

UNIVERSITY OF HERTFORDSHIRE HIGHER EDUCATION CORPORATION**EDUCATION AND STUDENT EXPERIENCE COMMITTEE**

Minutes of the meeting of the Education and Student Experience Committee held on 18 May 2021.

PRESENT: Dr Mairi Watson (Chair)

Karen Barton
 Muhammed Saad Raees
 Kayleigh Malone
 Dr Ivan Phillips
 Rosemary Allen
 Dr Karen Atkinson
 Karen Robins

Dr Andrew Maunder
 Neal Geach
 Dr Phil Porter
 Dr Stephen Kane
 Professor Helen Barefoot
 Professor Frank Haddleton
 Catherine Rendell

Julie Kelly
 Bethan Adams
 Shelby Loasby
 Judith Baines
 Dr Julie Vuolo
 Scott Isaacs

IN ATTENDANCE:

Anna Levett (item 18)
 Sarah Flynn
 Mohammed Ilyas
 Rachel Nield

Dr Ciara Meehan
 Stephen Owen
 Jo Eaton (item 18)

Maria Banks
 Leire Caselles Vallejo
 Dani Bradford (item 14)

APOLOGIES:

Brian Jukes
 Geri Ward

Dr Susan Grey

Lisa Uttley

156 CHAIR'S OPENING REMARKS, IF ANY

The Chair welcomed everyone to the meeting.

157 NEW DECLARATIONS OF INTEREST, IF ANY

There were no new declarations of interest.

158 MEMBERSHIP

The Committee noted that Brian Jukes had joined the Committee in membership category 5 'A representative of the research students nominated by the Research Degrees Board'.

(Agenda Paper 4, refers.)

159 IN ATTENDANCE

The Committee noted the following individuals were in attendance:

- Rachel Nield, Student Success Officer, and Mohammed Ilyas, Head of Equality, as observers;
- Dani Bradford, from the Hertfordshire Students' Union, for item 14;
- Anna Levett and Jo Eaton for item 18; and
- Solomon Papadopoulos for item 20.

160 **MINUTES - 2 MARCH 2021**

The Minutes of 2 March 2021 were **confirmed** as an accurate record of the business conducted **subject to** the following amendment:

- Catherine Rendell would be involved in the action arising from Minute 97.4.

(Confidential Agenda Paper 6, refers.)

161 **SCHEDULE OF ACTIONS ARISING FROM THE MINUTES**

161.1 The Committee **received** a schedule of actions arising from previous meetings.

161.2 The Committee noted that all actions due were included elsewhere on the agenda.

161.3 As per Minute 160 above, Catherine Rendell would be involved in the action arising from Minute 97.4. This would be combined with the action in respect of mid-module feedback conversations (Minute 148.4, 7 July 2020, refers).

(Confidential Agenda Paper 7, refers.)

162 **INSTITUTIONAL BAME ACTION PLAN ANNUAL REPORT - Minute 142.5.1, 7 July 2020, refers**

162.1 The Committee **received** the first Institutional BAME Action Plan (IBAP) Annual Report from the Deputy Director of the Learning and Teaching Innovation Centre, Professor Helen Barefoot.

162.2 The Committee noted that, overall, the BAME Student Success Working Group had been impressed with the commitment and amount of work being carried out within Schools and centrally to address the awarding gap.

162.3 The Report included information on areas of positive progress and continuing work required for each group responsible for taking actions forward. The Board was pleased to note a reduction on the awarding gap from 20 percentage points in 2018/19 to 15 percentage points in 2019/20.

Minutes 162.4 and 162.5 are confidential and available to members and officers in attendance only.

162.6 The Committee further noted that the Equality, Diversity and Inclusion Office was currently reviewing the use of the term 'BAME' and would consult widely before any decisions on new terminology were made.

(Confidential Agenda Paper 8, refers.)

163 **REVIEW OF THE PERSONAL TUTORING FRAMEWORK - Minute 113.6, refers**

163.1 The Committee **received** a report from the Director of the Learning and Teaching Innovation Centre, Karen Barton, on the Personal Tutoring Framework, together with accompanying appendices from Associate Deans (Learning and Teaching) from each School.

163.2 The Committee noted the information and recommendations as detailed in the report. The Framework was in place in all Schools to some extent, however, there was ample room for improvement.

Minute 163.3 is confidential and available to members and officers in attendance only.

- 163.4 The Committee **agreed** that:
- a the recommendations within the report be adopted;
 - b monitoring of the delivering of the personal tutoring system be continued;
 - c conversations around resourcing be continued outside the meeting;
 - d workshops for programme leaders and personal tutors be delivered again;
 - e the pastoral aspect within wellbeing be made more obvious.
- 163.5 A recorded session titled 'Having the conversation: Supporting student mental health and wellbeing when you are not a Counsellor' could be accessed in HertsHub at the following link:
- <https://herts365.sharepoint.com/sites/AnnualLearningandTeachingConference/SitePages/Strands%20-%20Recordings.aspx>
- (Confidential Agenda Paper 9, refers.)
- 164 **OTHER MATTERS ARISING FROM THE MINUTES**
- There were no other matters arising from previous meetings not taken elsewhere on the agenda.
- 165 **REPORT FROM THE CHAIR**
- There were no matters to report not included elsewhere on the agenda.
- 166 **START OF THE YEAR AND INDUCTION**
- 166.1 The Committee **received** an oral report from the Chair in respect of the start of the next academic year and induction.
- 166.2 The Committee noted that a meeting was taking place imminently with Associate Deans and the Secretary and Registrar to plan the start of the next academic year. The meeting would be a good opportunity to consider any relevant academic issues.
- 166.3 In terms of the end of the year, the University was considering designating the week beginning on 5 July 2021 as International Student Week. There were some generic activities already planned for that week, however, there would be some activities with a specific focus for international students who may not have had a chance to connect socially on campus or academically with their fellow students.
- 167 **HSU PRIORITY CAMPAIGN UPDATE**
- 167.1 The Committee **received** a report from the Hertfordshire Students' Union (HSU) representatives, Saad Raees and Kayleigh Malone, on the HSU Priority Campaign 2021.
- 167.2 The Committee noted the information and areas of future priority for the HSU highlighted in the report, and thanked the elected officers for all their work supporting students this year.
- (Confidential Agenda Paper 13, refers.)
- 168 **STUDENT ACADEMIC SATISFACTION SURVEY - SEMESTER B**
- 168.1 The Committee **received** a report from the Hertfordshire Students' Union (HSU) Research Coordinator, Dani Bradford, on the results of the Student Academic Satisfaction Survey conducted by the HSU during Semester B.
- 168.2 The Committee noted the information and the recommendations as detailed in the report.

- 168.3 The report contained very rich and helpful data for the University to consider. However, further insight into programme or at least subject group level would be desirable to help disentangle the data. At the moment, it was difficult to triangulate where the issues highlighted may lie and therefore to put in place targeted measures.

(Confidential Agenda Paper 14, refers.)

169 **STUDENT EXPERIENCE OF RESEARCH DEGREE STUDENTS**

There were no matters to report.

170 **NATIONAL STUDENT SURVEY 2021 UPDATE**

- 170.1 The Committee **received** an oral report from the Deputy Director of Academic Quality Assurance, Catherine Rendell, on the National Student Survey (NSS) 2021.

- 170.2 The Committee noted that the NSS was now closed with nearly a 2% response rate increase over the previous year.

- 170.3 The Office for Students (OfS) was expected to announce by the end of May 2021 when the results of NSS 2021 would be released and what would be published.

- 170.4 OfS had now completed Stage 1 of the NSS Review. Current information was that the NSS would continue as feedback from the sector was that the benefits outweighed the burden. Question 27, which was about overall satisfaction, had come under criticism.

- 170.5 Stage 2 of the Review was still ongoing and would address issues such as question changes, dissemination of data, accessibility, frequency, sampling, etc.

171 **POSTGRADUATE TAUGHT EXPERIENCE SURVEY (PTES) UPDATE**

- 171.1 The Committee **received** an oral report from the Deputy Director of Academic Quality Assurance, Catherine Rendell, on the Postgraduate Taught Experience Survey (PTES).
Minutes 171.2 and 171.3 are confidential and available to members and officers in attendance only.

172 **CAREERS AND EMPLOYMENT - NEW PLATFORMS AND BLENDED LEARNING**

- 172.1 The Committee **received** a presentation from Anna Levett and Jo Eaton on the Careers and Employment current services.

- 172.2 The Committee noted that feedback from students was that they struggled to engage with Careers and Employment services if they were not embedded within their curriculum, even if they were interested in doing so. It was therefore key to promote the services within Schools to encourage their being embedded within programmes. The Careers and Employment team were happy to support Schools to achieve this.

- 172.3 The Committee was impressed with the services on offer and **agreed** that the Personal Tutor Handbook should be updated to include links to the Careers and Employment resources and the Blended Learner offer. It would also be of benefit to integrate this information into the Herts Learning workshops.

(Tabled Agenda Paper 18, refers.)

COLLABORATIVE PROVISION

173 **UK COLLABORATIVE PARTNERSHIPS**

- 173.1 The Committee **received** a report from the Head of UK Partnerships, Scott Isaacs, on UK Partnership related matters.

- 173.2 The Committee considered the information and recommendations as detailed in the report and was pleased to note that UK Partners continued to be satisfied with the support and communications provided by the University.

- 173.3 The Committee **resolved** that the recommendations as detailed in the report be **adopted**.
(Confidential Agenda Paper 19, refers.)
- 174 **OVERSEAS PARTNERSHIPS**
- 174.1 The Committee **received** a presentation from the Associate Director (International Partnerships), Solomon Papadopoulos, on the University's overseas partnership provision.
- 174.2 The Committee noted the location of the partnership register and the current mechanisms in place to monitor partners' performance. Like the University, partners had elected student representatives who could meet with staff locally to discuss feedback and improvements.
- 174.3 Partners had been having similar issues coming out of module feedback questionnaires. Feedback was discussed with Collaborative Partnership Leaders (CPLs) and any actions were included in the Annual Monitoring and Evaluation Reports (AMERs). The Collaborative Operational Delivery Plans (COPDs) included any actions related to student experience. Also, School Academic Committees (SACs) had a section on the agenda to discuss the collaborative provision within their Schools. Apart from the formal mechanisms, there were other School-based arrangements, such as informal meetings with CPLs.
- 174.4 The Committee noted that, traditionally, overseas partner performance monitoring had focused on the financial aspect. However, this had now evolved and drop-out rates, completion rates and academic performance were also considered. Similarly, student experience had now been introduced as a performance indicator. Mechanisms to capture this type of data centrally were being considered. A proposal would be brought to the Committee for consideration at its September 2021 meeting. CLERK
- 174.5 The Committee acknowledged that the student experience performance monitoring exercise was also a good opportunity for the University to learn from good practice taking place at its international partners.
(Tabled Confidential Agenda Paper 20, refers.)

SCHOOL EDUCATION AND STUDENT EXPERIENCE ACTION PLANS 2020-2021 (UPDATED) AND SECTION 1A OF SCHOOL ANNUAL PLANNING REPORT

- 175 **MATTERS FOR THE UNIVERSITY AND ITEMS FOR DISSEMINATION 2021 - SUMMARY AND RESPONSE**
- 175.1 The Committee noted a report from the Director of Academic Quality Assurance, Professor Frank Haddleton, evaluating the Annual School Reports on Academic Standards and Student Experience 2021.
- 175.2 The report contained matters for the University's consideration and items for dissemination from the Annual School Reports.
(Confidential Agenda Paper 21, refers.)
- 176 **HERTFORDSHIRE BUSINESS SCHOOL**
- The Committee noted the Hertfordshire Business School's updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.
(Confidential Agenda Paper 22, refers.)

177 SCHOOL OF CREATIVE ARTS

The Committee noted the School of Creative Arts' updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 23, refers.)

178 SCHOOL OF EDUCATION

The Committee noted the School of Education's updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 24, refers.)

179 SCHOOL OF HEALTH AND SOCIAL WORK

The Committee noted the School of Health and Social Work's updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 25, refers.)

180 SCHOOL OF HUMANITIES

The Committee noted the School of Humanities' updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 26, refers.)

181 HERTFORDSHIRE LAW SCHOOL

The Committee noted the Hertfordshire Law School's updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 27, refers.)

182 SCHOOL OF LIFE AND MEDICAL SCIENCES

The Committee noted the School of Life and Medical Sciences' updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 28, refers.)

183 SCHOOL OF PHYSICS, ENGINEERING AND COMPUTER SCIENCE

The Committee noted the School of Physics, Engineering and Computer Science's updated Education and Student Experience Action Plan 2020-21 and section 1A of the School's Annual Planning Report.

(Confidential Agenda Paper 29, refers.)

STANDING REPORTS**184 ITEMS OF REPORT FROM THE LEARNING AND TEACHING INNOVATION CENTRE**

There were no matters to report.

185 ITEMS OF REPORT FROM WIDENING ACCESS AND STUDENT SUCCESS

- 185.1 The Committee **received** a report from the Deputy Head of Widening Access and Student Success, Dr Julie Vuolo, on the work of the Widening Access and Student Success team.
- 185.2 The Committee noted the information detailed in the report and, in particular, the opening of a new hardship fund the following week with £203,789 from the Office for Students (OfS) plus £100,000 from the University Financial Assistance Fund (UFAF) to bring the total to £303,789. This would enable the University to make over 1,000 awards of £300 each.

(Confidential Agenda Paper 31, refers.)

186 ITEMS OF REPORT FROM ACADEMIC REGISTRY

- 186.1 The Committee **received** a report from the Academic Registrar, Julie Kelly, on the core activities of Academic Registry during May 2021 and its key support of student and academic administration.

Minute 186.2 is confidential and available to members and officers in attendance only.

(Confidential Agenda Paper 32, refers.)

187 ITEMS OF REPORT FROM STUDENT WELLBEING

There were no matters to report.

188 ITEMS OF REPORT FROM THE LIBRARY AND COMPUTING SERVICES

There were no matters to report.

OTHER BUSINESS**189 CLERK'S REPORT**

The Committee noted the following matters included in the Clerk's report:

189.1 Working Groups and Sub-Committees of the Education and Student Experience Committee

Title	Chair/Convenor
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Sub-Committees

There are no sub-committees currently established by the Committee.

Working groups and support groups

Black, Asian and Minority Ethnic (BAME) Student Success Working Group	Prof Helen Barefoot
Learning Environment Strategic Governance Group	Karen Barton

189.2 Schedule of meetings 2020/21

All meetings were scheduled to be held at 09:30 hours via Microsoft Teams unless advised otherwise, in which case the meeting would be held in the Central Committee Room:

Tuesday 29 June 2021.

189.3 **Schedule of meetings 2021/22**

All meetings were scheduled to be held at 09:30 hours via Microsoft Teams unless advised otherwise, in which case the meeting would be held in the Central Committee Room:

Tuesday 28 September 2021;
 Tuesday 23 November 2021;
 Tuesday 18 January 2022;
 Tuesday 8 March 2022;
 Tuesday 17 May 2022;
 Tuesday 28 June 2022.

189.4 **Impact of the Cyber incident on assessment deadlines**

The Committee noted details of the impact of the cyber incident on 14 April 2021 on assessment deadlines and the approval sought from the Chair of the Academic Standards and Audit Committee.

(Confidential Agenda Paper 35, refers.)

190 **PEOPLE DEVELOPMENT**

190.1 The Committee noted that a substantial amount of development activity would be undertaken under the KPI 3 project over the next few years.

190.2 The Committee **agreed** that people development in connection with KPI 3 should be an agenda item at the next meeting, following conversations with Associate Deans of School.

CLERK/
FH/ KB

191 **RISK**

There were no risks inherent in the matters dealt with by the Committee during the meeting that had not been discussed when the item concerned had been taken.

192 **EMERGENCY BUSINESS**

There was no emergency business.

193 **DATE OF NEXT MEETING**

The next meeting of the Education and Student Experience Committee would be held on Tuesday, 29 June 2021 from 09:30 hours **via Microsoft Teams**.

Items for the Agenda should be notified to the Clerk, Leire Caselles Vallejo ('e'-mail l.caselles-vallejo@herts.ac.uk) by 8 June 2021 and reports submitted by 15 June 2021.