days, although the Ipsos MORI site crashed on Tuesday which could affect early completion rates. Weekly results will be published on the intranet feedback page. **Action – GB**
- 4.2. SB reported the NSS sub group is meeting regularly, a Gant chart has already been circulated showing campaign timings, SUBU presentations to students have been done. Lansdowne is receiving a more targeted campaign as it only provides a small percentage of results. SUBU delivered cupcakes and liaised with Lansdowne students, along with SEC, which proved helpful in joining up campaign information. Studland House NSS promotion is less visible this year, but includes; graffiti, cupcakes, laptops and video on digital screens. Social media pages are providing good engagement due to early campaign build up. The beach tent will be in the Atrium for two weeks, after which the sub group will look at results in a mop up exercise to see how well this has worked and decide on further action. It was agreed to continue the NeSSa campaign this year as a short survey of students proved she was very popular, JC added NeSSa is now a brand and it would be good to find out if students relate this to the NSS. **Action – NSS sub group.**
- 4.3. NSS is open until 30 April 2013, SB would prefer students to complete the survey in a relaxed atmosphere, before Ipsos MORI calls begin mid March. It was agreed students shouldn't feel under pressure to complete the NSS as this could produce a negative result.

- 4.4. LS explained the results can be split three ways; by school, Jax code and by course. Ipsos MORI run reports three times a week; Monday, Wednesday and Friday, reporting 27 students had completed by early Monday afternoon.
- 4.5. LS advised sandwich years have been working differently this year, which means some students may be eligible for NSS, but are not on placement and not within NSS target, (it was noted this does not apply to top ups). LS asked for any students to be referred to him if they think they should be eligible as there is a window until March for HEFCE to confirm eligibility – SB aware of this and keeping list of students. It was also noted that students who are not eligible for NSS, but would be eligible for SES, are being informed of this. Business cards which have been designed to help distribute this information are currently stuck at the printers. AI questioned if repeating students would be eligible both years? **Action – LS to investigate.**

#### **Feedback Sub Group report**

- 4.6. The Feedback sub group (SB, KG, FK, AM, JC, AF, JDV) looked at combining SES and SOS which would require actions around external benchmarking tools and data capture, it was agreed these are vital so we need to ensure these are kept once the surveys are combined. A quick audit on how the feedback loop is closed was suggested, particularly around Arrivals and Freshers' surveys. The theme of engagement is paramount, but there are currently no KPI's for this, need to map questions from other surveys, including mid-cycle unit feedback. Discussion around committee structures and meetings, the basic aim is to get rid of SES but keep SES tool and use NSSE. JC added the Centre of Excellence and Learning & 'What Works?' programme will all increase engagement. LH advised there needs to be a comparison for the Quality Code.
- 4.7. It was agreed this all needs to be clarified i.e. what student engagement actually means. It was decided the Feedback sub group should meet and put together a proposal to be tabled at the next SVC (April 24th). MHB requested to be included in the sub group. **Action – Feedback sub group.**

#### **Mapping to chapter B5: Student Engagement (paper) (LH)**

- 4.8. LH previously circulated the Mapping to Chapter B5: Student Engagement paper for comments from the group, which started a good discussion around the subject. Actions from ASC to add actions and circulate (LH completed). The main action being to formulate complete action plan; LH provided 6 actions, of which 1 and 5 are relevant to SVC. The final deadline for the document is the end of June. LH invited comments from SVC.
- 4.9. Student engagement group to meet first and feed information about mid-cycle unit level feedback into the mapping action plan. SB added the Feedback sub group discussed how students access feedback i.e. via myBU tab. SB is currently working with MS on the 'You said, this happened' SUBU page to be published. MR suggested surveys are done too early in the academic year, as per feedback from students – student engagement group to pick this up. **Action - Student engagement group.**
- 4.10. AM wanted to clarify the anticipated result of action point 2. School Experience Forums need to record meetings and circulate this information. JC pointed out there is a need to show how BU and students have worked together on educational issues. AI suggested action point 1 should be put on hold until outcomes of proposals from engagement groups can feed into next SVC meeting (April 24<sup>th</sup>). JC advised there are certain technical issues around how to merge SES and SOS. AI confirmed the software is high priority and due to be in place for the next academic year.
- 4.11. AI requested SVC member to present discussion to ASC on 14th February, RL and JC to brief MS, BD would be also available for ASC. AI and LH to revise action plan for ASC as papers due tomorrow (7/2/13). **Action – AI/LH.**

**5. Review of marketing & planning for SES and PTES/PRES**

- 5.1. SES targeted approach business cards used for 2<sup>nd</sup> year students have been produced, but these are currently stuck at printers. Dot mailer to go out to targeted students as a reminder to complete the survey. **Action – GB**
- 5.2. SB emphasised the need to encourage academics to inform students. Last years' survey produced low results, this years' campaign is also low level to keep emphasis on NSS.
- 5.3. JC advised SOS, which will merge with SES next year, was launched two weeks ago and has already generated 1200 responses.
- 5.4. PTES campaign is much shorter, with PRES running from March to May. FK to work with SB on marketing and promotion, aiming to improve on last years' 4% completion rate. Bearing in mind the important message is these surveys benchmark BU with other institutions. **Action – FK/SB**

**6. Recommendations to Education and Student Experience Committee (ESEC)**

- 6.1. None

**7. AOB**

- 7.1. SUBU Full Time Officer nominations are now open. RL asked for Student Experience Champions support in promoting this to students. **Action - SEC**

**2012/13 SVC meetings:**

Wednesday 24<sup>th</sup> April – 1 – 3pm – Casterbridge

Wednesday 5<sup>th</sup> June – 1 – 3pm – Committee Room