

Meeting of the Student Experience Committee

2.00 pm on Wednesday, 9 October 2019
in Technopark, SE1 6LN

Agenda

<i>No.</i>	<i>Item</i>	<i>Pages</i>	<i>Presenter</i>
1.	Welcome and apologies		KC
2.	Terms of reference and membership	3 - 6	KC
3.	Declaration of interests		KC
4.	Minutes of the previous meeting	7 - 10	KC
5.	Matters arising		KC
Items to discuss			
6.	Student Voice Project Proposal	11 - 20	IM
7.	Update on Student Beliefs and Motivation Research and Project	Verbal Report	KC
8.	Estates matters	Verbal Report	CR
9.	SU Officers update	Verbal Report	SU
Items to note			
10.	Annual work plan	21 - 22	KC

Date of next meeting
11.59 am on Wednesday, 29 January 2020

Members: Kirsteen Coupar (Chair), Alison Chojna, Gary Francis, Sajjad Hossain, Dawn Ingleson, Nelly Kibirige, Carol Rose, Harriet Tollerson and Shân Wareing

Apologies: Steven Brabenec

In attendance: Sebastian Bromelow , Anita Ikpa and Irene Mensa -Bonsu

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Student Experience Committee

Terms of Reference

The purpose of the committee is to oversee and enhance activity contributing to our strategic goal of Student Success

1. Remit

1.1 The remit of the Committee is to:

- 1.1.1 oversee the effective delivery of the learning pathway programme
- 1.1.2 review university data for student satisfaction, and have oversight of action in response, including feedback to students
- 1.1.3 align academic staff development with programme delivery and student learning
- 1.1.4 oversight of university processes which identify and disseminate innovation and good practice in learning and teaching
- 1.1.5 approve annual nominations for Teaching Fellowship Awards
- 1.1.6 have institutional oversight of student equality, diversity and inclusivity data, and review and advise on the effectiveness of change initiatives
- 1.1.7 Oversee university processes for engagement with students and incorporating student opinion into planning and decision making
- 1.1.8 Provide an opportunity for students to raise issues

2. Membership

2.1 Membership consists of the following:

- Executive Director of Student Services (Chair)
- Chief Operating Officer (DVC Education)
- President, Students' Union
- Vice President of Academic Affairs, Students' Union (or alternate) (x1)
- Nominated Students' Union representatives (x3)
- Nominated school academic staff representatives (x3)
- Director of Estates and Academic Environment (or alternate)
- Director of Academic Related Resources (or alternate)

- Director of Marketing and Student Recruitment (or alternate)
- Director of the Centre for Research Informed Teaching
- Up to two co-opted Students Union representatives

2.2 The term of office of nominated members is three years.

2.3 A quorum consists of at least 5.

2.4 The committee meets three times per year.

3. Reporting Procedures

3.1 The minutes (or a report) of meetings of the Committee will be circulated to the Academic Board.

Approved by the Academic Board on 8 July 2015

Amendments to 2.1 approved by the Academic Board on 19 June 2019

Student Experience Committee membership list

Student Experience Committee	
Posts	Members
Executive Director of Student Services (Chair)	Kirsteen Coupar
Chief Operating Officer (DVC Education)	Shân Wareing
President, Students' Union	Nelly Kibirige
Vice President of Academic Affairs, Students' Union (or alternate) (x1)	Sajjad Hossain
Nominated Students' Union representatives (x3)	Harriet Tollerson
Nominated school academic staff representatives (x3)	Gary Francis Dawn Ingleson
Director of Estates and Academic Environment (or alternate)	Carol Rose
Director of Academic Related Resources (or alternate)	Alison Chojna
Director of Marketing and Student Recruitment (or alternate)	Steven Brabenec
Director of the Centre for Research Informed Teaching	
Up to two co-opted Students Union representatives	

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**Minutes of the meeting of the Student Experience Committee
held at 2.00 pm on Wednesday, 15 May 2019
Technopark, SE1 6LN**

Present

Pat Bailey (Chair)
Steven Brabenec
Kat Colangelo
Kirsteen Coupar
Sajjad Hossain
Nelly Kibirige

Apologies

Gary Francis
Dawn Ingleson
Samantha Robson
Carol Rose
Shân Wareing

In attendance

Steve Baker

1. Welcome and apologies

The Chair welcomed members to the meeting. The above apologies were noted.

2. Declaration of interests

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

3. Minutes of the previous meetings

The committee approved the minutes of the last meeting held on 30 January 2019 as a true and accurate record.

4. Matters arising

There were no matters arising.

5. Proposed restructuring of Student Experience Committee

The committee noted that the Executive Director of Student Services will chair the Student Experience Committee starting in the new academic year 2019/20. The format of the new committee is still being finalised and will ensure that it is representative of academics and students. The committee suggested that a representative from the apprenticeships should be present to review the student experience on the apprenticeship courses. A sub-group will

review the proposals and will inform the wider team before the new format will come into force in the new academic year.

6. **Estates matters**

The committee noted the disruption and challenges being faced on campus due to the ongoing refurbishment work to the London Road building. It is expected to continue into the new academic year with temporary arrangements being put into place to ease the disruptions.

The SU Officers requested information about the proposed student microwaves that are yet to be installed. The Chair informed the committee that the issue will be addressed.

The committee noted that the price of food on the campus has increased and the portion sizes have reduced without no prior warning to students. The Executive Director of Student Services will find out what mechanisms were used for the changes and will discuss the issue with estates and Elixor. Feedback will be provided to the committee at a later date.

The committee noted that the Head of Wellbeing will be leaving in June 2019. A replacement for the role has been appointed to start in June 2019.

Pat Bailey left the meeting

7. **SU President update and issues from students**

The SU Officers provided the following updates:

SU President

- Equality and Diversity. The SU are in the process of developing equality training for students at the University to be administered via workshops. The training may involve aspects of cultural and racial diversity. A video is to be shown around campus that will include information about race. The aim is to get people talking.
- Gender provision on ID cards. The Equality Diversity and Inclusion committee welcomed the idea and agreed that by September 2019 new ID cards will include gender pronouns. LSBU will be the first university to develop this idea.
- Guardian article. An article is to be produced about the FE and HE partnership at LSBU.
- Holocaust trip. A Holocaust education day trip is proposed for November 2019.
- Timetabling project. The app is now up and running for everyone. Students can now link their timetable to outlook.

VP (Education)

- Graduation ceremony. Issues have been raised by some international students regarding the October/November graduation dates. International students are having to travel back for graduation 4 months

after finishing their courses. Further discussions will be held about the implications of moving graduation dates.

VP (Activities and Employability)

- Union awards. The event was successful. The VP thanked those who came and supported.
- Academic societies. The School of Health and Social Care and Law and Social Science have 4 academic societies. The School of Engineering has 3. The School of Applied Sciences has 2. The school of Business and Built Environment and Architecture both have 1.
- The occupational therapy team were nominated and shortlisted for a national event.
- The LSBU Law Society ran the first non-Russell group conference.

Women's Officer

- Research on period poverty. The findings noted that some students had found that sanitary products were unaffordable and had to forgo basic foods in order to purchase sanitary wear. The University was found to have a few facilities/dispensers available. However, most do not work and are not priced affordably. It was suggested that free products are placed in some toilets for a trial period and after reassessment it can then be extended to the whole University. The Executive Director of Student Services offered her support for the initiatives.

Student Voice Manager and LGBT Officer

- The committee noted the research engagement of LGBT students from different backgrounds. It was noted that students have become more aware after receiving the LGBT training.

8. **Student support and employment annual report**

The committee discussed and noted the findings from the student services annual report.

9. **Equality, Diversity and Inclusion report**

The committee noted the Equality, Diversity and Inclusion report.

10. **Student Voice reports**

The committee noted the Student Voice Reports.

11. **Student led projects update**

This item is addressed under item 7.

12. **Review of student representation on student societies / university networks**

This item is addressed under item 7.

13. Halls of residence disciplinary procedure

The committee noted the updated procedure. The revised policy is now more sensitive to particular cases with a final warning to be issued before a notice to quit. Student support provisions have been included in the revised provisions. The committee noted the message from the SU VP (Welfare) thanking the committee that the procedures are now better placed.

14. Welcome Week and Enrolment process 2019

The committee noted the following:

- The Welcome Week and enrolment process for 2019 has been supported by the Executive, LEAP and Align teams.
- Enrolment for eligible students will be possible from 1 July 2019 and students can now enrol at times that is convenient for them.
- The enrolment process is now aligned with changes in the timetabling process. Personalised timetables will be available from 1 September 2019.
- Academic staff may postpone lectures but can no longer cancel them.

15. Student Charter

The committee discussed and provided feedback on the draft charter. The Director of Academic Related Resources will review the feedback alongside the feedback from other sources.

The committee noted that it is recommended by Universities UK that a student charter should form part of the student contract. The Students Union, academic and professional service group staff have been working on a student charter project, which was launched in semester one of 2018/19.

**Date of next meeting
2.00 pm, on Wednesday, 9 October 2019**

Confirmed as a true record

..... (Chair)

Student Voice – Project Proposal

Project Lead and Author:

Irene Mensa-Bonsu, Project Manager

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**London
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University**

EST 1892

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Student Voice: Executive Summary

The LSBU Student Experience Committee, would like to create a student voice initiative to feed into the Student Experience Committee. This will allow student feedback from real life experience to be paramount in the changes made in the University to really help shape the future of LSBU. The Concept of Student Voice was born from a similar initiative held at Royal Holloway University called RH100. RH100 is a representative panel of students that is consulted on and given the opportunity to input into student experience and the way the University operates. This is a paid opportunity and gives students the chance to leave their legacy at the University. As part of the RH100, students drive change by working in partnership with the college to input on decisions which affect the student experience.

Student Voice Panel will follow the model used at RH to deliver on similar objectives.

This project will build the processes for creating a LSBU Student voice panel of students. Through recruitment, training and facilitating assessment centres.

Next steps:

1. Research previous project approach for Student Voice Panels at other Universities
2. Identify previous LSBU approach on student voice adding value to drive change via Course Reps
3. Create and communicate a clear and representative process for recruiting a LSBU 100
4. Liaise with Student Union on adding support and value to the project and enhance the status of the student union
5. Begin process timelines for Student Voice Panel and start implementing.

Business Case

Business Justification

Following the results from the National student survey (NSS) this project's aim is to make positive change supporting the student journey at LSBU. It is also important to take into consideration the views of students. Taking a representative panel of students across the University will really help ensure that inclusivity and diversity are key objectives. London Road Closures 19/20 will be pressurized and inconvenient for students. It is anticipated that this will affect NSS score next academic year. LSBU needs to ensure the students feel included and listened to.

How is the project Desirable?

This project is desirable as it has the ability to directly benefit students who study at LSBU and after they have graduated as they will be building a legacy for future student experience. There have been several issues or areas that have been identified which have huge room for improvement. Capturing and valuing the opinions of

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our students to understand these areas enables us to tackle this from a more informed and student centric angle. It will add value to the current LEAP project, which is a project dedicated to enhancing the student journey and experience at LSBU. This is high on the corporate agenda for LSBU, therefore further value can be contributed to the LSBU Corporate road map agenda item “Listening to our students and treating them as active partners”

How is the project Viable?

This project is capable of working successfully, as it will be project managed by Student Services’ Projects and Delivery team who have a good relationship with several internal LSBU departments that can support student engagement. We require a budget from Student Services to use to remunerate students for their time. The aim is to offer this position as a paid opportunity. There is project resource available within the Student Service Project team to manage the delivery of this project to a time appropriate scale.

How is the project Achievable?

Project milestones set to complete stages. Regular meetings with student engagement teams such as Student Union and Student Life Centre.

Support from student service teams to promote opportunity.

Full project Management by Student Service Project team

Objectives and Measures of Success

The objectives identified will support delivery of an effective LSBU 100 working panel which will deliver an enhanced student experience at LSBU.

Objective One:

By the end of the academic year a diverse LSBU 100 Panel of students will be built to support driving change for the student experience at LSBU.

Measured by:

- A clear and easy to read excel document outlining all LSBU 100 Participants
- Waiting list of students for LSBU 100 Opportunity
- Quality of Suggestions.
- Appetite to be one of the selected 100

Objective Two:

Clear co-designed and agreed engagement and communications strategy with Student Union and Marketing/Communications teams by October.

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Measured by:

- Meetings held with Student Union and Marketing representative to agree next steps
- A documented engagement strategy and communications roll out plan

Objective Three:

First LSBU100 Panel set up and ready to be held in January/February 2020.

Measured by:

- Successful completion of planning process
- All engaged students fully aware of expectations

Top three Stakeholders:

1. Student Union – engine for communication and student buy-in
2. Communications Team – co-designing and implementing communications plan
3. Wider Student Services – Internal promotion within teams

Previous Approach

LSBU have not yet rolled out a programme that allows students to have direct input into the student journey where students are able to share their views and experiences in order to drive change. However, there are different smaller working projects where students have involvement in helping to improve the student experience. I have also identified from research; similar initiatives being held at other Universities.

- ✚ London South Bank University
 - Course Reps

Course Reps are students who have been elected by their peers to help improve the student experience. This is done by volunteering their time to focus on shaping the degrees offered around what students need. They work with both the London South Bank Students' Union (LSBSU) and the University to make sure that students get the most from their time.

Course reps work to flag problems as well as come up with possible solutions and work collaboratively with course teams to constantly enhance the student learning experience.

Risks of using course reps as the Student Voice approach:

- No Diversity

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- Risk of only those with a voice loud enough will get heard – risk of hearsay
- Course reps' views can sometimes dominate
- Course rep represents too many views and it ends up being a summarised view

University Initiatives

There are various initiatives that allow students to have an input into the student experience at other Universities. Some of these are as follows:

University of Westminster

- Student Panel Advisers

Student Panel Advisers bring the student perspective to the University re-validation process. Being a Student Panel Adviser will provide you with a unique opportunity to be directly involved in the enhancement of courses at Westminster. By representing the student voice in the re-validation process. Students play a part in making sure the academic experience of the student body is continually improving, as well as developing employability skills.

University College London (UCL)

- The Student Experience Panel

A student experience panel member will collaborate with UCL as a partner and take an active role in the UCL Community. The creativity and expertise of the student is added value in shaping the UCL student experience. The panel is required to share ideas and feedback. This is done by way of one off feedback sessions which often include a free lunch voucher. It could include: Participating in a focus group, attending a town hall-style meeting to discuss a new idea or strategy, joining a project-group with staff, volunteering for user-testing groups for a website, participating in phone interviews.

Royal Holloway University

- RH 100

The RH100 is a large focus group made up of 100 student panellists from across Royal Holloway. The RH100 panel help to ensure that a range of views are considered in relation to developments at the College and on Campus.

The RH100 is a paid opportunity given to students to “leave their legacy at Royal Holloway”

As part of the RH100 – Students drive change by working in partnership with the College to input on decisions which affect the Student experience. The panellists consider plans for the future of the University and give honest representations of their views at the meetings of the RH100.

Challenges identified from this approach were:

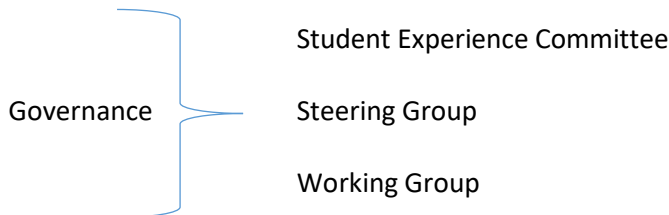
- Attracting the most opinionated or confident students
- Lack of variation
- Deciding whether all students are required to vote on topics or discussed as and when they come.

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Recommended Approach

Create Student Voice initiative to feed in to the Student Experience Committee.



STEERING GROUP

- Student Services representative
 - o Kirsteen Coupar
- Student Union Representative
 - o Nelly Kibirige
- Equality Diversity Inclusion Representative
 - o Sebastian Bromelow
- Projects and Delivery
 - o Irene Mensa-Bonsu

WORKING GROUP

- Representatives from
 - o LSBU Employment
 - o Wellbeing
 - o Employability
 - o Student Union
 - o EDI
 - o Apprenticeships
 - o Student Life Centre
 - o International team

Recruitment

- Work with Employability to recruit and shortlist for panel roles.
- Cover letter and CV: Provide evidence of their communication and time management skills and explain why they would like to be a member of the panel
 - o Candidates shortlisted and invited to assessment centre day
 - Group assessment centres to judge suitability for the role, teamwork and mindset.

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- Recruit 100 students through engagement strategy and campaign in collaboration with marketing and communications.
- Access LSBSU Societies to promote opportunity (Focus on diverse panel)
 - o Balanced Panel:
 - All degree levels
 - Different student groups
 - Mature/ Young
 - Commuting
 - Joint honours
 - International students
 - Consider a range of demographics; e.g. single parents, part time study

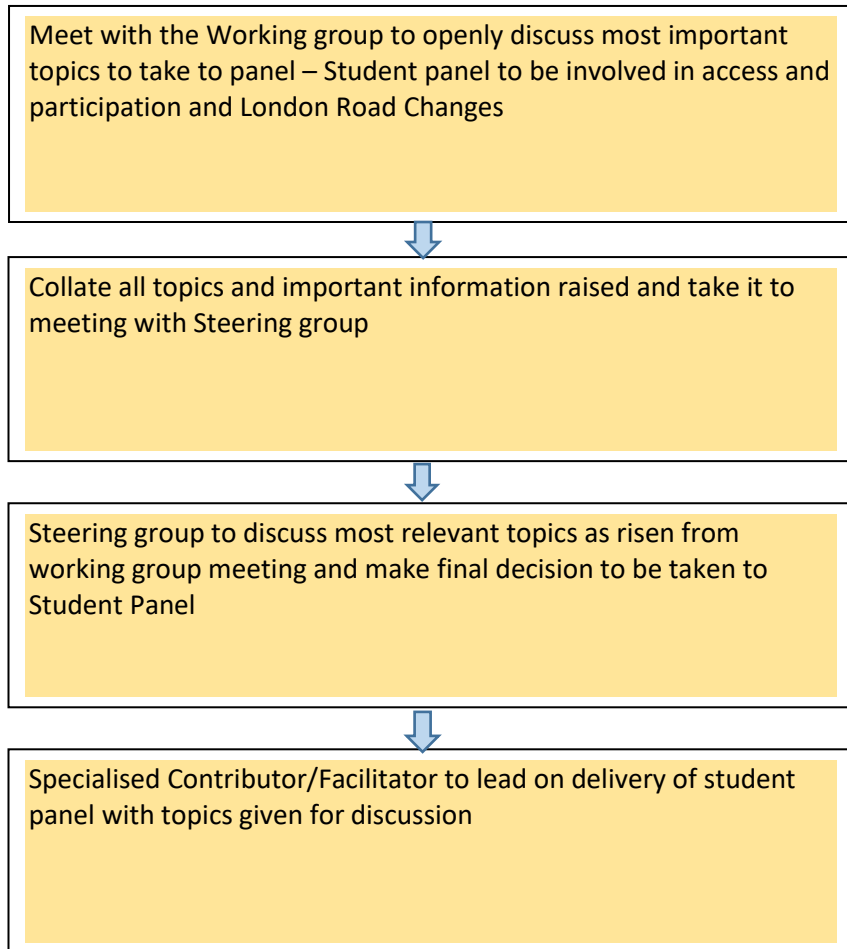
Delivery

- Student Voice to be deemed a HEAR Activity.
- Students to be paid for preparation work and participation in Panel. £17,000 budget assigned to wages per annum.
- Run students through payroll. Working 20/hours per year. (Potentially through LSBU Employment if not Payroll)
- Students will need to be trained/debriefed so they are aware of what the role entails and the expectations.
- Yearly recruitment to ensure diversity
- 3 panels a year with 2/3 subjects discussed in each panel. Each panel will last roughly 2 hours.
- Specialised contributor/facilitator.
- Minutes taken at each panel – to summarise points raised at panel (Student Union Rep or Student Manager/Student Ambassador)

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Decision Making

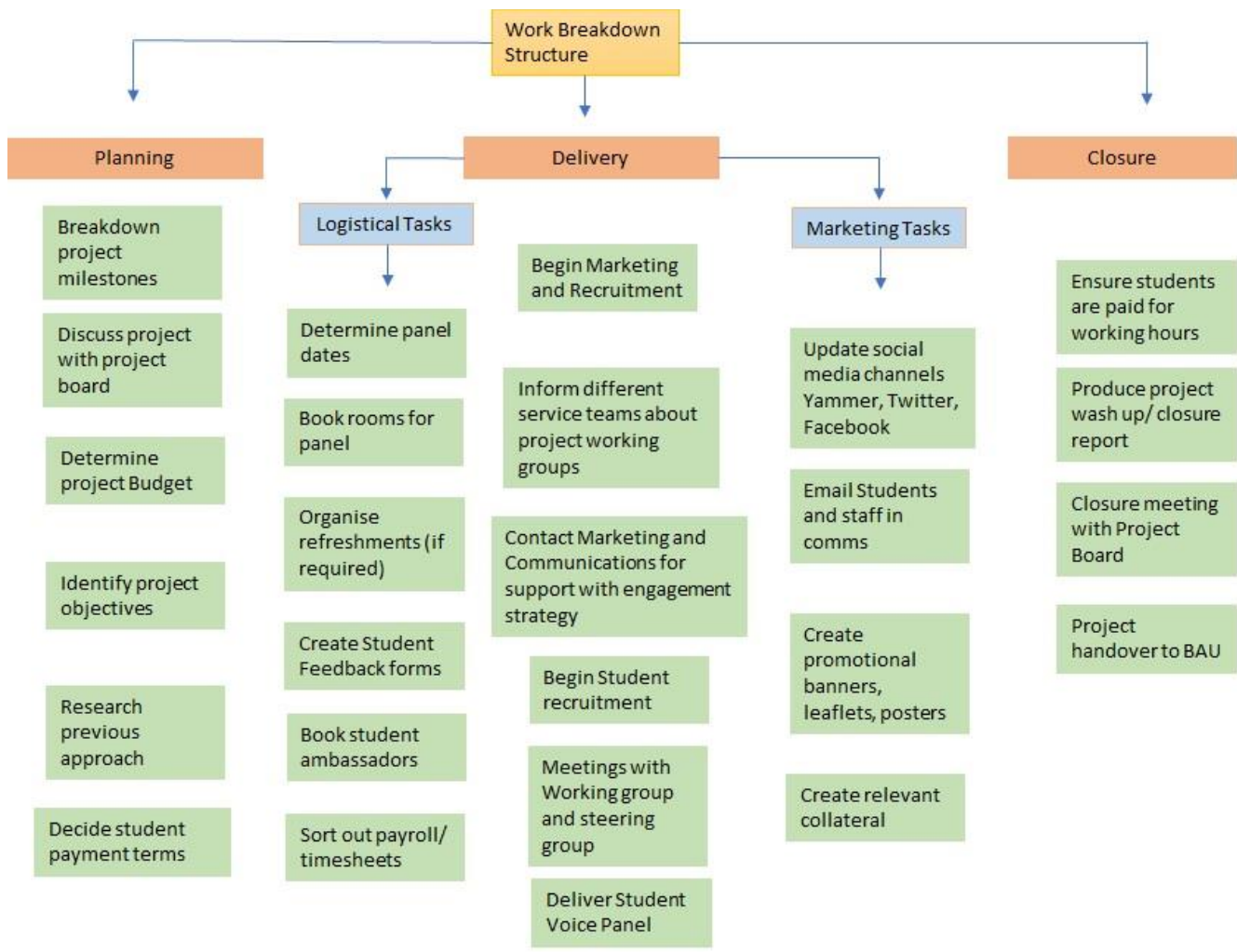


Students will also be given an opportunity to raise topics for discussion and consideration throughout the year. This will ensure full diplomacy around the topics being discussed.

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Work breakdown Structure



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Student Experience Committee Annual Work Plan 2019/20

	Lead	Oct	Jan	May
Standing Items:				
Estate matters	Carol Rose	✓	✓	✓
SU Officers updates	SU Officers	✓	✓	✓
Student Voice reports	Kirsteen Coupar	✓	✓	✓
Regular Items:				
Student support and employment annual report	Kirsteen Coupar		✓	
National Student Survey		✓		
Equality, Diversity and Inclusion report	Kirsteen Coupar		✓	
Review of student representation on student societies / university networks	SU VP (Activities and Employability)			✓
Welcome week and enrolment process	Steven Brabenec			✓
Annual work plan	Kirsteen Coupar	✓		
Terms of reference	Kirsteen Coupar	✓		

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