UNIVERSITY OF HERTFORDSHIRE HIGHER EDUCATION CORPORATION

EDUCATION AND STUDENT EXPERIENCE COMMITTEE

Minutes of the meeting of the Education and Student Experience Committee held on 4 October 2022.

PRESENT: Dr Mairi Watson (Chair)

Karen Barton                     Elizabeth Kirkbride                     Julie Kelly
Aman Tripathi                    Suzanne Fergus                          Geri Ward
Dr Ivan Phillips                 Dr Stephen Kane                         Anna Levett
Associate Professor Rosemary Allen Professor Frank Haddleton Laide Bissessar
Dr Karen Atkinson               Catherine Rendell                       Scott Isaacs

IN ATTENDANCE:

Linda Goodwin                     Sharleni Gault                          Maria Banks

APOLOGIES:

Rhiannon Ellis                    Brian Jukes                              Dr Barbara Brownie
Karen Robins                      Professor Helen Barefoot                 Dr Susan Grey
David Gillard                     Bethan Adams                            Samantha Kelly
Associate Professor Sarah Flynn   Liz Gormley-Fleming                      Mohammed Ilyas

1 NEW DECLARATIONS OF INTEREST, IF ANY

There were no new declarations of interest.

2 ACADEMIC BOARD STANDING ORDERS

2.1 The Committee noted the Academic Board Standing Orders, effective from 1 December 2018, which could be found at the following link.


2.2 The Committee noted University UPR’s had been updated to reflect the language of Herts Learning and that members should familiarise themselves with those, particularly in regard to teaching and learning.

3 TERMS OF REFERENCE AND COMPOSITION

3.1 The Committee received the Terms of Reference and Composition.

3.2 The Committee noted that the Apprenticeship Academic Group had been renamed the ‘Apprenticeship Quality, Learning and Teaching Forum’, that the terms of reference of that group had changed, and they were no longer required to report annually to ESEC. The formal line of governance was from the Apprenticeship Advisory Group.

3.3 Members discussed the amendment required to B21 of the terms of reference and agreed it would be revised ‘to receive matters arising from the Apprenticeship Advisory Group concerning education and student experience matters affecting apprenticeships’.

3.4 Members agreed the membership would be updated at ‘C Composition’ to state Chair of the Apprenticeship Quality, Learning and Teaching Forum.

3.5 The Committee agreed that apprenticeship updates would continue to be brought from EBD and the Apprenticeship Advisory Group to ensure both the scope within the University and the student experience were represented.
3.6 The Committee noted Ofsted were undertaking an inspection of the University Degree Apprenticeship provision this week.
(Agent Paper 4 refers)

4 MEMBERSHIP

4.1 The Committee received and noted changes to the Membership.

4.2 The Committee welcomed Aman Tripathi under membership category 4 ‘A student nominated by the Students’ Union’.

4.3 It was noted a vacancy remained under membership category 6 ‘A representative of the Postgraduate Taught Students nominated by the Associate Deans of School (Learning and Teaching)’. It was noted a postgraduate student from a School with higher postgraduate numbers would be preferred. It was agreed Associate Deans Learning & Teaching would make nominations to the Clerk, Linda Goodwin.

4.4 The Committee noted, under membership category 7 ‘Associate Deans of School (Learning and Teaching) (a named alternate who shall be the relevant Associate Dean of School (Academic Quality Assurance)), that Tony Rosella had replaced Barbara Brownie, who had left the University.
(Agent Paper 5 refers)

5 MINUTES OF THE PREVIOUS MEETING

The minutes of 28 June 2022 were confirmed as an accurate record of the business conducted.

(Confidential Agenda Paper 6 refers)

6 SCHEDULE OF ACTIONS ARISING FROM THE MINUTES

6.1 The Committee noted a Schedule of Actions arising from the Minutes.

6.2 Personal Tutoring (minute 147.3, 17 May 2022 refers)
The Committee noted there was an action outstanding to ensure the personal tutoring service was advertised on the website. Members noted the action would be addressed at a meeting on 5 October 2022 where web copy for the Learning and Teaching website would be discussed.

6.3 Report from Assessment Experts Group (minute 168.6, 28 June 2022 refers)
The Committee noted the final report from the QAA funded collaborative project, ‘Inclusive Assessment Attributes’ would be circulated after the meeting.

6.4 Review of Peer Observation of Teaching (minute 169.4, 28 June 2022 refers)
The Committee noted there was an action outstanding regarding the trial of a parallel, additional and voluntary process for peer review to be set up by the Learning and Teaching Innovation Centre. It was agreed the proposal would be brought to ESEC in May/July 2022.

(Confidential Agenda Paper 7 refers)

7 OTHER MATTERS ARISING FROM THE MINUTES

There were no other matters arising from the Minutes.

8 REPORT FROM THE CHAIR

8.1 The Committee received an oral report from the Chair on matters relevant to the Committee’s remit.
8.2 The Committee noted a new Secretary of State for Education, Kit Malthouse, and a new Under Secretary of State for Skills, Further and Higher Education, Andrea Jenkyns, had been appointed. First statements had been made at the Conservative Party Conference yesterday.

8.3 The Committee noted the new Education and Student Experience Strategy was presented at the CEG Strategy Away Day on 18 July 2022, where the balance between student academic and community experience was discussed. The draft ESE Strategy would be circulated to the Committee inviting comments on the areas identified for progress over the coming year. The final ESE Strategy would be published on the website.

(Confidential Agenda Paper 9 refers)

9 TEACHING EXCELLENCE FRAMEWORK (TEF)

9.1 The Committee received an oral report from Director of Learning and Teaching, Karen Barton.

9.2 The Committee noted the data outcomes for the Teaching Excellence Framework had been received and were now in the public domain. The data was presented in a different format to previously in relation to continuation, completion, progression, and the student experience. Data could be seen at institutional level and further broken down into full-time, part-time and degree apprenticeship provision. Further filters could then be applied to drill-down deeply into the data. The University data was broadly at the benchmarked silver band level, if not above, and the student experience data, was a target for excellence.

9.3 The Committee noted work was underway regarding the outcomes data, to define and evidence ‘educational gains’, which would be based on the University strategy in relation to ‘value added’. A one-off survey of level 6 students would replace the module feedback questionnaire this year in Semester A, where students would be asked to self-assess their growth in confidence in the ‘educational gains’ areas. The results would be used as one of the measures of evidence.

9.4 The Committee noted there was a targeted 50% minimum response rate for the level 6 one-off survey and support from Schools was required to encourage student participation as positive educational gain outcomes were anticipated. The survey would be organised by Evasis within Canvas and would run for 3 weeks in October 2022.

9.5 The Committee noted a core TEF Working Group had started looking at evidence of good practice, where improvements in progress and prospects could be demonstrated. The group would consult with Associate Deans Learning and Teaching as work progressed.

9.6 The Committee noted TEF guidance relating to the submission and deadlines was still to be released, but that the submission deadline was likely to be January 2023. Hertfordshire Students’ Union were required to submit an independent submission at the same time as the University submission.

9.7 Members noted regular updates would be brought to the Committee.

10 OFFICE FOR STUDENTS - CONDITION B

10.1 The Committee received a report from Director of Academic Quality Assurance, Frank Haddleton, which outlined the revised OfS Ongoing Conditions of Registration on Quality and Standards, and included data published this week for condition B3.

10.2 The Committee noted that all five ‘B’ conditions were fully enforced and replaced the UK Quality Code for HE. An audit of the five conditions would be undertaken and reported to ASAC, Audit and Risk Committee and the Board of Governors. The Committee agreed members would refer to the detail in the paper which outlined how the OfS monitored compliance and would note responsibilities and consequences in
this regard. The report was made available to members in the MS Teams meeting file for ease of reference and was available via the link below.

https://herts365-my.sharepoint.com/:b:/g/personal/maeqfh_herts_ac_uk/EZahRiraWcNCv2efrYUMZo4BjjIC7rBqTvS8l8-z2029XQ

10.3 The Committee **discussed** the possible implications on CEP processes and the Student Performance Monitoring Group in relation to partnership data, and that adjustments may be recommended as an outcome of the audit.

(Confidential Agenda Paper 11 refers)

11 **HERTS LEARNING UPDATE**

11.1 The Committee **received** a report on the progress of embedding the Herts Learning curriculum design principles in programmes during 2021/22, and the plan for 2022/23 when a further 46% of UH programmes were due to complete Herts Learning.

11.2 The Committee proudly noted the Vice-Chancellor had referred to Herts Learning as the University’s USP. However, it was noted the flexibility element of Herts Learning had been somewhat reduced to allow for a return to face-to-face teaching following the pandemic. The Committee was asked to consider areas where flexibility could be introduced and highlight any areas of concern where the curriculum structure was restrictive.

(Confidential Agenda Paper 12 refers)

12 **HERTFORDSHIRE STUDENTS’ UNION PRIORITY CAMPAIGN**

12.1 The Committee **received** a report from the Hertfordshire Students’ Union which outlined elected officer priorities for 2022-23.

12.2 The Committee supported the priorities which aligned well with the University’s areas of interest and concern in relation to the student experience.

12.3 The Committee noted the University had commissioned SUMS to review academic skills support with a view to equitability. Members noted the outcomes would be taken to the Deans’ Away Day in November and shared with this Committee.

(Confidential Agenda Paper 13 refers)

13 **NATIONAL STUDENT SURVEY (NSS)**

13.1 The Committee **received** the National Student Survey (NSS) 2022 Results, Executive Summary.

13.2 The Committee noted the NSS was the single most heavily weighted measure in the League Tables at 19% and was the reason for the University’s improved position in the three main League Tables this year. Members noted results of the Guardian League Tables were published last week and the University had moved up 16 places, with two areas of excellence in Animation and Paramedic Sciences which achieved top position in the UK.

13.3 The Committee noted that as Schools continued to complete their CEP action plans, they should be mindful of the University’s focus on Teaching, Assessment and Feedback, and Overall Satisfaction (the NSS KPI’s). There was also greater emphasis on student voice, in recognition of the positive impact this had on NSS scores. It was noted some areas may want to talk to their learning and teaching specialist where they were falling into the bottom quartile and look to put enhanced NSS/Student Voice action plans in place.
13.4 The Committee noted that feedback from a final year module could impact NSS results and that ASAC had put in place enhanced mechanisms to ensure module action plans were improved, given oversight, and aligned with the CEP.

13.5 The Committee noted the OfS had reviewed the NSS and had undertaken a consultation over the summer. Two sets of questions were tested in 2022 and the intention was to launch the new NSS in 2023. Timescales were not yet confirmed.

(Confidential Agenda Paper 14 refers)

14 POSTGRADUATE TAUGHT EXPERIENCE SURVEY (PTES)

14.1 The Committee received the Post Graduate Taught Experience Survey (PTES) 2022 results, Executive Summary, and noted a better than sector response rate (24.2%) had been achieved.

14.2 The Committee noted survey results were excellent, and that more than half of the respondents were from HBS and SPECS, which demonstrated improvement in international student satisfaction this year.

14.3 The Committee noted the OfS had carried out pilots for a Postgraduate NSS which may be introduced this year.

14.4 The Committee acknowledged the importance of publishing the PTES data for student recruitment and requested clarification of when the data could be shared.

14.5 Student Voice Questionnaire (SVQ)

The Committee noted the improved response rate in the SVQ's last year, which was 27% overall, and many Schools exceeded 30%. This demonstrated the hard work of those Schools who had begun to promote a culture where module leaders encouraged student participation in the classroom, using the tools available on Evasis. It was acknowledged that a push was required to ensure colleagues used the tools available to ensure student participation was encouraged.

14.6 The Committee noted the Student Voice Review Group was looking into survey overload and was aware of the need to be more coherent about the way the student voice was collected, and the results shared.

14.7 The Committee noted the Terms of Reference for the Student Voice Review Group would be brought to the next meeting.

(Confidential Agenda Paper 15 refers)

15 REPORT FROM WIDENING ACCESS AND STUDENT SUCCESS (WASS)

15.1 a. Access and Participation Plan Monitoring Report

The Committee received a report which provided a summary of Access and Participation Plan activity as reported in the Strategic Business Units’ APP Monitoring and Evaluation Returns for 2021-22.

15.2 The Committee noted the SBU Returns provided essential data which informed the wider University monitoring return for the Office for Students.

15.3 The Committee noted the 12 SBU Returns this year evidenced the considerable work which had taken place, particularly in regard to continuation and progression, however there was more work to do on providing evidence of success, through robust evaluation and capture of APP related expenditure.

15.4 The Committee noted and discussed the recommendations for 2022-23 reporting and noted a new plan required to be submitted in Spring 2023 (with effect from 2024 if approved) which could take a new direction. The Committee noted there was indication of a shift of focus away from continuation and progression, towards attainment in Schools for the new APP.

ESEC Minutes - 04.10.22
The Committee acknowledged that staff understanding of the APP process and allocation was an issue, as was the way the process currently worked. The Committee acknowledged the new plan would be an opportunity to introduce the lessons learned regarding better processes, monitoring and accounting for the APP allocation.

(Confidential Agenda Paper 16a refers)

**b. Access and Participation Plan Financial Support**

The Committee received a report which provided an overview and summary of financial support spend for 2021/22.

The Committee noted the financial support available to students from under-represented groups.

The University had underspent in 2021/21 and the Office for Students was alerted. Having undertaken a strategic review in partnership with Academic Registry, and with subsequent recommendations approved by the Chief Executives Group, our position this year was improved and spend was on track. The Committee noted 2 new bursaries had been introduced this academic year.

The Committee noted there were aspects of University access work not currently reported (eg. through Uniconnect) which would be brought to a future meeting.

(Confidential Agenda Paper 16b refers)

**COST OF LIVING CRISIS UPDATE**

The Committee noted the Chair had taken a report to the Vice-Chancellor’s Executive on 1 October 2022 with proposals for student in hardship. The report would be circulated to members for information.

**SCHOOL ANNUAL REPORTING CYCLE FOR 2022/23**

The Committee received a report that outlined the simplified annual school reporting process for 2022/23. The new process would reduce reporting requirements and provide a timelier response to issues raised.

The Committee noted that Schools would be required to submit reports highlighting good practice and issues that required a university response, at the first meetings of ESEC and ASAC this academic year. Continuous action plans would continue to be updated and noted at November 2022 and May/June 2023 meetings.

(Confidential Agenda Papers 18 pt01 and 18 pt02 refer)

**SCHOOL REPORTS - GOOD PRACTICE AND MATTERS FOR CONSIDERATION**

The Committee received School Reports which highlighted good practice and matters for consideration from the School of Creative Arts, Hertfordshire Law School, the School of Health and Social Work and Hertfordshire Business School.

The Committee requested that Schools who had not submitted reports at today’s meeting, submitted them to the Clerk for onward circulation no later than Monday 10 October and in time for ASAC next week.

(Confidential Agenda Paper 19 refers)

**REPORT FROM ACADEMIC REGISTRY**

The Committee received a report which provided an update on the core activities of Academic Registry to support key student and academic administration during September 2022.
19.2 The Academic Registrar, Julie Kelly, ran through the key highlights.

19.3 The Committee noted the new exceptional circumstances process had been rolled out and colleagues in Schools were asked to ensure they understood and communicated the support available to students.

19.4 Graduation this year took place under difficult circumstances due to the death of the Queen.

19.5 Start of Term started early this year with a 400% increase in footfall in August, which had coincided with high levels of staff on annual leave post-clearing. It had been difficult to catch up to manageable levels and consideration needed to be given to how start of term would be managed in this respect going forward.

19.6 Consideration would be given to extending the deadline for student registration to 17 October 2022. There were currently 7,700 students registered and a further 4,000 remained.

Minutes 19.7 and 19.8 are confidential and available to members and officers in attendance only

19.9 Planning for start of term Semester B would begin next week.

(Confidential Agenda Paper 20 refers)

20 REPORT FROM THE DEAN OF STUDENTS

20.1 The Committee received a report from the Dean of Students.

20.2 The Committee noted the support available to students and the bookable ‘staff supporting students training’ available to staff.

(Confidential Agenda Paper 21 refers)

21 REPORT FROM ENTERPRISE AND BUSINESS DEVELOPMENT (EBD)

21.1 The Committee received a report from Enterprise and Business Development that updated on EBD activities aligned to the Education strategic pillar; Careers and Employment and Apprenticeships.

21.2 The Committee noted changes had been made to the Careers & Employment teams and offer over the summer and that careers coaches would offer a front-line service in a newly refurbished space for drop-in, student facing support.

21.3 The Committee noted a data driven targeted approach was being taken using B3 and TEF benchmarked data, to support programmes with lower progressions rates for graduate level employment. Support would be required at school level to gain access to students who required support the most.

21.4 The Committee noted recent changes to the apprenticeship governance structure which provided a more consistent approach to decision making and reduced duplication.

21.5 Committee members were asked to share the report with colleagues in schools as required.

(Confidential Agenda Paper 22 refers)

22 STUDENT EXPERIENCE OF RESEARCH DEGREE STUDENTS -

There were no matters to report.

23 REPORT FROM THE LIBRARY AND COMPUTING SERVICES

There were no matters to report.
24  UK COLLABORATIVE PARTNERSHIPS

24.1 The Committee received a report on UK Partnership related matters, which included the student educational experience at partner institutions and progress so far during the 2022-23 academic year.

24.2 The Committee noted the analysed NSS results for the Consortium and wider UK partners, and the recommendations for continued monitoring and support, especially at those with below benchmark NSS results.

*Minute 24.3 is confidential and available to members and officers in attendance only*

24.4 The Committee noted Pen Green continued to achieve very good results and that UCSA was outstanding with 100% overall satisfaction.

*(Confidential Agenda Paper 25 refers)*

25  CLERK’S REPORT

25.1 Notes of the Learning Environment Strategic Governance Group Meeting of 21 June 2022.

The Committee noted the Notes of the Learning Strategic Governance Group meeting of 21 June 2022.

25.2 Schedule of Meetings – 2022/23

All meetings were scheduled to be held at 09:30 hours in the Central Committee Room.

- Tuesday 22 November 2022
- Tuesday 17 January 2023
- Tuesday 7 March 2023
- Tuesday 16 May 2023
- Tuesday 27 June 2023.

*(Agenda Paper 26 refers)*

26  PEOPLE DEVELOPMENT

There were no matters identified for referral to the Learning and Organisational Development Facilitation and Support Team Manager, Jill Lees.

27  RISK

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

28  EMERGENCY BUSINESS

There were no matters of emergency business.

29  DATE OF NEXT MEETING

The next meeting of the Education and Student Experience Committee would be held on Tuesday 22 November 2022 from 09:30 hours in the Central Committee Room, MacLaurin Building and via MS Teams.

Items for the Agenda should be notified to the Clerk, Linda Goodwin (e-mail l.1.goodwin@herts.ac.uk) by 1 November 2022 and reports submitted by 8 November 2022.