UNIVERSITY OF LEICESTER
ACADEMIC POLICY COMMITTEE
STUDENT EXPERIENCE ENHANCEMENT GROUP

Minutes of a meeting held on
Thursday 10 November 2016

Present:

Professor J Scott (Chair)
Ms J Aitkins        Dr A Cameron
Dr F Deepwell       Professor S Gabbott
Dr C Hewitt         Ms R Holland
Ms G McIntyre       Mr A Mitchell
Mr R Patel          Mr G Reay

Dr G Wynn

In attendance: Ms M Muir (for the business recorded in 16/M62) and Ms K Galloway (Secretary)

Apologies for absence were received from Ms T Dodman, Mr R Fryer, Mr G Green, Mr C Harrison
and Dr B Norman

16/M57  DECLARATIONS OF INTEREST

The Group noted that there were no declarations of interest.

16/M58  TERMS OF REFERENCE AND MEMBERSHIP

The Group considered its terms of reference and membership for the 2016/17 academic
year. The Group approved its terms of reference without amendment.

The Group agreed to recommend to the Academic Policy Committee changes to its
membership as reflected in the appendix to this minute (16/M58 app)

The Group noted that the Students’ Union had received an excellent response to its call
for student members for SEEG for the 2016/17 academic year and it was currently
shortlisting applicants to fill the three vacant positions from the next meeting. The Group
welcomed this news.

16/M59  MINUTES OF THE PREVIOUS MEETING

The Group considered the minutes of the meeting held on 2 June 2016.

The Group approved the minutes as a correct record.

a. Student Crowd

Arising from minute 16/M49a, the Chair reported that he had received the
commissioned Student Crowd report and despite a relatively low student response
rate it had some interesting findings about student satisfaction with University life.
The Chair reported that he was in discussion with RACS about possible action to
reduce the cost of transport to/from halls of residence and a review was also
underway about the cost of food on campus; these being two common student
complaints.
b. National Mentoring Consortium
   Arising from minute 16/M49b, the Education Officer of the Students’ Union reported that the organisation’s application process was proving a barrier in finding students to engage with the mentoring and careers programme opportunities.

16/M60 CHAIR’S REPORT
   The Chair reported that:
   a. National Teaching Fellowship (Individual) Scheme
      the University had made three submissions - the maximum allowed in any one year – and it was hopeful for a successful outcome when the HEA announced the winners later this month.
   b. Personal tutor project
      the Code of Practice for Personal Support for Students on Taught Programmes, which had been recently revised under the leadership of Dr C Willmott, was now in effect. The Group noted that the LLI website now hosted an assortment of personal tutoring related resources. Personal tutoring would form part of the remit of the new Dean of Students.
   c. Peer mentoring
      six hundred student mentors and 800 mentees had signed up for this initiative. Although the numbers of mentees were fewer than had been hoped they were healthy given it was the introductory year. Publicity about the scheme would be developed in hope of attracting more students next year.
   d. Reflect: lecture capture
      the new lecture capture scheme had launched. There had been some teething troubles but overall the system was working very well. A full evaluation of Reflect would take place later in the semester. The Chair thanked key individuals and offices involved in the project.
      The Group noted a discovery that the position of the button to activate recordings was inaccessible for wheelchair users. The Group agreed to raise this issue with the Reflect IT team [ACTION: G REAY].

16/M61 THEMES OF WORK
   The Group noted themes of work for the 2016-17 academic year relevant to the student experience and associated activities/developments. The Group discussed in depth at this meeting work associated with the Belonging and resilience theme.

   Belonging and resilience
   • The Group noted the following recent developments/contributing initiatives:
     o Fabulous First Year
     o Community – project led by the Associate Director of Student Experience involving defining community, supporting students with community establishment and developing students’ sense of belonging
     o Life skills – Student Support Services has introduced a series of pro-active workshops for students that are timed around specific points of the calendar year. The workshops are designed to develop skills that are transferable across various aspects of life
     o Graduate attributes – Career Development Service
   • The Chair reported that retention rates for the University previously compared favourably to competitor institutions but these have decreased in recent years.
He reported that the TEF metrics released at the beginning of the month had revealed that the University has difficulty retaining some student groups and in particular mature students (as age 21 and over). The Chair reported that he had tasked the Planning Office with reviewing this data and determining if the numbers of mature students are concentrated on any specific courses or dispersed widely across the University

**Actions:**
- The Group agreed that the Curriculum transformation team should investigate possibilities for embedding life and employability skills into the curriculum [ACTION: G WYNN]
- The Group agreed to consider data from the community project at a future meeting [ACTION: R PATEL & M MUIR]
- The Group agreed the Associate Director of Student Experience and Head of Student Support Services would work with CDS, RACS and the Students’ Union’s Mature Students Representative to identify existing activities within the University that are specifically targeted at mature students [ACTION: R PATEL & G MCINTYRE]
- Data mapping mature student registrations would be received at a future meeting of the Group [ACTION: L CUNNINGHAM]

**VLE**
- The Group noted that a review of the University’s VLE was underway considering whether or not Blackboard should be retained. This work was being led by Mr A Moseley and had a reporting line to Academic Policy Committee. The Group noted that its own interest was particularly with the pedagogy of the VLE and other learning technologies.
- The Group agreed that the remit of this theme should be extended to include Reflect.

**Development of an assessment strategy**
- Led by the Assessment and Feedback Working Group

**Teaching students how to use feedback**
- Led by the Assessment and Feedback Working Group

**Use of surveys**
- Led by the Planning Office and Students’ Union

**Partnership in learning**
- Led by the PVC (Student Experience) and Students’ Union
- Many new interactions are taking place across the University
- Termly reports will be available to the Group

**16/M62 FABULOUS FIRST YEAR**

The Group received a report from the Career Development Service Project Manager (Communications and Events) about the Fabulous First Year campaign.

The Group noted key points of the presentation:

**Launch**
- All new first years received information about the campaign via welcome packs. The campaign also had an online presence. The welcome video was circulated widely
- Feedback suggests 70% students engaged through matriculation.
• The MyUoL app was well received by students
• The Fabulous Freshers Week acts as a staging board and then develops into the Make the Most of You campaign

**Make the Most of You month – 1 to 30 November**

• Over 3000 students involved
• Pulls together existing extra-curricular opportunities for students and new events
• Feedback on Make the Most of You activities will be presented to the Group’s next meeting

The Group welcomed the news that feedback from students about the Fabulous First Year events had been very positive. The Group noted that the initiative had been very successful overall.

The Group noted that there was a desire across the University to make the welcome week better for all students and not just first years. It noted that the forthcoming change to the academic year calendar would provide additional time for welcome events. The Group acknowledged the importance of involving departments in planning activities, noting that central activities would helpfully relieve pressure at departmental level and collaboration should ensure that induction activities run departmentally would not conflict with University events.

**16/M63 STANDING TOGETHER CAMPAIGN**

The Group received a report from the Head of Student Services about the Standing Together Campaign

The Group noted the key points of the presentation:

**Background**

• Historically, the University has not collected information about the number of instances of sexual harassment/assault on students. Sector wide research conducted by the NUS in 2010 found a significant percentage of students had experienced verbal/non-verbal harassment/assault on an HE campus.
• The Standing Together Steering Group was established to discover the University’s current position and consider how to address future reported instances of harassment/assault.
• A survey about campus safety was sent to all campus-based non-finalists. This revealed that harassment/assault is an issue at the University, but not more so than for other institutions.

**Outcomes in response to the survey**

• Recommendation to raise awareness in the student community about where instances of assault can be safely reported.
• Those who receive reports need to be appropriately trained. Information about supporting students who have experienced an assault has been included within personal tutor training
• The Police and NHS have been involved in the discussions to inform University policy. Automatic onward reporting of instances to outside organisations was considered but will not occur because this removes control from the victim
• A record will be kept of reported instances of student assault. Reports will be considered by a Cause for Concern Group that will meet weekly. A raised number of reported instances is expected due to publicity of campaign
Related initiatives

- The University has signed up to the Bystander Initiative national campaign. This work links with the HeforShe campaign. Workshops have been embedded into the curriculum in some other HE institutions, which is something that the University might consider.

- ‘Cup of tea’ video educating about consent

The Group noted that it would receive further updates about work involved with this campaign at a future meeting.

16/M64 ASSESSMENT AND FEEDBACK WORKING GROUP

The Group received a written report of a meeting of the Assessment and Feedback Working Group held on 18 July 2016.

Its Chair reported that the Working Group had conducted a stocktake of various assessment and feedback related initiatives over recent years and it had identified topics for its future development. The Group welcomed the plan of the AFWG to hold a series of half-day workshops that would each be dedicated to a particular theme and to co-opt relevant colleagues to the AFWG membership to facilitate workshop business.

16/M65 LEARNING SPACES WORKING GROUP

The Group received an update report from the Director of the Leicester Learning Institute.

She reported work was underway to audit the University’s existing learning spaces and establish what new provision it needed. Estates, students, staff and an external company were involved in aspects of the work, which would inform the development of a learning spaces strategy. The Group noted that proposals relating to the building of a new teaching block, the Percy Gee Building, Maurice Shock Building, Brookfield and Charles Wilson were under consideration within the University.

The Group noted that one workshop had been held to date by the Learning Spaces Strategy Group and two further workshops were planned. The Group agreed that AccessAbility should also be involved if it was not already [ACTION: F DEEPWELL]

16/M66 LEARNING TECHNOLOGIES ADVISORY GROUP

The Group noted that the Learning Technologies Advisory Group would now formally report to the Student Experience Enhancement Group.

The Group received the minutes of a meeting of the Learning Technologies Advisory Group held on 13 October 2016.

The Group noted LTAG’s proposal to extend its membership and request that learning technologies become a standing item on the agendas of College Academic Committees. The Group noted it would receive at its next meeting the revised membership of LTAG for ratification [ACTION: F DEEPWELL/K GALLOWAY]

16/M67 TEACHING FUNDS APPROVALS GROUP

The Group received the draft minutes of a meeting of the Teaching Funds Approval Group: Funds for Teaching Enhancement Projects held on 11 October 2016.
16/M68 HEAR 6.1 VERIFICATION OF ACTIVITIES

The Group considered and approved the following HEAR 6.1 activities as recommended by the HEAR Approvals Group:

a) Leicester Award
b) Common Purpose Frontrunner
c) Smart48
d) Project LIGHT Advisors
e) Crime Club Volunteer
f) Lawyer Without Borders (LWOB)
   i) LWOB First Year Representative
   ii) LWOB Researcher
g) Immigration & Asylum Legal Intern
h) Miscarriages of Justice Project
   i) Director & Team Leader
   ii) Researcher
   iii) Amicus Student Representative

The Group discussed the varying nature of HEAR 6.1 eligible activities. It agreed that it was desirable for activities to include an external output as a deliverable when possible.

[ACTION: M MUIR]

16/M69 DATES OF MEETINGS

The Group noted the dates of its remaining meetings of the 2016/17 academic year:

Thursday 12 January 2017  2:00pm  Charles Wilson Fourth Floor
                         SR 411 Quorn
Monday 20 February 2017  2:00pm  Haldane Committee Room, FJB
Tuesday 4 April 2017     3:00pm  Council Suite Room 2, FJB
Tuesday 30 May 2017      2:00pm  Haldane Committee Room, FJB
Monday 10 July 2017      2:00pm  Haldane Committee Room, FJB

Duration of meeting: 2 hours

CHAIR
UNIVERSITY OF LEICESTER

ACADEMIC POLICY COMMITTEE

STUDENT EXPERIENCE ENHANCEMENT GROUP

(a) A Pro-Vice-Chancellor, appointed by the Vice-Chancellor (Chair)
(b) The Academic Registrar
(c) The Dean of Students
(d) The Chair of the Assessment and Feedback Working Group
(e) The Academic Directors of the Colleges or their Deputies
(f) One academic representative with DL responsibilities
(g) The Director of the Career Development Service
(h) The Director of IT Services
(i) The Director of the Leicester Learning Institute
(j) The Head of Public Services of the Library
(k) The Director of Residential and Commercial Services or their nominee
(l) The Director/Associate Director of the Student Experience
(m) A representative of the Planning Office
(n) The Head of Student Support Services
(o) The Education Officer of the Students’ Union
(p) The President of the Students’ Union
(q) Student representatives nominated by the Students’ Union
(r) Any members to be co-opted by the Group

Reports to: Academic Policy Committee
Secretariat: Quality Office, Student and Academic Services

Terms of reference:

• To take strategic steps to enhance the quality of the student experience of learning and teaching, support services, the learning environment and student facilities
• To evaluate and benchmark the student experience
• To develop and use key performance indicators orientated from the student perspective
• To identify and respond strategically to the external environment including relevant legislation and social, political, financial and technological trends affecting students