

UNIVERSITY OF GLOUCESTERSHIRE

STUDENT AFFAIRS COMMITTEE

Minutes of the meeting held on Monday 13 October 2008 at 2.15pm in TC203, Park Campus

		Present:
Paul Hartley (Chair)	Deputy Vice-Chancellor	A
Keith Sharp	Executive for Student Experience	✓
Clare Morris (Acting Chair)	Dean of Student Experience and Quality Enhancement	✓
Stewart Dove	Head of Student Services	✓
Clare Wellings	Faculty Representative, The Business School	✓
Hazel Willis	Faculty Representative, Education, Humanities and Sciences	✓
Anne Dawson	Faculty Representative, Media, Art and Communications	✓
Andy Pitchford	Faculty Representative, Sports, Health and Social Care	A
Ian Pain	Students' Union General Manager	✓
Duncan Lean	Student Representation & Experience Coordinator	✓
Ann Mathie	LIS Representative	✓
Carol Kear	ICT Representative	✓
James Durant	Students' Union President	✓
Lizzie Harkness	Students' Union Sabbatical Officer	✓
Charlie Cooney	Students' Union Sabbatical Officer	A
Emily Measures	Research Student Representative	✓
Simon de la Rue	Research Student Representative	✓
Vacancy	Student Representative, The Business School	-
Vacancy	Student Representative, The Business School	-
Vacancy	Student Representative, Education, Humanities and Sciences	-
Vacancy	Student Representative, Education, Humanities and Sciences	-
Rowdy Fabon	Student Representative, Media, Art and Communications	A
Laura Doe	Student Representative, Media, Art and Communications	X
Vacancy	Student Representative, Sports, Health and Social Care	-
Vacancy	Student Representative, Sports, Health and Social Care	-

In attendance:

Siobhain O'Mahony	Academic Registry (Officer)	✓
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SAC.08.01 Welcome and Apologies

SAC.08.01.1 The Dean of Student Experience and Quality Enhancement (SEQE) who was Acting Chair, welcomed members to the first meeting of the Student Affairs Committee. Apologies were received from Paul Hartley, Andy Pitchford and Rowdy Fabon.

SAC.08.02 Membership and Terms of Reference

SAC.08.02.1 The Committee discussed the Membership and Terms of Reference of the Student Affairs Committee and the following was noted;

- All positions on the membership had been filled with the exception of some student representation which would be completed by the next meeting;
- other members of staff should be invited to attend meetings where necessary for specific business e.g. representatives from the Estates department;
- an annual report highlighting the work of the Committee would be submitted to Academic Board at the end of the year.

SAC.08.02.2 The Committee agreed that the Students' Union President should be the Vice Chair.

SAC.08.03 Student Representation

- SAC.08.03.1 The Campus Representatives were invited to update the Committee on the progress of SSLCs (Student Staff Liaison Committees) within each faculty and the following was noted;
- All SSLC (Student Staff Liaison Committee) dates have now been confirmed within every faculty and all representatives have now been identified;
 - the training of student representatives would commence within the week with completion expected by the end of November;
 - most Campus Representatives would either attend a training session or be present in a 'meet and greet' capacity;
 - a social event for all Student Representatives should be organised at the end of the term and it was agreed that a suitable date should be found.

Action: Dean of SEQE

- SAC.08.03.2 The Student Representation & Experience Coordinator confirmed that as well as across campus training for Student Representatives, sessions had been organised at the London campus and, if required at Norwood College in Bath. It was noted that PowerPoint presentations for the training were available for Distance Learners. It was confirmed that the Student Representation and Experience Coordinator would be sending out monthly emails to Student Representatives advising them of the following month's meeting dates and events and it was noted that they have separate email addresses specific for that role and separate from their personal address.

SAC.08.04 National Student Survey

- SAC.08.04.1 The Acting Chair presented a paper on the approach to analysis of the 2008 National Student Survey results accompanied by the notes of the last NSS Steering Group.

- SAC.08.04.2 It was noted that the Faculty NSS representatives were not necessarily the same representatives on the Student Affairs Committee but it was noted as desirable that the same staff should hold both roles.

- SAC.08.04.3 The Committee considered the nature of the NSS Steering Group and it was agreed that the group should become more formal and report to the Student Affairs Committee. It was noted that the suggestion of formality would be discussed with the Chair.

Action: Dean of SEQE

- SAC.08.04.4 It was noted that a provisional list of questions for the next survey would be sent by Finance and Planning in mid-November. It was agreed that the Planning and Reporting Manager Mike Palmer should be co-opted onto the Student Affairs Committee.

Action: Chair

- SAC.08.04.5 It was noted that the publicity for the last survey was effective and the work from the Students' Union and faculty administration was acknowledged as key in highlighting the survey. It was confirmed that the response rate was 74% which was 10% better than the national average.

SAC.08.05 Internal Feedback Systems

- SAC.08.05.1 The Acting Chair presented the paper on the policy for university use of the Questback survey system.

- SAC.08.05.2 It was confirmed that the university had taken out a subscription to Questback which would allow the institution to design, deliver and analyse online surveys. It was noted that the license would allow up to 5 named users and the primary contact for the university was the Senior Market Researcher.

SAC.08.05.3 The Committee discussed the paper and it was agreed that the Dean of SEQE should become the custodian of the system working closely with the Senior Market Researcher who it was suggested should become a co-opted member of the Student Affairs Committee.

SAC.08.05.4 It was acknowledged that avoidance of 'questionnaire fatigue' was important but surveys through Questback would not affect or limit module evaluations. It was noted that the LIS bi-annual surveys, carried out by an external agency, would not be replaced by Questback.

SAC.08.06 Student Experience Update

SAC.08.06.1 The Executive member for Student Experience updated the Committee on progress of projects relating to Student Experience.

SAC.08.06.2 It was noted that the institution was exploring ways of encouraging student employment within the university and there would be a launch of a scheme in November by the Vice-Chancellor making it easier and beneficial for recruiting managers to employ students into their departments. It was acknowledged that students would gain from training, accreditation, induction and a creation of a common pay scale and benefits. It was confirmed that in January 2009 an internal temping agency called Job Shop Temps would be launched, encouraging departments to utilise the service as a cheaper and flexible alternative to external employment agencies.

SAC.08.06.3 It was confirmed that the Vice-Chancellor had requested the Executive member for Student Experience to convene a Student Experience Group which would advise and inform the Executive of student issues. The Committee was concerned that the group would replicate work of the Student Affairs Committee so it was agreed that discussions with the Chair, Dean of SEQE and Executive member for Student Experience would decide how it was to be run.

SAC.08.07 Student Support Matters

SAC.08.07.1 The Head of Student Services reported to the committee updates on the progress of the Change Academy project on Student Support.

SAC.08.07.2 It was confirmed that Helpzones were established before the start of term on all campuses and have been busy. It was emphasised that the Helpzones would be an evolving system of support with future developments of extended hours and student employment.

SAC.08.07.3 It was confirmed that Academic Review Tutors had now replaced Personal Tutors and the change had been well received and with positive responses.

SAC.08.07.4 It was noted that a working group was being established to look at the infrastructure of student e-files required for Helpzones and Academic Review Tutors to function efficiently.

SAC.08.08 Items for Future Agendas

SAC.08.08.1 The Committee discussed future agendas and it was agreed that the standing items should include;

- An open discussion for student matters heading up the agenda
- Student Representatives
- Surveys
- Student Experience Update
- Student Services update
- Students' Union Report
- SSLC Reports

SAC.08.08.2 It was confirmed that the Student Affairs Committee would not receive the minutes from the SSLCs but verbal reports of the key points could be presented from each faculty. It was suggested that it would be prudent for any issues to be flagged with the Chair in advance so the appropriate staff could be invited to attend.

SAC.08.09 Any Other Business

SAC.08.09.1 No other business was noted.

SAC.08.10 Date of Next Meeting

12th January 2009, 2:15pm FW013 Park Campus