London South Bank University
EST 1892

Meeting of the Student Experience Committee

2.00 - 4.00 pm on Wednesday, 3 May 2017
in 1B16 - Technopark, SE1 6LN

Agenda

No.	Item	Pages	Presenter
1.	Welcome and apologies		PB
2.	Declaration of interests		PB
3.	Minutes of the previous meeting	3 - 6	PB
4.	Matters arising	7 - 8	PB
	Items to discuss		
5.	Items from students (as required)		TA
6.	Course-based societies and School activities	Verbal Report	SB
7.	Part-time student issues - task and finish group report	Verbal Report	PB
8.	LSBU Educational Framework	Verbal Report	SWe
9.	Student mental health	Verbal Report	KC
10.	Postgraduate Taught Experience Survey	To Follow	SW
11.	New Student Survey reports (UG and PG) 2016	9 - 10	ER
12.	LSBU Offer to Interrupted Students	11 - 14	JJ
13.	Retention Working Group proposal	15 - 18	SW

Date of next meeting
2.00 pm on Wednesday, 11 October 2017

Members: Pat Bailey (Chair), Temi Ahmadu, Sodiq Akinbade, Christabel Charles, Kirsteen Coupar, Mel Godfrey, Kelsey Hanton, Scott Ideson, Elena Marchevska, David Mead, Helen Olukoga (for Steve Baker), Suleyman Said, Andrea Smith, Seth Stromboli, Shân Wareing and Saranne Weller

Apologies Steve Baker, Carol Rose

In attendance: Joe Kelly, Jamie Jones and Emily Rubython

This page is intentionally left blank

**Minutes of the meeting of the Student Experience Committee
held at 2.00 pm on Wednesday, 1 February 2017
1B16 - Technopark, SE1 6LN**

Present
Pat Bailey (Chair)
Sodiq Akinbade
Scott Ideson
Carol Rose
Seth Stromboli
Shân   Wareing
Saranne Weller

Apologies
Christabel Charles
Kirsteen Coupar
Mel Godfrey

In attendance
Joe Kelly
Sue Turnbull
Marc Griffith
Emily Rubython
Lesley Roberts
Temi Ahmadu

1.   **Welcome and apologies**

The Chair welcomed members to the meeting, in particular, Saad Sajjad, an intern working with the Centre for Research Informed Teaching. Apologies were noted, as above.

2.   **Declaration of interests**

No member declared an interest in any item on the agenda.

3.   **Minutes of the previous meeting**

The committee approved the minutes of the meeting of 12 October 2016.

4.   **Matters arising**

There were no matters arising.

5. **Estates matters**

    The committee noted an update on estates matters, including work on London Road toilets and McLaren House refurbishment. The committee also noted developments to timetabling and institutional data which are focused on improving student experience.

6. **Part-time student issues**

    The committee received an update on part-time student issues. A task and finish group has been established, comprising students and staff, to complete outstanding issues including, library opening hours, catering, and January recruitment issues. The task and finish group will report to the committee at its meeting on 3 May 2017.

7. **Learning Pathway update**

    The committee discussed the report on the LSBU Educational Framework. A working group is consulting with staff, students, employers and alumni across a number of areas, including embedding graduate attributes at course level. A draft report will be brought to the meeting on 3 May 2017.

8. **Analysis of HEA Student Learning Compass**

    The committee discussed the Analysis of HEA Student Learning Compass report and accepted the working group's recommendation not to pursue the implementation of the tool at this time. This decision will be reviewed 12 months' time.

9. **Post-graduate Teaching Experience survey**

    The committee discussed the Postgraduate Teaching Experience Survey (PTES) 2016 report. The committee noted that future plans to include postgraduate courses in the NSS highlight the need to engage with the survey and its results as early as possible. The committee agreed that key issues highlighted in the report should be followed up collectively with DESEs, Directors of Research and Enterprise, and course directors.

10. **Learning Analytics update**

    The committee discussed the Learner Analytics report. The Learner Analytics Dashboard is due to be released in February 2017.

11. **Student Support and Employment annual report**

    The committee discussed the Student Support & Employment Annual Report 2015/16.

12. **Student Mental Health**

The committee discussed the update on Student Mental Health. A working group, including student representatives, has been established and will meet with other LSBU stakeholders to develop a focused remit. It will undertake a review of policy and best practice guidance and report to the committee at its meeting on 3 May 2017.

13. **Digitally Enhanced Learning report**

The committee discussed the report on Digitally Enhanced Learning.

14. **NSS questions 2017**

The committee noted the changes to the National Student Survey questions for 2017.

15. **Student Led Projects update**

The committee noted the Student-Led Projects report.

16. **Equality, Diversity & Inclusion report**

The committee noted the report on Equality, Diversity and Inclusion.

17. **Items from Students**

The committee noted that LSBSU has been piloting a Course Based Groups project 2016-17 which has identified future resource needs in relation to communications and integration of activities. A report will be brought to the committee's meeting on 3 May 2017.

18. **Terms of Reference / membership**

The committee recommended the position of Students' Union President as a member of the committee. The committee noted the new co-opted Students' Union representatives.

19. **Any other business**

There was no other business.

Date of next meeting
2.00 pm, on Wednesday, 3 May 2017

Confirmed as a true record

_____ (Chair)

STUDENT EXPERIENCE COMMITTEE - WEDNESDAY, 1 FEBRUARY 2017
ACTION SHEET

Agenda No	Agenda/Decision Item	Action	Date	Officer	Action Status
6.	Part-time student issues	SEC: Part-time student issues - task and finish group to report to meeting on 3 May 2017	Before 26 Apr 2017	Pat Bailey	On agenda
7.	Learning Pathway (Educational Framework) update	SEC: Educational Framework - working group to bring draft report to meeting on 3 May 2017	Before 26 Apr 2017	Saranne Weller	On agenda
8.	Analysis of HEA Student Learning Compass	SEC: Review decision not to implement HEA Student Learning Compass tool - Jan 2018	Before 6 Feb 2018	Sue Turnbull, Pat Bailey	
9.	Post-graduate Teaching Experience survey	SEC - PTES: collective follow up with DESEs, Directors of Research and Enterprise, and course directors, especially re student dissertation supervision	Before 26 Apr 2017	Shân Wareing, Janet Bohrer	On agenda

Agenda No	Agenda/Decision Item	Action	Date	Officer	Action Status
17.	Items from Students	SEC: Course Based Groups - report on resource issues, etc., to committee meeting 3 May 2017	Before 26 Apr 2017	Steve Baker	On agenda
18.	Terms of Reference / membership	SEC: recommend to Board of Governors, SU President as member of SEC	Before 26 Apr 2017	Joe Kelly	Completed

	CONFIDENTIAL
Paper title:	New Student Survey reports (UG and PG) 2016
Board/Committee:	Student Experience Committee
Date of meeting:	3 May 2017
Author:	Emily Rubython – Senior Manager, Market Research and Insight
Purpose:	Discussion and information
Recommendations:	1. **Student segmentation:** LSBU needs a more nuanced understanding of its student body so that services, messages and timings are better targeted, this project is underway
	2. **Word-of mouth:** seek to understand this concept better in terms of the message, impact and influence to inform marketing and comms and student experience, this project is underway
	3. **Enrolment and timetabling:** students need to be provided with clear accurate information and have their expectations managed. A video clip of what to expect and how to prepare for the process should be provided to all students prior
	4. **The LSBU website:** acts as the 'shop-front' to the university and so it should be a top priority given its importance
	5. **Meeting academic staff:** this is important to students as they are considered the part of the 'product' which as student is investing in

Executive Summary

- **Overall satisfaction** **was the same for UG** and **PG** (78%) with **both likely to speak highly** of LSBU to friends or family (75%). For PGs satisfaction is higher than in 2015 (72%) for UGs it was lower (82%).

- In **students' decision to come to LSBU** reasons for studying at LSBU are similar for PG and UG with the most important factors listed below. PG put slightly more emphasis on accreditation.

- Course relevant to my career aspirations / Course content / Good employment prospects / Course reputation / Good travel links / Accreditation

- **UG students <u>first heard</u> about LSBU** through the **UCAS website** and **through family and friends** (21%). For PG word of mouth even more important.
  - Again (as in 2015), **via word-of mouth was imperative**, c. 33% first hearing about LSBU this way (combining: through family and friends, from work colleagues, and/or 'a teacher at my school or college')

- **Satisfaction with <u>enrolment</u> aspects was higher among UGs** (65% - 71%) **than PGs** (57-66%).
  - Most suggestions for improvement were around organisation and information provided before enrolment. There was a perception that it was not clear what was needed to bought to enrolment and what the process would be particularly the estimated time process would take. There was also a sense that students wanted to receive this information earlier. There also seemed to be some dissatisfaction around perceived inflexibility of enrolment dates.

- Respective **<u>Welcome to School session</u>** were **attended** by just under **half** of UG and PG students; around 90% who did attend found it **useful**

- **Over three quarters of both UG and PG students were confident of getting their <u>desired career</u> after graduating**. Around half would like to run their own business. Of PG students over half had been working full-time in the 12 months prior to studying at LSBU and around a third of UG.

- **PG** were less likely to attend an LSBU **Open Day** (24%), compared with UG (42%).
  - **PG students** were **more likely to make a late decision to study at LSBU,** considering LSBU 0-3 months before applying (35%) in comparison to UGs (29%).

	CONFIDENTIAL
Paper title:	LSBU Offer to Interrupted Students
Board/Committee:	Student Experience Committee
Date of meeting:	3 May 2017
Author:	Jamie Jones
Purpose:	To obtain SEC approval of the proposal which can then be implemented
Recommendation:	To approval the proposal.

Executive Summary

The aim of the proposal/paper is to enhance the student experience for interrupted students looking to return to LSBU and thus increase retention.

For context, across the university, we currently have 500+ interrupted students that could potentially return in September 2017.

Such students are, at present, sent an e-mail in August inviting them to re-enrol on-line. This is followed up by phone calls. The proposal highlights ways that we would seek to reintegrate the student into LSBU rather than simply inviting them to re-enrol. This would be achieved by guaranteeing the student sessions with the relevant academic, administrative, wellbeing and library teams.

This page is intentionally left blank

LSBU Offer to Interrupted Students

Aim: To enhance the student experience for interrupted students looking to return to LSBU and thus increase retention.

Following on from discussions with students, the schools and professional service staff it has become apparent that we need to do more to aid our students, that are currently on an interruption , to return to LSBU. Detailed below is a proposed "offer" to our interrupted students which we plan to trial for those students looking to return in September 2017. The offer has been approved by the PVC: Education and Student Experience, the Directors of Education and Student Experience, HSC Pro Dean and the relevant Heads of Professional Services.

For context, across the university we currently have 434 interrupted students that could potentially return in September 2017.

Offer for Interrupted Students:

1. Guaranteed (30 minute) meeting with Course Director or other senior academic, to discuss academic/course matters and for the student to know any advance reading or other work that they could undertake prior to their return. The CD or other senior academic will be able to access information relevant to each student via the Dashboard.
2. Guaranteed (30 minute) meeting with the relevant Student Administrator to discuss any issues regarding Moodle, optional modules, re-enrolment, timetabling, which modules need to be undertaken etc.
3. Guaranteed appointment with Student Advice and/or DDS/Mental Health and Wellbeing (if required).
4. Library/LRC access/re-training session. These can be via dedicated 1-2-1 sessions or via workshops.

Students would be free to decide which of the elements of the offer to take up.

It is not anticipated that the university will incur any additional costs as a consequence of the offer. A small budget may need to be identified for marketing materials e.g. a "What You Need To Know" booklet.

Approval: Once the offer has been approved, the Deputy Director of Student Support and Employment will formulate a plan for the logistics that will be required to make the offer successful.

This page is intentionally left blank

Paper title:	Student retention working group terms of reference
Board/Committee:	Student Experience Committee
Date of meeting:	3 May 2017
Author:	Shan Wareing, PVC Education and Student Experience
Purpose:	Discussion
Recommendation:	The committee is requested to review and comment on the proposal.

Executive Summary

This page is intentionally left blank

Proposal: to establish a Student Retention Working Group

Draft Terms of Reference

Purpose of Group

1) To have oversight of Student Retention, a strategically important and complex area involving multiple university teams;
2) improve our ability to monitor and report on retention, and record evidence of the impact of initiatives;
3) share information about projects; exploit synergies;
4) gain stakeholder input;
5) identify gaps in university planning and provision; propose solutions.

Reporting line: Student Experience Committee

Number of meetings: 3 a year

Key areas to consider:

1) Student Communications and Engagement
2) Student dashboard; students accessing their own data
3) Student Enquiry Management
4) Access Agreement – progression, achievement and demographic differentials
5) Ownership and accountability – KPIs and roadmap goals in relationship to access agreement activity e.g. re-enrolment

Proposed Membership

Shân Wareing	PVC Education & Student Experience	Chair
Steve Baker	CEO, SU	
Kirsteen Coupar	Director, Student Support and Employment	
Richard Duke	Head of Planning, Performance & Assurance	
Richard Fenn*	SEA, ACI	
Sarah Gordon	Head of Student Recruitment and Outreach	
Jamie Jones	Head of Student Administration	
Jenny Laws	Head of Registry	
Andrew Ratajczak	Manager: Fees, Bursaries & Central Enrolment	
Ruth Richards*	DESE, LSS	
Jo Sutcliffe	Head of PR and Communications	
Sue Turnbull	Project Manager, Education & Student Experience	

This page is intentionally left blank