

Student Experience Committee Minutes SET13-M2

Minutes of the meeting held on 5 November 2013

Attendance

Members in attendance:

Morag Bell (Chair), Manuel Alonso, Charlie Carter, John Feather, Isobel Ford, Tim Garfield, Josh Hurrell, Jennifer Nutkins, Clive Woodhouse,

Also in attendance:

Claire Atkins (Secretary)

1 Apologies received from:

Richard Taylor

2 Previous Minutes

SEC13-M1

The minutes of the meeting held on 25 February 2013 were approved.

3 Matters Arising from the Minutes

3.1 Student Experience Implementation Plan

It was noted that updates of progress against the Implementation Plan had been provided to previous meetings of the Student Experience Team (SET).

3.2 Department of Student Services Annual Report 2011-12 (minute 13/6 refers)

Members noted that the Student Services Annual Report had been circulated to Council members.

3.3 LSU Research Project on the Student Experience (minute 13.7 refers)

It was noted that with the agreement of iGrad, raw data from the IBarometer had been shared with LSU to help inform the design of the questionnaire for their student experience survey.

The Committee received an update from LSU as to the incorporation of effective time-management into its health and well-being campaign

Members noted that the PVC(T)/Secretary had contacted Maurice Fitzgerald (Teaching Centre) regarding the development/dissemination of time management resources for cross-campus use. It was reported that this is being incorporated into a Learning and Teaching Committee project regarding 'Personal Tutoring' that is taking place across

4 Matters for Discussion

4.1 Review of Surveys on Campus and Student Experience KPIs for Council

SEC13-P9

Members received a paper outlining discussions that had taken place at previous meetings of SET in relation to a review of surveys undertaken on campus and student experience KPIs for Council. It was noted that SET made the following recommendations:

- 1) That the University undertakes to take part in the IBarometer annually. Data from this and other annual institutional level surveys to be used for annual KPI data.
- 2) That the number and level of surveys on campus not be reduced but that institutional guidance be developed to ensure that surveys were used appropriately.

In discussion of the paper members agreed that guidance for services on the use of surveys and their results would be welcomed. In relation to formulating KPIs it was acknowledged that consideration would need to be given as to what the University actually wanted to measure and how much data/information it would be useful for Council to receive.

The need for benchmarks to make any data meaningful was highlighted. The Committee further highlighted the need to be feeding back to the student body on action taken as a result of survey feedback and any improvements made.

It was agreed that the matter should be discussed further at a future meeting of PSMT.

ACTION: PSMT to further discussions.

4.2 The Future Remit of the Student Experience Committee

In light of the emerging University strategy the Committee was invited to consider its future remit. Members reflect on the broad scope of the Committee which included student related activity (work experiences, placements, exchanges, Graduate School activities), Student Services related areas, halls of residence, sport and exercise related activity and Students' Union activity. In discussion members considered whether this was too broad a remit and whether more sub groups were required as at present the Committee had only the SET. On balance it was felt that there would be duplication of work by establishing further sub-groups of the Committee. Members reflected that the SET was effective at bringing all the relevant strands together and that specific sub-groups could be formed when needed to work through specific issues.

Members were keen to explore where student experience fitted into the new strategy. It was noted that Learning and Teaching Committee and the Student Experience Committee would need to work together to look at what types of graduates we would wish to produce. Following approval of the Strategy work would need to be undertaken quickly to think how high level statements should be translated and it would be helpful for the Committee to discuss these.

ACTION: Student Experience Committee to receive high level statements.

Members discussed the importance of internationalisation and the need to bring together the strands of activity within this. It was felt that the Committee was the most appropriate place to do this. It was noted that internationalisation cuts across the four areas of the strategy and needed to be integrated within activity in these areas rather than being separated out as an independent strand.

4.3 Student Experience Committee Priorities for 2013/14

The Committee were invited to discuss priorities for the coming academic year, specifically including:

i) Use of the Students' Union Student Experience Survey findings

It was reported that a report had been produced on the outcomes of the survey for Learning and Teaching Committee which had identified a list of 10 priority areas from issues identified in the survey data. It was noted that these were currently being worked through.

Members felt that in better understanding the tribes identified in the survey the University would be able to better consider the different needs of groups of students and approaches to communicating/engaging these. In targeting information to students it was acknowledged that this was mostly done electronically and therefore there was a need to develop our systems to enable targeting /tribing to take place. However it would be important to ensure that any system allows students to express their preferences in terms of the information they wish to receive.

It was noted that some professional services were already seeing the value of the tribing exercise, but that others were not. Members felt that a decision needed to be made as to whether this approach was acceptable or whether there needed to be a coordinated institutional level partnership over this, with integration of the data into a student's record. Members also felt that consideration should be given as to whether some resource should be used to centrally allow services to access the data.

ACTION: PSMT to discuss use of the students' union survey findings.

ii) Drinking Culture on Campus

The Acting Director of Student Services provided an overview of the drinking culture on campus highlighting a number of points:

- a) The prevalent culture on campus was around drink and this was putting some people off campus life.
- b) Although prevalent on campus this was not just an institutional problem but something replicated in society.
- c) This was both a student welfare and reputational issue.
- d) The impact on those undertaking heavy drinking needed to be clearly articulated; both the health and academic impact.
- e) There had been a number of instances of serious assault involving students where drink was a contributing factor.

The Acting Director aimed to bring a group of key stakeholders together to consider the issue and it was felt that this provided a real opportunity for the institution to take a position on the issue and consider whether we are providing a clear message to student on the impact of drinking. It would also be an opportunity to consider whether more could be done to provide alternatives to the drinking culture.

ACTION: Acting Director of Student Services to form group of key stakeholders to take discussions further.

iii) Relationship of Hall Committees to the University and LSU

Members noted that the Hall Committees were not part of the Students' Union, but were legally independent. This therefore made the activities of committees difficult to control and there were examples of past instances where committees had organised activities involving heavy drinking. It was felt that some control over activities could be gained through Regulation XIX. It was agreed that involvement of both the University and the Students' Union in the training of new committees was desirable in terms of giving clear guidance on acceptable behaviour/activity organisation.

ACTION: Acting Director of Student Services to follow up with the Students' Union.

4.4 Student Experience Draft Implementation Plan 2013-14

The Committee received the Student Experience draft implementation plan for 2013-14. It was noted that a small number of additions would need to be incorporated into the plan in relation to further items from IT Services and the Students' Union and those relating to the international student experience. However it was planned that the plan would be shortly signed off.

5 Items for Approval

5.1 Student Experience Team

SEC13-P11 and P12

Minutes of the meetings held on 26 March 2013 and 14 May 2013 were approved.

5.2 Financial Hardship Sub-Committee

SEC13-P13 and P14

Reports on the Special Aid Hardship Fund and Access to Learning Fund for 2012/13 were received and approved.

5.3 Warden Sub-Group

SEC13-P15

Minutes of the meeting held on 22 May 2013 were approved.

6 Date of Next Meeting

Tuesday 25 February 2014

Author – Claire Atkins

Date –February 2014

Copyright © Loughborough University. All rights reserved.