

**Student Experience Team****Minutes****SET14-M2**

Minutes of the meeting held on 25<sup>th</sup> March 2014

**Attendance****Members in attendance:**

Manuel Alonso (Chair), Dawn Cooper, Dan Doran, Debbie Grant, Jennifer Nutkins, Helen Smith, Emma Walton,

Also in attendance:

Jeremy Byrne (representing Clive Woodhouse), Caroline Pepper (for item 4.1)

**1 Apologies received from:**

Liz, Chahal, Isobel Ford, Josh Hurrell, Jill Thurman, Clive Woodhouse

**2 Previous Minutes**

SET14-M1

The minutes of the meeting held on 4 February 2014 were approved.

**3 Matters arising from the Minutes****3.1 Student Support Centre Annual Report**

In the absence of both Liz Chahal and David Chapman it was agreed that an update should take place outside the meeting.

**3.2 University Strategy: Learning and Teaching Implementation Plan**

The chair confirmed that the scope of the Team has been raised at the previous meeting of Student Experience Committee and that there would likely be a review of the structure and function of the Committee which would affect the Team.

It was confirmed that a discussion had taken place with the Head of Staff Development as to the inclusion of student experience within the University induction session. The Head of Staff Development had confirmed that both the Vice Chancellor and COO referred to student experience within their presentations and that activity asking participants to identify the LU brand always identified this. Members felt that more should be done and discussed possible options for flagging the student experience more to new members of staff. These included providing structure charts to new members of staff and creating a video. It was agreed that discussions would be followed up with Marketing and Communications and the Students' Union and that members would be asked to reflect key messages relating to the student experience.

**ACTION:** Chair to hold exploratory discussions with Marketing and Communications and the Students' Union.

ACTION: Members to reflect on key messages relating to the student experience.

### 3.3 Feedback from the Alcohol Culture Awareness Group

It was noted that notes from the meeting held on 30 January had been circulated and a further meeting of the group was planned for after Easter.

## 4 Matters for Discussion

### 4.1 Development of Learning Spaces

SET14-P8

Members received a presentation from Caroline Pepper, Learning Space and Administration Manager, on the development of teaching space across campus.

It was noted that:

- i) Over the last 7 years £11m has been invested in academic buildings on campus.
- ii) A Learning and Teaching Development Plan had been developed drawing on data from online surveys and a review of informal learning spaces and a list of projects was agreed.
- iii) Phase 1 (an analysis of all learning and teaching space) had been completed and Phase 2 (school and pool space development) was due to commence in summer 2015.

In discussion following the presentation members questioned whether future developments would result in a decrease in travel across campus for both students and teaching staff. It was confirmed that the development of the west park teaching hub, with a possible 18 rooms, should address this issue.

It was confirmed that future plans in discussion included creating placement hubs and developing a hub and spoke model for the library. For the latter it had been acknowledged that there was a challenge in making such spaces distinctly library spaces as opposed to other informal learning spaces.

There was also discussion relating to the development of the Henry Ford space, in particular this related to linking the development with Sport. Dawn Cooper, SDC, confirmed that the SDC had been looking into bus access, cycle routes and the construction of lit paths to make the building more accessible and to ensure students made the journey to this area of campus.

ACTION: It was agreed that the Learning Space and Administration Manager should be invited to a future meeting to update the team.

### 4.2 University Strategy Implementation Plans

SET14-P4

Members received the latest version of the University Strategy Implementation Plans. It was noted that individual areas had been asked to develop annual plans based on the strategy and that PMST would pull out all process reviews needed from the development plans.

It was noted that the team did not wish to comment on the plans at this stage but would be able to feed its views into the operational detail of the plans at a later stage. It was envisaged that questions relating to implementation would be brought to the team and/or the sections its members represented at a later date.

### 4.3 Counselling and Disability Services annual report

SET14-P5

Members received the Counselling and Disability Services annual report.

It was noted that:

- i) Approximately 1 in 5 students access CDS each year.
- ii) 2,801 students had accessed the service, an increase of 50 students on the previous year.
- iii) Feedback from students was very positive although this represented only a small number of users (around 10%).
- iv) Collaborative projects had been undertaken with both the Careers and Employability Service (to deliver workshops) and the library (self-help books),
- v) Bespoke training had been delivered to groups such as Hall Wardens and Departmental Disability Coordinators.

In discussion of the report members sought clarification as to the nature of the move to electronic records. It was confirmed that this related to moving away from hard copy documentation in the future and a project to scan old hard copy records for storage on workspaces.

The issue of training staff was discussed in relation to ensure all were aware of CDS and knew how to make a referral. CDS staff are currently looking at developing online materials for staff to address this. It was suggested that the Teaching Centre should be contacted to alert them to this.

**ACTION:** The acting Head of CDS to contact Maurice Fitzgerald in the Teaching Centre to discuss.

**ACTION:** CDS to consider how else the message might be published.

Members were interested to know of any themes identified in the work of the Counselling Service with students and it was agreed that the Service should be asked to consider this.

**ACTION:** The Counselling Service to comment on whether themes could be easily identified.

The Academic Registrar raised the issue of the reasonable adjustments recommended in reports from educational psychologists in relation to PGR students and it was agreed that this would be followed up outside the meeting.

**ACTION:** Academic Registrar and the joint acting heads of CDS to discuss the PGR reports.

#### **4.4 Student Experience Implementation Plan for 2013-14**

SET14-P6

It was agreed that updates to the Implementation Plan should be forwarded to the secretary by 4 April for collation and circulation.

**ACTION:** Members to send updates and secretary to circulate.

#### **4.5 Update on changes to the Access for Learning Fund**

The Academic Registrar provided an update on changes to the Access to Learning Fund. It was noted that:

- i) Money provided by the funding council to help UG and PG students in financial hardship and the national scholarship funding had both been axed.
- ii) From 2015/16 the University would therefore have around £1m less to share with students.
- iii) It was at the University's discretion how to use funds within the Access Fund aimed at access measures.

Members discussed whether there was a role for SET in suggesting initiatives to spend the funds. It was agreed that if a project needed buy-in from SET it should be brought to a meeting for discussion. If not projects should be taken forward at service level.

#### **4.6 Academic Skills Review Update**

Emma Walton provided an update on the academic skills review. It was noted that:

- i) The main conclusion of the review to date was that there was huge breath to the offerings currently available to students (from the library and student services)
- ii) It would be useful to know what other services are doing in this area.
- iii) Students do not always know what is on offer and this needs to be addressed.
- iv) A final report would be taken to SET, SEC and LTC at a later date.

Members agreed that it would be useful to receive more detail as to what was on offer.

ACTION: Emma Walton to provide itemised list to a future meeting of SET.

ACTION: The Chair to mention the review to the COO.

#### **4.7 Promotional material for students**

It was noted that IT Services had previously produced a welcome bag for students containing leaflets from the Service and other sources. Members were asked to consider whether leaflets should be pulled from all services and put in one bag for distribution to new students at the start of the academic year.

Members felt that previous discussions had highlighted the view of students that they feel bombarded with too much information at this time and it may therefore not be a good idea to produce more. The Welcome to Loughborough site brought together much of the information required by students. It was felt that it might be timely to review the information given to students at the start of the academic year.

ACTION: The Chair to discuss a possible review with the PVC(T).

ACTION: IT Services to investigate whether networking information could be left in hall rooms.

### **5 Items for Information**

#### **5.1 NSS**

It was noted that the NSS was currently underway at Loughborough.

#### **5.2 PTES**

It was noted that the PTES would be run at Loughborough between 28 April and 13 June 2013. Members agreed that it would be useful for marketing and communications to be involved in the advertising of the survey and that the Chair should discuss this with the PVC(T).

ACTION: Chair to discuss PTES advertising with PVC(T)

### **6 Any other Business**

It was reported that in developing the new fitness facility at Holywell the SDC were consulting with the Students Union but would also welcome feedback from members of staff to help inform what the facility should look like. Feedback forms were available from Loughborough Sport.

### **7 Date of next meeting**

Author – Claire Atkins

Date – April 2014

