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**Student Experience Committee**

**SEC 12 –M1**

**Minutes of the meeting of the Committee held on 6 March 2012**

**Members**: Professor Morag Bell (Chair), Professor Chris Backhouse (ab), Ms Rebecca Bridger, Ms Val Blackett, Professor John Feather (ab), Mr Tim Garfield, Ms Debbie Grant, Mr David Haines, Dr Jennifer Nutkins, Ms Jayde Savage, Mr Nigel Thomas, Ms Caroline Walker (ab)

**In attendance:** Ms Claire Atkins (Secretary)

**Also in attendance:** Mr Ian Cairns (for item)

**Apologies:** Chris Backhouse, John Feather

**12/1. Minutes** SEC11- M3

The minutes of the meeting held on 25 October 2011 were approved.

**12/2. Matters arising from the minutes**

None

**12/3. Review of Strategic Risk Register (SEC12 –P1)**

The Committee received a paper outlining risks to the Student Experience in the new fee regime that had been identified following discussions at the ALT Risk Sub-Group held on 21 February 2012.

It was noted that:

1. A potential risk had been identified in not being aware of what is being communicated about the University in the social media.
2. Marketing and Communication monitored activity on Facebook and Twitter.
3. There was a gap in knowledge as to knowing what students thought.

The Committee recognised the potential reputational risk to the University and felt that this should be added to the Implementation Plan. It was agreed that the Director of Marketing and Communications be asked to produce a report to include proposals on how the University might respond to this risk.

ACTION: Director of Marketing and Communications to report back to the Committee with proposals.

ACTION: Reputational Risk to be added to the Implementation Plan.

It was further suggested that the University should work more closely with the Students’ Union on their annual survey to gain more detailed information as to student opinion.

ACTION: The President the Students’ Union to report the Committee’s wish for the University to work more closely with the Students’ Union in her next meeting with the Deputy Vice Chancellor.

It was further noted that other issues highlighted within the paper were already being addressed through the Implementation Plan and that a number of projects were in place to improve the student experience. These included:

1. New physical infrastructure projects, including development at Holywell Park to free up green space on campus for recreational use by students.
2. A planned new Student Services Centre.
3. A newly full-time executive member of the Students’ Union with responsibility for welfare and campaigns.

It was agreed that a meeting should be organised for key members of the Committee to discuss what more could be done in this area.

ACTION: Secretary to arrange meeting.

**12/4. Closure of the Residential Provision and Management Sub-Committee**

**(SEC12 –P2(a) and (b)).**

The Committee received a paper outlining a recommendation from the Residential Provision and Management Sub-Committee that it be closed and many of its terms of reference be incorporated into those of the Student Experience Committee.

The Committee agreed to the closure of the Sub-committee and decided that the Student Experience Team should take responsibility for many of the responsibilities of the former Sub-committee. It was recognised that consideration would need to be given to the membership of both the Team and Committee and the Student Experience Team would be asked to consider this.

**12/5. Terms of Reference and Membership.(SEC12 –P3)**

In light of the closure of the Residential Provision and Management Sub-committee it was noted that:

1. It may be necessary to include representation from amongst the wardens and Imago Services on both the Student Experience Team and Committee.
2. The terms of reference for the Student Experience Team would should be reviewed to incorporate relevant responsibilities from the Sub-committee.

ACTION: Student Experience Team to review it’s terms of reference and membership in light of the closure of the sub-committee.

The Committee raised concerns that the closure of the Sub-committee would lead to a lack of input into pricing discussions by the Students’ Union, Student Outreach and Recruitment and the International Office. It was agreed that the Chair would discuss these issues with the Chief Operating Officer (COO).

ACTION: Chair to discuss with the COO how information/comment was to be collated on pricing before discussion at Operations Committee.

**12/6. Provision for off-campus students (SEC12 –P4)**

The Committee received a report previously considered by Student Experience Team relating to the student experience of off campus (particularly mature undergraduate) students frequently reported issues.

It was noted that:

1. Issues largely related to quiet study and social space away from the Students’ Union.
2. The availability of study and social space across campus was unclear, particularly in relation to department specific space.

The Committee supported the recommendation of the Student Experience Team that an audit of such space should be undertaken. It was further suggested that work could be undertaken to highlight space availability to students.

ACTION: The Chair of the Student Experience Team to contact the Timetabling Manager to ascertain whether a survey of usage of study space could be undertaken.

ACTION: The Secretary to contact the Learning Space and Administration Manager to source information to enable an audit of departmental study/social space to be undertaken.

It was agreed that information gathered from these sources would be reported to the Student Experience Team in the first instance.

**12/7. Student Services Annual Report (SEC12 –P5)**

The Committee received the Student Services Annual Report, highlighting priorities for the service in 2011/12.

It was noted that:

1. It had been a busy year for departments across the service.
2. An institutional employability policy was yet to be drafted. This would be undertaken by the new Director of the Careers and Employability Service in the first instance and this would be considered by Student Experience Team.
3. Work would be undertaken with the Marketing and Communications Team to highlight the services available to students through Student Services.

The Committee suggested that it would be useful to have input from the Students’ Union in relation to the information available to students on the Student Services Department. It was also suggested that the videos produced to promote the services available within the department should be more visible on the website.

ACTION: The Students’ Union to review the Student Services website and comment on the content available.

ACTION: Director of Student Services to contact Marketing and Communication to discuss the location of the Student Services videos.

The Committee expressed its thanks to colleagues within Student Services.

**12/8. Student Experience Team (SEC12 –P6 (a) and (b))**

The Committee noted the minutes of the meetings held on 22 November 2011 and 7 February 2012.

**12/9. Financial Hardship Sub-Committee (SEC12 –P7 (a), (b) and (c))**

The Committee noted reports on the current financial situation of the ALF and EPF.

**12/10. Date of the next meeting**

10.00 on Tuesday 19 June 2012

**12/11. Any other Business**

The Committee sadly noted the passing away of Dr Louisa Webb, warden of Telford Hall, earlier in the year.

Author – Claire Atkins

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