

# UNIVERSITY OF GLOUCESTERSHIRE

## BUSINESS SCHOOL

### Staff Student Liaison Committee (SSLC)

Minutes of the meeting held on Wednesday 21 January 2009 in TC103

Name	Membership	Present
Kevin Hapeshi	Representing Faculty Rep Coordinator	✓
Duncan Lean	Student Representation & Experience Coordinator	A
Ian Pain	General Manager, Students' Union	✓
Neil Quinton	Assistant Learning Centre Manager	✓
Kevin Richardson	Acting Dean Business School	A
Colin Simpson	Faculty Coordinating Senior Tutor	✓
Pat Sandiford	Faculty Manager Business School	A
Julie Wintle	Park Helpzone Manager	✓
Claire Wellings	Faculty Rep Coordinator	A
<b>Park Student Representatives</b>		<b>Level</b>
Bryony Antcliff	Events Management	✓
Jamila Bakawala	Financial management	2 X
Pamela Chan	Business Info Technology	1 X
Lenka Edge	Events Management (Chair)	2 ✓
Gareth Evans	Business info technology/ ICT	3- top up X
Rowdy Kit Fabon	Marketing Advertising and Coms Management	2 X
Ellie Gosbee	Management	✓
Mica Harris	Law	2 X
Lizzie Harkness	English & Creative Writing	✓
Mark Hayward	Marketing Management	3 ✓
Tom Lagden	International Tourism management	3- top up X
Rich Mehta	Computing	3 ✓
Eleanor Prince	Business management	2 X
Lisa Ratcliffe	Law	4 ✓
Everton Richards	Financial Management	2 X
Cristina Serban	Int. Business and Marketing	2 X
<b>In Attendance</b>	Vivien Murphy (Officer)	✓

**PK.SSLC.08.01 Welcome and Apologies;**  
Members were welcomed to the meeting, and those present introduced themselves. Apologies were noted as above.

**PK.SSLC.08.02 Matters Arising:**  
Minutes of the last meeting were discussed and it was noted:  
PK.SSLC.08.06 Induction:  
JW had discussed **induction** with Accommodation and it was noted that a meeting had been held at FCH for students living off-site, which around 80 - 100 students had attended. It was noted that not all off-site students had been notified and if they had been attendance might have been

higher. The issue will be addressed for the next Induction.

**ARTs:** Action point should have read CW, not CS.

CW had contacted the Dean and Deputy Dean after meeting to agree to pilot the ART scheme in LTH. The scheme will be started this year through level 2 tutorials meeting within modules, and next year the scheme will be fully implemented. Due to resourcing restrictions, ARTs will meet students in groups.

**Top Up Students:**

JW had met with CS and students and had collated information which had been sent to Brian Miller, Head of Student recruitment. There is no quick fix solution, as there are issues around APEL which need to be referred at a Senior level. JW is still pushing to get matters resolved. CS to contact Catherine Emanuelli and the Helpzone will continue to help students.

**Action CS**

**Assignment Room:**

Staffing issues have now been resolved in the assignment room, with the appointment of a new member of staff. IP has spoken to Vic Warwick, SIAC supervisor, and made arrangements to return assignments to some students by mail. It is not always feasible for module tutors to hand back assignments in class. Students need to be informed that alternative arrangements can be made and CS suggested that an email could be sent to all part time students to inform them. He will also arrange for an item to be placed in the student newsletter. Some undergraduate students also have a problem with access due to disability or other issues. IP to ascertain the extent of the problem and discuss with the SIAC Supervisor and JW. It may be possible to use the learning centres for hand back of assignments.

**Action Points: CS, IP, JW**

**Bus Service:**

IP had raised the issues with Andy Simpson, Facilities Manager. Due to budgetary constraints, the introduction of the 50p fare for some journeys had been a necessary compromise. Unfortunately, the arrangements had not been in place in time to inform students before they left for the summer. SU and the Facilities Manager were still working to produce a satisfactory outcome. Students who are financially disadvantaged by the fares might possibly have the money reimbursed but as the funds are limited, widespread advertising of this service may cause difficulties. This issue to be taken to the forthcoming Student Finance Committee by CS.

**Action Point : CS**

**Lockers:**

The issue of introduction of lockers had been omitted from the previous minutes. DL confirmed that the introduction of student lockers is being implemented.

**PK.SSLC.08.03**

**Student Items:**

**Second Hand books:** it was asked if there was a facility for selling on second hand books. SU are currently looking into this possibility and hope to get something in place for the next academic year. Schemes that have been tried in the past have not been very successful so a new approach was needed. It may be a suitable project for IT student/s as course work. SU to approach Kevin Hapeshi, Head of Computing, to see if this is possible.

**Action Point: SU, KH**

**Handback of student work:**

CS had spoken to Lars Newell, Deputy Academic Registrar and confirmed

that the turnaround time for formative assessment is four weeks (not including holiday time) and is different for summative. All colleagues have been advised to get marks to students by the end of January. If students have not received at least their feedback by this time, they should refer to their tutor in the first instance.

**PK.SSLC.08.04 Staff Items:**

CS asked students for any feedback to take back to the working group. They are currently reviewing and evaluating the new ART system and Helpzones. Feedback would be very helpful, and matters can be raised to CS outside the meeting as well. Access to the Helpzones may be difficult for postgraduate students, who are not on campus during office hours. It may be possible to extend opening on some evenings.

The Helpzones had received more than 19,000 enquiries, by phone, email and in person. Students were asked for constructive criticism to help maintain and improve the service. JW is happy to provide a suggestion box and is also happy to receive comments via email. Recommendations would be discussed University-wide, to maintain parity with the other campuses. An item would be put in Space by JW to invite students for their comments. An item could also be put on the webpage, mentioned at the start of lectures. It may be possible to put an additional question into the National Students Survey, as Universities are allowed some 'unique' questions. It is too late for this year, but could be considered for next.

**Action Point: JW**

It was queried whether the Careers Centre could have more involvement with students. A questionnaire had been circulated to student reps and the following were suggested:

- That the Careers Centre might supply details of jobs from a wider area than just Gloucestershire.
- Mock interview availability needs to be more widely advertised.
- A mock assessment centre for students to gain interview experience and experience of aptitude tests for example.
- Communications with other campuses needs to be improved - students don't know where to find the Careers Centre.

JW stated that she had suggested the Career Centre having a 'drop in' slot, possibly on a weekly basis, in the Park Campus. Currently students can make an appointment with an advisor, but have to give 24 hours notice. It was felt that there was a need for more communication from the Careers Centre about services offered etc.

When asked why students didn't use the Careers Centre, it was felt that some students were happy talking to their tutors, and others gained work through their work placements. The CV workshops provided in modules also overlapped with the service the Careers Centre provides.

There was evidence that the Careers Centre provided a good service, although it was under-utilised and as many means as possible should be used to communicate with students.

It would be useful if Careers Centre provided information of postgraduate studies at the University, including details of any discount available to current students who wish to go on to Postgraduate study. The Computing Department is good at encouraging students to progress to postgraduate study. Further work needs to be done to ensure students in all departments are aware of the opportunities.

**PK.SSLC.08.05 SU items:  
Summer Ball:**

Due to the current economic climate and the fact that the Ball made a loss last year, the Senior Management want to cancel the Summer Ball. However, the SU would like it to go ahead. In order for this to happen, 1 tickets will be offered for sale before planning of the event takes place to ensure that there is enough money to cover expenses incurred. It was noted that this is the procedure in some other universities. Tickets will therefore be on sale from 26 January – 2 February, at a cost of £35 and can be bought on line. The price will increase after that week. Two thousand tickets need to be sold to make the Ball viable but students might find it too expensive or feel the need for something different. If the event has to be cancelled, money will be refunded. The Ball would take place on May 16. The decision will be made on 2 February. An alternative event may take place if the Ball is cancelled, but it was noted that this would necessarily be much smaller. SU will look at changing the format of the Ball. Posters are already up in the SU, and students will be encouraged to buy tickets. Every purchaser will be asked for an email address, and will be contacted and asked to vote for which band/s they would like. This was thought to be a good selling point.

**Election of New Officers:**

Information about the election of new officers will be on the website soon. Students to be encouraged to both stand for elections and to vote.

**New Charities Act:**

IP informed the meeting that the new Charities Act will have an impact on the SU and structures and processes will have to be reviewed and possibly amended. More information needs to be obtained before exact details are known.

- PK.SSLC.08.06 National Student Survey:**  
The survey will be happening soon and will be strongly promoted. Space newspaper will have a pull out guide in the middle to show how last year's feedback has been implemented. This information was also available at the graduation ceremony, so graduating students could see the value of the survey. It will also be available at the next graduation ceremonies.
- PK.SSLC.08.07 Jobshop Temps:**  
The SU Jobshop is piloting a temp register which works in the same way as a recruitment agency. Students can sign up for temporary work within the University. Feedback to the SU will be through this committee. The potential benefits will be lower 'temp' bill for the University and students will experience of working within the University.
- PK.SSLC.08.08 Careers Centre:**  
This was discussed under PK.SSLC.08.04 above.
- PK.SSLC.08.09 Equality and Diversity:**  
Paul Drake, the Executive Director (Marketing, Development & Communications), is streamlining the current University documents on Race, Age, Disability and Gender into one document to comply with a new Bill being introduced. When the new document is drafted, it will be circulated to staff and students for consultation.
- PK.SSLC.08.10 Any Other Business:**  
No other business was raised.