

UNIVERSITY OF GLOUCESTERSHIRE
Faculty of Media, Art & Communication

Staff Student Liaison Committee (SSLC)

Minutes of the meeting held on Tuesday 20th January 2009 in PVTB204, 4.15pm

Name	Membership	Present
Isobel Hooley	Chair	✓
Dr Paul Shaw	Deputy Chair	✓
Duncan Lean	Student Representation & Experience Coordinator	✓
Anne Dawson	Head of Department for Media Production & Communications/Faculty Student Experience Coordinator)	✓
Joe Wilson	Director of Studies, Art	✓
Kim Furrokh	Deputy Head of Department, Art & Design/Director of Studies, Design	X
Dr Tico Romao	Director of Studies, Media Production	✓
Averill Gordon	Director of Studies, Communications	✓
Rob Wood	Campus Facilities & Administration Manager, Pittville	✓
Terry Smith	LIS	✓
Susana Franklyn	Helpzone Manager	✓
Lizzy Harkness	SU Staff	✓

Student Reps:

Attendees	Apologies	Not Present
Hannah Devoy Kate Ware Jason White Jamie Powis Dasha Jiwany Astrid Tomlin Tim Hamilton Jessie Dyer Ruth Thomas Kerry Wheeler Kylie Petitt	Rebecca Crawford Ruth Adams Diane Scott Neil Robinson Jody Dennett	Kelly Eagle, Paul Roberrts , Lee Hudson Cassie Agbehenn, Andrew Parsons, Saskia Gregory, Nicola Heathcote, Elliot Withers, Thomas Thacker, Jason Gronland, Fran Mahoney, Tomas Hallister, Luke Zerromes, Robert Kimber, Jonathon Wooloff, Eleanor Davis, Natasha Barnes, Joe Prendergast, Florence Rosie Lomberg Frederic Smith, Chris Evans, Nikki Owen, Vikki Ellis, Rose Churchill, Sophie Elliott, James Eadon, James Harris, Ben Wayland, Dean Jode, Jack Nixon, Peter Bedwell, Sophia Jovicic, Dave Stokes, Tony Forknall, Warren Powell, Christian Goodrich, Lisa Bennett, Lewis Murray, Elle Holland, Estelle den Ridder, Martha Eiriksson, Lisa Burton, Harry Scott, Ross Silcocks, Yekta Dastranj

In attendance:

Pili Luna Officer

- PV SSLC 09.01 **Apologies**
Apologies were received and noted above.
- PV SSLC 09.02 **Minutes from the last meeting held on 23 October 2008.**
The minutes were agreed as a true and accurate record.
- PV SSLC 09.03 **Matters arising from the meeting.**
- PV SSLC 09.03.01 *[PV SSLC 08.02] Election of Chair*
Rob Kimber had stepped down from the role of Chair and Isobel Hooley will replace him. Nominations for Vice Chair are now reopened, please contact Duncan Lean if interested.
Action: Student Reps
- PV SSLC 09.03.02 *[PV SSLC 08.03] Election of Student Reps for Student Affairs Committee (SAC)*
Chair and Vice Chair of SSLC normally sit on SAC. Anyone wishing to stand on this committee should email Duncan Lean or Isobel Hooley after the meeting (dlean@glos.ac.uk).
Action: Student Reps
- PV SSLC 09.03.03 *[PV SSLC 08.04] Election of Student Reps for Faculty Board*
1 student place still available. Anyone wishing to stand should contact Duncan Lean (dlean@glos.ac.uk).
Action: Student Reps
- PV SSLC 09.03.04 *[PV SSLC 08.07] Student Representatives Reports*
MB006 signage required during Induction.
Action: Campus Facilities & Administration Manager

Faculty Student Experience Coordinator had liaised with Marketing about website addresses and the whole online enrolment experience.

Helpzone Manager to remind Course Leaders about the process behind authorising extensions.

Action: Helpzone Manager

Course leaders will start sending "Welcome back" emails as from next year to help Level 2 & 3 students with induction.

ARTs – Directors of Studies feedback confirmed that ARTs have attempted to make contact with their students and to carry out week 3 audits but that student uptake was poor.

Popular Music students have now been allowed access to the studios from 5 – 9pm.

PV SSLC 09.03.05 *[PV SSLC 08.08] Any Other Business (AOB)*
Officer to chase DHoD, (Art & Design) and DoS, (Design) for a response on University donation to the 3rd year Ed & Ad show in London.

Action: Officer, DHoD, (Art & Design), DoS, (Design)

Student Representation & Experience Coordinator had sent out useful training information to all Student Reps.

Administrators will be sending out Course Board dates to Student Reps. The specific timings were discussed again later in the meeting.

PV SSLC 09.04 **Feedback on Careers Centre**
Pauline Ashcroft from the Careers Centre had been invited to attend the meeting. She encouraged feedback on their services and urged Student Reps to look at the Rep newsletter and pose 3 questions to the other students on their course to gauge their experiences of the Careers Centre. There will be a visit from a Careers Advisor once a month at the Student Helpzone and appointments can be booked there in advance.

Action: Student Reps

PV SSLC 09.05 **Job Shop temps (SU Sabbatical)**
University currently running a pilot scheme where students can be employed on a part-time/temp basis at the University. Students will need to sign up as they would for a normal recruitment agency and the University would contact them when there was something available. SU Contact name is Jo Evans and information is also available on the website. Again, appointments with representatives from the Job Shop can be made via the Helpzone staff.

PV SSLC 09.06 **SU Update – Summer Ball (SU)**
Summer Ball budget is dependent on ticket sales and a minimum of 2000 must be bought in order for the ball to take place this year. Tickets will be on sale between 26th January and 2nd February only, and students can purchase them from the bars, online, PV Artshop and the SU Reps that will be visiting the campuses. Students are urged to support their SU and spread the word to colleagues on their course or otherwise this event will not take place. Date for the ball is 16th May 2009.

Action: Student Reps

PV SSLC 09.07 **Equality & Diversity**
A review of Equality and Diversity within the University is taking place. Anne Dawson sits on that committee so if anyone has any issues they believe are not currently being addressed they should contact her.

PV SSLC 09.08

Faculty Student Experience Coordinator Report (FSEC)

Reminder to everyone that the National Student Survey had opened yesterday and will run until Easter. All Level 3 students should have received an email from Ipsos Mori with a direct link to the NSS website. Computers have been made available at LIS on a Tues and Thurs between 12-2pm for L3 students to fill in the survey. Those who use this resource will be entered into a raffle to win £50 HMV voucher.

The NSS is helpful for development of courses for future students and the university greatly appreciates those who take part in the survey. It should take between 5 – 10 mins. 3rd year Course Reps are urged to pass on the importance of the NSS to their year group.

Action: Level 3 Student Reps

PV SSLC 09.09

Student Representatives Reports (Student Reps)

1. Email had been circulated to Level 3 students about problems with module registrations. Onus is on L2 and L3 students to check which modules they are registered on, especially compulsory modules, to ensure they have met course and UMS requirements. Failure to do this may mean they are unable to graduate at the end of the course. For current Level 1 students, the 'healthcheck' meetings with their ART should highlight any problems that need addressing. Also the University is looking at a new module choice strategy which automatically registers students onto compulsory modules. As always, help is available at the Student Helpzones up until June.

Action: Level 2 & 3 Students Reps

2. University looking into starting a voluntary scheme for Level 3 students to mentor Level 1 students. If there is not interest from current Level 3 students then this will not take place.

3. Another initiative that the University is looking into trialling is providing applicants with a current Level 1 contact that will be a name/face that will be a source of help when they arrive. Could provide them with information or just a friendly face to talk to. The general sense from Student Reps at the meeting was that this would be helpful if this was somebody from the relevant course. AD to notify Vicky Lewis at Academic Frameworks and the Campus Executive with this feedback.

Action: Student Experience Coordinator

4. Level 3 Fine Art Photography students wanted it formally minuted that they intended taking their complaint through the official university complaints procedures, to get their Level 2 fees refunded.

5. There is an accommodation Roadshow on 21st January at Pittville between 1- 4pm.
6. There had been some confusion amongst Level 3 Print Journalism students around the Shorthand course. AD had met with some of the class and clarified the position; she had also been in contact with the University Finance Dept. The Helpzone staff were aware of the situation. This issue should now be resolved.
7. Concerns over increase of spam emails being received amongst students. The university has announced a new spam email system for staff. Terry Smith will raise this issue with Clive Fenton (ICT Services) to see if students are included in this scheme.

Action: Terry Smith (LIS)

8. A student had experienced an unsatisfactory and hostile attitude from a member of the Finance dept. Student felt their situation had been made worse with this member of staff's "it's your problem" attitude. Issue to be addressed. Rob Wood added that he was seeking feedback from students generally on their experiences when seeking advice and help.

Action: Finance Department

PV SSLC 09.10

Any Other Business

1. Students were asked for their views on the level of Technical support they were receiving with their courses. Please email Claire Nash with feedback (cnash@glos.ac.uk). RW to find out about the advertising of Technical skills workshops as it was evident that a lot of students had not heard about the Photoshop workshop that was being run and they felt that this would have been useful to them.

Action: Campus Facilities & Administration Manager

2. Student Reps were reminded of the importance of Course Boards and that their input was extremely valuable especially because any curricular changes are tabled at these boards. Dates for next Corse boards were as follows:
Design (Photo Ed & Ed, Photo Journalism, Advertising and Graphics): Weds 28th Jan 1.15 – 3.15pm in MB015
Media Production 1 (Radio Production, TV Production, Pop Music) Fri 6th Feb 10.30am in MB036
Media Production 2 (DFP, Film Studies, AIM) Weds 4th Feb 12.15pm in MB036
Art (FA Photo, FA, Illustration) looks like it will be on Tues 3rd Feb am but this is not confirmed yet. Reps will also receive information about the Periodic Review that will be taking place.
3. Student Reps to give feedback to Duncan Lean about the number of University emails they receive i.e. was it too many?

Action: Student Reps

4. Emails regarding work opportunities/useful contacts to be headed appropriately "WORK OPPORTUNITY" so that those interested can utilize the information.

The Chair was congratulated for Chairing her first meeting and the meeting closed at 5.15pm.