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**Student Experience Committee**

**SEC 11 –M3**

**Minutes of the meeting of the Committee held on 25 October 2011**

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

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

**Also in attendance:** Mr Ian Cairns (for items 5 & 6)

Ms Karen Roxborough (for item 5)

Ms Anie Davis (in place of Rebecca Bridger)

Mr Peter Childs (in place of Jayde Savage)

**Apologies:** Chris Backhouse, Rebecca Bridger, Tim Garfield, Debbie Grant, Jayde Savage

**11/22. Minutes** SEC11- M2

The minutes of the meeting held on 7 June 2011 were approved.

**11/23. Matters arising from the minutes**

**.1 Changes to Regulation XIX Hall Committees**

It was confirmed that changes to Regulation XIX had been referred to Senate as a starred item.

**.2 Celebratory event for international graduands in July 2012**

The Chair of the Student Experience Team reported that due to low interest in the event from potential attendees, the Student Experience Team recommended that the event should not proceed. However the Academic Registry were pursuing the possibility of arranging a photo opportunity for those international students who could not attend graduation in September 2012. This opportunity would allow students to have a professional photograph taken in their academic dress.

The Committee were content to approve the recommendation of the Student Experience Team that the celebratory event would not be held.

**11/24. Student Support DVDs**

The Committee received a presentation on the development of 4 short videos summarising support services available to students on campus. Members viewed the videos which highlighted services relating to careers and employability, health and welfare, accommodation and finance and academic support.

It was noted that:

1. The videos are currently available on the University’s Youtube site and are aimed at prospective students and parents as well as current students; it was hoped that the videos would be used at Open Days and for student induction by departments.

Action: The Director of Student Services to circulate a note to schools to promote use of the videos in inductions.

1. The videos had been tied into this year’s undergraduate prospectus and could be accessed on smartphones by scanning a QR code.
2. Producing the videos had taken roughly a year and cost around £10,000; the process had been managed by the Marketing and Communications team with assistance from Design and Print Services. Scripts were developed by the Marketing team and edited/approved by the relevant support services. Students from the Department of English and Drama were used to deliver the scripts.

The Committee welcomed the development of these videos and felt they were of a high standard. Members were keen to understand how such material compared to the methods used by other HEIs to advertise their services.

It was further noted that:

1. All 1994 and Russell group institutions were currently using videos as a way of delivering information about their institutions.
2. A recent survey of Loughborough University offer holders had identified that 60% of students wished to see the use of videos on departmental websites.

The Committee suggested that the videos would be mostly accessible to the UK, school leaver market and that it would be beneficial to develop more material to reflect the diversity of students on campus. The Students’ Union felt that they would be able to source suitable volunteers for such videos from their Media Centre.

**11/25. National Student Survey**

The Committee received an update on actions in relation to the National Student Survey (NSS).

It was noted that:

1. The PVC(T) and colleagues from the Teaching Centre had been visiting all senior managers within Schools to discuss the results of the 2011 NSS and to define resulting actions and timescales.
2. Promotional activities for the 2012 NSS would include feedback to students on the actions taken as a result of previous surveys, a video interview with the Vice Chancellor and Student Union President, hard copy materials received from Ipsos Mori, lecture shouts and use of campus television screens.
3. There had previously been a reciprocal agreement with the Students’ Union for the promotion of the NSS and Executive Elections which coincided in date.

The Committee suggested that use could be made of the Student Portal and the Students’ Union Your Education campaign.

**11/26. Terms of Reference and Composition of the Committee.**

In relation to term of reference 2 that the Committee *“monitor the quality of the experience at the University in relation to that offered elsewhere.”* It was noted that:

1. The Student Barometer had provided one means of comparison between the University and other HEIs.
2. The response rate to the Student Barometer had been very low and it had therefore been decided that the University would stop participation in this survey.
3. As a result it was difficult to make comparisons with other HEIs.

**11/27. Student Portal**

The Committee received updates from the Director of Student Services and the Deputy Director of IT Services.

It was noted that:

1. The portal was now up and running and feedback to date had been positive.
2. It was proposed that a University strategy would need developing to detail how the portal should be used, how it relates to other forms of communication across campus and to set priorities for future development.
3. The Director of Student Services would be convening a cross-campus group to consider how to promote and develop the portal and would be reporting back to the Information Steering Group.
4. The ELT had approved the use of web advertising in principle and further work on contracts was currently being undertaken.
5. Operations Committee would be involved in dealing with any funds received through web advertising.

**11/28. Implementation Plan for 2011/12 (SEC11 –P12)**

The Committee approved the amended Implementation Plan for 2011/12 developed by the Student Experience Team.

**11/29. Increase in placement opportunities and employer engagement**

The Committee noted:

1. Discussions had taken place at Senate in relation to work placement and experience activity within schools.
2. A feasibility study was currently being undertaken to ascertain the possibility of offering all students from the 2012 intake some engagement with external organisations during their studies.
3. Good quality IT systems for recording placement activity, the quality of placements/internships and the need to identify more placement opportunities had all been flagged as areas of development within the project.
4. The Director of the Careers and Employability Centre would shortly be producing a report to include current placement activity/employer engagement within schools and departments. The report will also include the results of a survey of employers aimed at recording current placements provided and any potential futureactivity with the University.

**11/30. Student Experience Team (SEC11 –P13(a) and (b))**

The Committee noted the minutes of the meetings held on 29 June and 4 October 2011.

**11/31. Residential Provision and Management Sub-Committee (SEC11 –P14)**

The Committee noted the minutes of the meeting held on 17 May 2011.

**11/32. Financial Hardship Sub-Committee (SEC11 –P15 (a), (b) and (c))**

The Committee noted the annual report and the current financial situation of the ALF and EPF.

**11/33. Date of the next meeting**

14.00 on Tuesday 6 March 2012

**11/34. Any other Business**

None

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Date – November 2011

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