

STUDENT EXPERIENCE COMMITTEE

MONDAY 9 SEPTEMBER 2019

Present: J Shirreffs (Convener), Dr R Bernard, C Wallback, D Koleva, A Aceampong, I Scott, L Henrard, Prof E Pavlovskaja, M Paterson, A Wight, J Tuckwell, D Stuart, N Edwards, R Lynch with K Scaife (Clerk), T Nilsson (part meeting)

Apologies: C Inglis, B Henderson, D Dyker, M Chapman, Prof A Jenkinson, Prof P McGeorge,

1. MINUTES OF THE MEETING HELD ON MONDAY 9 SEPTEMBER 2019

The minutes of the previous meeting were agreed as an accurate record pending an amendment to Matters Arising which should be altered to:

Personal Tutoring – The committee were advised that the Post Graduate Committee has made a recommendation to UCTL that Personal Tutoring be introduced for PGT students.

2. MATTERS ARISING

RL provided an update on progress with the upgrading of induction loop system across campus. In addition to the scheduled AV upgrade programme, specific locations requiring upgrading are being identified through feedback and consultation with AUSA.

Over the summer Student Support invested in three portable induction loops that students can borrow if required.

DS advised that the Personal Tutoring CRM project has been restarted and, if implemented, this will help support the administration of Personal Tutoring.

AW advised that a rent review meeting has been scheduled with AUSA and an update will be brought to the next meeting. **ACTION JT**

3. STUDENT PARTNERSHIP AGREEMENT

The committee were advised that an initial meeting of the working group has taken place where it was agreed that the University and AUSA would consider four key actions to be achieved through the SPA in the next academic year. Suggestions for these will be brought to and agreed at the next meeting of the working group. In addition, the format of the SPA is under review. An update will be brought to the next meeting **ACTION: DS**

4. BEWELL PROGRAMME

The Committee received a presentation from the student Intern who worked on the development of BeWell – the University's new health and wellbeing initiative. The programme has been developed through student consultation, identifying six key elements which make up a healthy individual. Key aspects of the programme include newly developed online resource with information migrated from CluedUp and a programme of events (see attached).

5. INTERNATIONAL STUDENT EXPERIENCE

NE led a discussion on the international student experience. He indicated that work is ongoing in the Directorate of People to review how we engage with and meet the needs of the international student community. A report from the recent study tour of USA institutions is being compiled and will inform future programme. An overview will be provided at the next meeting. **ACTION NE/DS**

Student Support have launched the International hardship fund and are exploring more targeted support for the increasing community of Chinese students. A review of the visa and immigration process is ongoing and is hoped to identify areas of development.

Discussion took place regarding communicating on social media with Chinese students. There is a member of staff in Recruitment dedicated to Chinese communication (pre arrival and discussions are ongoing about additional resources for ongoing engagement).

As part of the Welcome week planning, consideration should be given to a more focused international student welcome, it is noted that more students are arriving at Halls prior to Move In weekend.

The need to consider cultural diversity of the student body was highlighted when developing initiatives such as Mental Health (which may have different meanings in different cultures).

We are continuing to develop our approach to supporting students in Qatar and work with the in-country team to replicate initiatives such as BeWell.

The committee were encouraged to feed in ideas and thoughts on enhancing the international student experience.

6. REPORT FROM AUSA

The report was received without further questions.

7. REPORT FROM THE DIRECTORATE OF STUDENT AND ACADEMIC SERVICES

The committee were advised that the Directorate has been renamed to be Academic Services and Online education.

Discussion took place regarding the summer Graduation venue. It was noted that a review of alternative venues was presented to SMT however the marquee was deemed the best venue for summer graduations next year. Graduations will take place in Elphinstone Hall in November.

CW requested early communication with students regarding the summer venue **ACTION: DK/KS**

DS provided an overview of the survey results which resulted in an overwhelmingly positive view from students. (A copy of the report is attached with the minute)

LH requested information about how students access the Wellbeing Coordinators in PGR schools. **ACTION: NE**

8. REPORT FROM THE DIRECTORATE OF PEOPLE

DS advised that the Kings Cup results are currently being compiled. Early indication is that the number of engagements is less than last year however the quality of the engagement is higher. Discussions are taking place about the format of the King's Cup in future years and an update will be brought to the next meeting. **ACTION: DS**

NE provided an overview of the process supporting GBV reporting. He assured the committee that it is student led and the university respond to every case. In most cases students will be contacted by an advisor same day but the action standard is 2 working days for initial appointment). He advised that the GBV working group meets quarterly, both the Welfare Officer and Student President will be invited to attend.

The next priority of the working group is to embed Consent and GVB information in all school inductions.

The group will also be looking at sector benchmarking, early indications are that there has been a lower number of reports in Aberdeen than other universities.

The possibility of providing every new student with a hoody was discussed. Whilst this would be a desirable thing to do it would be very costly.

Discussion took place regarding events and activities during Move In weekend. A survey will be created for the SRAs to engage with students in the coming week for feedback which can be used to inform future planning. **ACTION KS**

9. REPORT FROM THE DIRECTORATE OF ESTATES AND FACILITIES

JT noted that there had been a big increase in Friday night arrivals, this will be considered in planning Move In weekend in the future.

It was noted that there has been an increase in the number of PG, study abroad and returning students choosing to stay in University accommodation.

AA raised concern about changes to student contracts i.e. moving to different accommodation after signing. JT and AA to discuss out with meeting **ACTION JT**

10. REPORT FROM DIRECTOR OF DIGITAL AND INFORMATION SERVICES

RL advised that DDIS are actively working with colleagues to understand and build on what has positively affected NSS results so that the Directorate can continue to improve/maintain a positive student experience.

He advised that there has been a high take up on Staff/Student self-service password reset which will have a positive impact on the workload of the team.

Furniture has been ordered for the redevelopment of the ground floor of the Library to make the space more useable for students. The city libraries are compiling Health and Wellbeing reading lists.

The main focus for DDIS (as informed by student feedback) include teaching space, study space and library.

JS congratulated the efforts of staff and students for the NSS results.

The date of next meeting (4 Nov) should be reviewed as a lot of staff will be involved with Qatar graduations **ACTION: KS**