



**Minutes of the meeting of the Student Experience Committee  
held at 2.00 pm on Wednesday, 3 May 2017  
1B16 - Technopark, SE1 6LN**

**Present**

Pat Bailey (Chair)  
Sodiq Akinbade  
Kirsteen Coupar  
Mel Godfrey  
Elena Marchevska  
David Mead  
Seth Stromboli  
Shân Wareing  
Saranne Weller

**Apologies**

Carol Rose  
Steve Baker

**In attendance**

Joe Kelly  
Jamie Jones  
Emily Rubython  
Helen Olukoga (for Steve Baker)

**1. Welcome and apologies**

The Chair welcomed members to the meeting. 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 1 February 2017.

**4. Matters arising**

Minute 8: the committee noted its agreement not to implement the HEA Student Learning Compass (SLC). The committee noted that an alternative approach has now been identified through the London Employers Career Group and that the review of the SLC will now not take place in January 2018.

**5. Items from students (as required)**

There were no items from students.

## **6. Course-based societies and School activities**

The committee received a verbal update on the 44 course-based societies which now exist and noted their positive impact on student experience. The committee noted the advantages of student / staff interaction within the groups, and also the need to manage an appropriate level of staff involvement. A number of challenges were identified, including student recruitment and available funds.

The committee agreed to review the Academic Framework to detail the role of the societies more concretely, and to raise the issue of funds with the Deans.

## **7. Part-time student issues - task and finish group report**

The committee noted an update on the work of the task and finish group which has been identifying responses to issues raised by part-time students, including:

- Buildings
- Timetabling
- Catering
- Registration
- Academic issues (feedback, supervision, lab access, Exam Board timings)
- Library (especially opening hours)
- Technical support (especially evenings/weekends)
- Engagement with the University community, linked to ...
- Communications (both academic and non-academic)
- Continuing Professional Development (CPD)

A report from the task and finish group will be discussed at the meeting of the Academic Board on 7 June.

## **8. LSBU Educational Framework**

The committee discussed an update on the LSBU Educational Framework. The Centre for Research Informed Teaching is currently finalising a range of Graduate Attributes (GA) which appropriately describe LSBU graduates. The GAs will align the circumstances from which students come to LSBU, with the knowledge, skills, capabilities, behaviours, practices and personal and professional character qualities which they acquire during their time at LSBU.

The attributes are being defined and finalised in consultation with students, staff, employers, professional bodies, and other stakeholders.

It is envisaged that the GAs will be embedded at course level, at construction and validation stages, and that the pedagogic principles of the Educational Framework will support their delivery.

#### **9. Student mental health**

The committee discussed a verbal update on the working group for student mental health. The working group's recommendations include, increased peer support, technological support, opportunities for enhancing the student voice, and a student mental health council.

The committee agreed that the report should be presented to the Operations Board with a bid for funding resources.

#### **10. Postgraduate Taught Experience Survey**

The committee discussed a verbal update on the Postgraduate Taught Experience Survey (PTES). The committee noted that in response to the survey, an event has been organised, on 24 May 2017, to support improvements in how dissertations are supervised. The event will be attended by course directors, module convenors, and is open to all staff who supervise students doing dissertations at all levels.

The committee discussed issues around staff workload, student expectations, and variations by subject. It noted that improved documentation and procedures for supervision may also be useful in monitoring reports submitted to UK Visas and Immigration.

#### **11. New Student Survey reports (UG and PG) 2016**

The committee discussed the report on New Student Surveys (UG and PG). The committee noted the report's recommendations, in particular; the need to gain a more nuanced understanding of different student segments, to maximise the opportunities presented through word of mouth marketing, and to improve enrolment and timetabling.

#### **12. LSBU Offer to Interrupted Students**

The committee discussed the report on LSBU's Offer to Interrupted Students. The committee noted the number of interrupted students continues to grow and is currently around 500. The committee noted that the Offer encourages students to resume their studies by providing support in key areas across the university. The committee noted the benefit to LSBU income of interrupted students returning rather than withdrawing. The committee approved the proposal.

**13. Retention Working Group proposal**

The committee discussed the terms of reference for a Retention Working Group, focusing on improving student retention rates. The committee was informed that LSBU was also required to report under its Access Agreement, from the Office for Fair Access, which covers a number of similar issues, including, re-enrolment, engagement and attendance, appeals and complaints, and interrupted and withdrawn students. The committee noted that further consideration was needed to determine whether one committee would be sufficient to cover all the issues in question, or whether two committees would be necessary. The committee recommended that student representation be included.

**14. Any other business**

There were no items.

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

**Confirmed as a true record**

..... (Chair)