



**Minutes of the meeting of the Student Experience Committee
held at 2.00 pm on Wednesday, 11 October 2017
1B16 - Technopark, SE1 6LN**

Present

Pat Bailey (Chair)
Sodiq Akinbade
Kat Colangelo
Kirsteen Coupar
Mel Godfrey
Patricia Godwin
Gary Francis
Dawn Ingleson
Paul McCardle
Indira Patel
Samantha Robson
Shân Wareing
Saranne Weller

Apologies

James Emmett
David Mead
Carol Rose
Seth Stromboli
Sue Turnbull

In attendance

Joe Kelly
Steve Baker
Kevin Bond (for minute 6)
Claire Freer
Alison Chojna
Rosie Holden (for minute 13)
Annie Johnson (for minute 13)

1. Welcome and apologies

The Chair welcomed new and returning members to the first meeting of the academic year and provided an overview of the committee's responsibilities and terms of reference. The Chair reiterated his commitment to ensuring that there was a strong student voice and representation.

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 previous meeting held on 3 May 2017.

4. **Matters arising**

Minute 6: The Chair and the SU CEO had reviewed the course-based societies. It was noted that in 2016/17 there had been funding issues and changes had been made for the 2017/18 year.

Minute 7: A number of changes had been made to address the concerns raised by part-time students. These included access to catering, LLR, and IT support services.

Minute 9: A report was presented to the Operations Board on student mental health and funding for additional resources was being investigated. An online support tool had been launched for staff to help students and further tools were in the pipeline.

5. **Annual Work Plan**

The committee reviewed the annual work plan. No amendments or additional items were proposed.

6. **Estates matters**

Kevin Bond, Head of Estates, joined the meeting.

The Head of Estates provided an update on the St George's Quarter development. The design phase was almost completed and the project was moving into the planning phase.

The Student Centre feasibility survey had been completed and a meeting was scheduled with the Vice Chancellor to discuss and agree next steps.

The committee raised the following issues:

- The current state of the London Road building and the general state of disrepair.
- Broken/inadequate toilets in the Student Centre and the Keyworth centre.
- A request for more regular emptying and cleaning of sanitary units throughout the campus.
- A safety concern regarding the positioning of electrical sockets directly below hand dryers in the Borough Road building and uneven flooring in the Student Life Centre

- The closure of the student bar at 8:00pm

The Head of Estates noted the maintenance contract, previously with CBRE, had been changed and new contracts for each area of maintenance had been agreed. It was anticipated that this would result in issues being resolved quicker and lead to a more proactive maintenance programme.

Kevin Bond left the meeting.

7. Student-led projects update

The Director of CRIT provided an update of the outcomes of the 2016/17 student-led projects and put forward recommendations for any future running of the program.

Key issues that would need to be resolved, if the scheme was to be repeated, included:

- In 2016/17 it had not been possible to secure an intern to support the projects. It was agreed that this was critical to the success of future projects. The committee noted the incredible support the SU had provided to the projects in the absence of a dedicated intern.
- Funding. No funding had been allocated within the CRIT budget to support the projects for 2017/18 and therefore additional funding would need to be found.
- There had been ambiguity around oversight, lines of reporting, student/staff/department interaction and how the results of the projects would be acted on.

The committee discussed the value of the projects, both to students and to the university, if they offered value for money or if there were alternative proposals that should be considered.

It was agreed that the project should be run again in 2017/18 but only if a dedicated intern, and subsequently funding, was secured.

8. Review and evolution of course-based communities

The SU CEO provided an update on the status of course-based societies at the start of the new academic year 2017/18. It was noted that there had been some drop-off in membership at the start of the new academic year which had been expected. The SU were currently working to support the groups that had continued into the new academic year and were looking to identify and support new leadership for the inactive societies.

There had been issues with funding previously, in part due to a 'one size fits all' approach. In future, all societies would have free membership and then as the societies grew became established then funding sources would be reviewed.

The committee discussed the need to balance staff engagement with the societies. The societies should be student led but it was agreed that having a 'staff champion' would be beneficial.

The Chair would request that Deans encourage their staff to promote course-based societies within their schools and encourage students to get involved in existing societies and to explore establishing new societies.

9. Educational Framework update

The Director of CRIT provided the committee with an overview of the Educational Framework, noting that it was primarily focused on traditional three year undergraduate courses, and an update on progress made embedding the framework across LSBU. It was noted that some courses already met the criteria and the focus was on ensuring that there was uniformity across the university.

It was noted that developing 'relevant assessments' for modules and courses was key – both at an individual and cross-module level. Assessments needed to reflect the way in which the assessed skills and knowledge would actually be used.

It was asked if inclusive curriculum design was being incorporated, as it was not specifically referenced in the framework. It was suggested that inclusive learning sat underneath the framework. The focus this term was on high level course design but, as the project moved forward, inclusive learning would be addressed.

It was also noted that it had been shown that having flexible assessments, where students could choose the right assessment method for them, was also beneficial. Flexible assessment would be addressed by the assessment audit work that was underway. The team were still working to understand how flexible assessment could be achieved within different professional frameworks and requirements and would also require negotiation with, and agreement from, the various regulatory bodies.

10. National Student Survey

The PVC, Education and Student Experience, provided an overview of background of the National Student Survey process and a high level summary of LSBU's results. The results had been shared with all Schools' executive teams and were now being shared with all staff.

11. National Teaching Fellowship nominations - approval process

The Director of CRIT outlined the proposed changes to the nominations process for the National Teaching Fellowship nominations. The new process was designed to quickly identify potential candidates and then support them

through the submission process. The process would also help identify future potential candidates and support them in building their profile.

12. LLR student experience

The Deputy Director, LLR, provided an update on the recent improvements to LLR services and facilities and noted that there was a continuous improvement process in place to review and address feedback.

13. Student Wellbeing Initiatives

Rosie Holden, Head of Welfare and Annie Johnson, Learning Resources Assistant, joined the meeting.

The committee noted the work that had been done in the last year and the significant improvements that had been made. The team was working to strike a balance between proactive and reactive support. The following new services were highlighted:

- The creation of podcasts on wellbeing themes and general advice
- Creation on online content around wellbeing.
- Development of a language bank of conversations starters for sensitive topics.

A new tool was also being rolled called 'Student Signposting'. The tool, accessible through the OurLSBU home page, was designed to make decision-making easier. It outlined what staff should do, who staff should contact, and the support available for common scenarios that staff could encounter whilst supporting students.

Next steps would include developing a student facing tool. Timelines for this, and budgets for necessary consultation work were still to be agreed.

14. Items from students

The committee noted the issue regarding the early closing of the Student Union bar at 8pm.

15. Terms of reference and membership

The committee noted the terms of reference.

**Date of next meeting
2.00 pm, on Wednesday, 31 January 2018**

Confirmed as a true record

.....

..... (Chair)