UNIVERSITY OF HERTFORDSHIRE HIGHER EDUCATION CORPORATION

HERTFORDSHIRE HIGHER EDUCATION CONSORTIUM QUALITY AND MANAGEMENT COMMITTEE

Minutes of the meeting of the Hertfordshire Higher Education Consortium Quality and Management Committee held on 28 January 2021.

PRESENT: Scott Isaacs (Chair)

Professor Frank Haddleton Michele Harding Dr Stefanie Schmeer
Nigel Thomas Charlotte Gale Laura Lo Coco
Katie Kennedy Helen Hall Christopher Dunks
Rifaat Foufa Dr Megan Knight Dominic Bygate
Viren Amin Kate Voss
Amanda Washbrook Azita Pourghasem

IN ATTENDANCE:

Sheku Kakay

66 APOLOGIES

The Committee received apologies from Dr Jo Cahill, Jon Easter, Dr Barbara Henry, Julie Kelly, Mariana Lilley, Dr Karen Leong.

67 CHAIR’S OPENING REMARKS, IF ANY

Sheku Kakay was welcomed as deputy CPL for FD Business Management.

Scott Isaacs commented on the amount of internal and external activity taking place in the Sector. Various sources of information about national developments and consultations had been shared with the Colleges. It is important to be part of these consultations and continue to share information and knowledge.

It was confirmed that Scott Isaacs and Helen Hall would meet with HE Managers to discuss a letter from the OfS relating to the effectiveness of communication to students during the pandemic. Professor Frank Haddleton also noted that UH are in the process of responding to this request for information. Amanda Washbrook noted that Oaklands are planning to provide a brief paper to the corporation on how the college have met requirements and the WHC leadership team are also preparing a response.

68 NEW DECLARATIONS OF INTEREST, IF ANY -

None to report.

69 MINUTES - 3 DECEMBER 2020

Minutes confirmed.

70 MATTERS ARISING FROM THE MINUTES

<table>
<thead>
<tr>
<th>Minute</th>
<th>Action</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>37.1</td>
<td>Scott Isaacs to circulate guidance in relation to students returning to study after Christmas.</td>
<td>Complete.</td>
</tr>
<tr>
<td>40</td>
<td>Scott Isaacs to meet with Chris Dunks re marketing of Business portfolio and the wider use of the UH brand.</td>
<td>Ongoing – discussion took place regarding a possible accreditation plaque that can be awarded to the colleges.</td>
</tr>
<tr>
<td>40</td>
<td>Rifaat Foufa to discuss Extended Degree in</td>
<td>Ongoing.</td>
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SI/HH

SI/CD

RF/MK

Agenda Item 4
<table>
<thead>
<tr>
<th></th>
<th>Architecture proposal with Megan Knight.</th>
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</thead>
<tbody>
<tr>
<td>46.1</td>
<td>HE Managers to review targets.</td>
<td>Complete.</td>
</tr>
<tr>
<td>52.1</td>
<td>Helen Hall to meet with HE Managers to discuss further the Programme Manager job description.</td>
<td>Ongoing – to be included on the HE Managers meeting agenda.</td>
</tr>
<tr>
<td>55.1</td>
<td>Scott Isaacs to contact the ADAQ/CPL in SPECS to receive an update on the revalidation of the Initial Year Engineering.</td>
<td>Complete.</td>
</tr>
<tr>
<td>55.1</td>
<td>HE Managers to update their EDS Initial Analysis documents.</td>
<td>Complete - Scott Isaacs to forward any outstanding information to Dr Stef Schmeer.</td>
</tr>
<tr>
<td>60.1</td>
<td>Dr Karen Leong to discuss areas of support needed by the FD Business teams with Scott and Helen.</td>
<td>Ongoing – Helen Hall to pick up on areas of concern with Dr Karen Leong and Sheku Kakay outside of this meeting.</td>
</tr>
<tr>
<td>60.1</td>
<td>Scott Isaacs to circulate STEM information to HE Managers.</td>
<td>Complete.</td>
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</table>

**EDUCATION AND STUDENT EXPERIENCE COMMITTEE (ESEC) AND ACADEMIC STANDARDS AND AUDIT COMMITTEE (ASAC)**

Professor Frank Haddleton provided an update. It was noted that the Government had announced a delay to schools returning in February which includes Higher Education, resulting in the majority of face to face teaching being delayed until 8th March. In response to this UH have added to extra teaching weeks in place of two of the exam weeks at the end of Semester B. Scott Isaacs and Helen Hall to discuss this further with the colleges to establish if these extra weeks are needed.

The revised Safety Net Policy had been approved – this includes no capping of referrals, not penalising compensation and alternative award calculators to minimise students being disadvantaged.

The colleges expressed interest in the response from UH regarding the Quality Standard Review. Professor Frank Haddleton agreed to share this with HE Managers.

**TO RECEIVE AN UPDATE ON THE PROGRESS OF REVALIDATIONS FOR EDS AND INITIAL YEAR ENGINEERING**

It was noted that the planning meeting for Engineering will be taking place on 3rd February 2021.

Dr Stef Schmeer provided an update on the revalidation of Extended Degree Science and noted that a couple of preliminary meetings had taken place before the Christmas break where ideas had been presented for HE Managers to review with their teams. Scott Isaacs and Dr Stef Schmeer to arrange the next meeting. The importance of this work was highlighted.

**TO RECEIVE AN UPDATE ON AMERS**

It was noted that all AMERs had been submitted by the deadline and colleges were thanked for their hard work with this task. There had been some issues with the submission process however there is work taking place within the University to ensure Academic Quality processes are working efficiently going forward.

Dr Stef Schmeer was extremely pleased with the quality of the EDS AMERs and noted that the WHC AMER was approved without the need for any amendments.

Rifaat Foufa noted that it was useful having the UH AMER reviews earlier this year as it
allows colleges to begin monitoring their confirmed action plans.

Katie Kennedy highlighted some mixed practice across Schools in relation to which college staff members were invited to meetings and it was noted that some meeting invites had been sent to college staff UH email addresses rather than their college email address.

Laura Lo Coco praised WHC for their well written AMER for the Initial Year Law.

74 **TO RECEIVE AN UPDATE ON THE KEY ACCOUNT MANAGER'S REPORT**

Helen Hall provided an update on the progress of the KAM Report. Three areas of data still needed to be included and HE Managers were asked to provide a brief paragraph relating to the general impact of Covid-19 on the colleges.

75 **TO RECEIVE AN UPDATE ON THE LATEST APPLICATION FIGURES FOR UH AND THE CONSORTIUM**

Application figures had been circulated to the HE Managers. Scott Isaacs provided a comparison table to members; however, it was noted that the UCAS deadline had been extended and therefore the data would not present a true comparison currently. Application figures will continue to be shared with colleges each week.

76 **TO NOTE THE LATEST TARGETS**

Targets for 2021/22 had been circulated to colleges and are based on actual recruitment figures for 2020/21. It was noted that Principals are holding further discussions in relation to the agreement of EDS targets.

77 **TO RECEIVE DATA FROM THE FIRST IMPRESSIONS SURVEY**

Rifaat Foufa presented data from the First Impressions Survey for each college. Overall there had been strong engagement with this survey and the majority of questions provided were the same across the four colleges. Areas of improvement included student handbooks and how late arriving students are inducted into the programmes, complaint and appeal procedures which will be revisited at each college in Semester B and registration issues. It was noted that students do not always understand why they have to go through two registration processes.

The meeting thanked Rifaat Foufa for collating this data.

78 **TO RECEIVE AN UPDATE FROM LTIC**

Dominic Bygate provided an update. Dominic arranged training with NHC and HRC prior to the Christmas break which focussed on issues arising from online teaching.

Scott Isaacs noted the high praise received at the Consortium Strategy Group recently for Dominic's engagement with the colleges. Rifaat Foufa agreed, and colleagues had noted how inspiring the training is along with the sharing of good practice.

Katie Kennedy noted that the Programme Managers appreciate the sessions Dominic runs and find them extremely valuable.

Dominic noted that the college staff are very dedicated and that they are a pleasure to work with.

79 **CENTRE FOR STEM EDUCATION**

Sue Sissling joined the meeting to provide more information to the colleges about the opportunities on offer from the Centre for STEM Education. The presentation was circulated to all members.
TO SHARE ANY ITEMS OF GOOD PRACTICE OR ISSUES OF CONCERN

Nothing further to report.

TO RECEIVE VERBAL REPORTS FROM SCHOOLS ON MATTERS ARISING FROM THEIR CONSORTIUM PROVISION

Laura Lo Coco noted that the Law course was proceeding well with no further matters to raise.

Azita Pourghasem praised the communication between NHC and WHC. Azita is working with the computing team to review and improve cross college moderation going forward.

Kate Voss commented on how well the Programme Managers had dealt with moving from face to face teaching to online. There are some wellbeing issues for Level 5 Early Years students who are experiencing work pressures and Kate is working with the colleges to offer support.

Dr Stef Schmeer noted that the EDS cross college moderation and Exam Board had been delayed and Katie Parkash was in the process of organising a new date. The EDS revalidation work is ongoing.

Megan Knight – no issues to report for Creative Enterprise.

Sheku Kakay asked for more clarification of the induction process for new staff members at the colleges. It was noted that each college provides their own induction programme, for example at Oaklands support is provided by Programme Managers, the HE Manager, Head of Department and quality facilitators. Support is also provided by the CPL and Dominic Bygate. It was noted that if additional support is needed the CPL should discuss with the respective college.

TO RECEIVE VERBAL REPORTS FROM EACH COLLEGE ON MATTERS ARISING FROM THEIR RESPECTIVE HIGHER EDUCATION COMMITTEES.

HRC - Katie Kennedy thanked Kate Voss for her support with the Level 5 Early Years students. The next HE Committee is taking place after half term for HRC and will discuss performance reviews, responses to Covid-19 and issues with student engagement for online classes. There is a concern that NSS results may not be as positive this year due to effects of the pandemic. The HSU have engaged with student reps individually.

NHC – Rifaat Foufa reported that the college had their HE Committee last week and discussed the consultation of QSR, AMERs, First Impression Survey and actions to take forward into Semester B. The student forum also took place and feedback was good. The students are keen to have a full induction of StudyNet resources available to them eg research tools and libraries. An HSU event took place in November. Teaching continues to be online. The college are recruiting a new Marketing Manager.

OAK – Viren Amin noted that the next HE Committee was due to meet soon. A new Marketing Director is starting with the college and has an HE background.

WHC – Michele Harding reported that lesson observations had recently taken place with positive feedback. Positive responses in feedback from students had been received also, and they have recognised the value of having face to face teaching prior to lockdown.

TO RECEIVE AN UPDATE ON EACH COLLEGE'S RESPONSE TO COVID-19

See above.
TO RECEIVE AN UPDATE FROM EACH COLLEGE ON THEIR ENGAGEMENT WITH HSU

See above.

TO RECEIVE AN UPDATE ON UH MARKETING INITIATIVES

HE Managers and Marketing Managers met with Chris Dunks before Christmas. Priorities identified were Clearing and internal progression. The next meeting is due to take place in March and will focus on common approaches and the sharing of marketing plans.

TO RECEIVE AN UPDATE ON COLLEGE MARKETING INITIATIVES

Charlotte Gale ran a live webinar recently and spoke about the HE portfolio. Attendees were keen to learn about progression opportunities and discuss application queries. There were no concerns regarding Covid-19.

Both NHC and HRC are due to run similar online events.

STAFF DEVELOPMENT

Nothing further to report.

NATIONAL DEVELOPMENTS

Nothing further to report.

CLERK’S REPORT

Clerk’s report noted.

EMERGENCY BUSINESS

None to report.

RISK

None to report.

DATE OF NEXT MEETING

4th March 2021.

SUMMARY OF ACTION POINTS

<table>
<thead>
<tr>
<th>Minute</th>
<th>Action</th>
<th>By Whom</th>
<th>By When</th>
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<td>67</td>
<td>Scott Isaacs and Helen Hall to meet with HE Managers to discuss a letter from the OfS relating to the effectiveness of communication to students during the pandemic.</td>
<td>Scott Isaacs / Helen Hall</td>
<td>Next HE Managers meeting</td>
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<td>Scott Isaacs / Chris Dunks</td>
<td>Next meeting</td>
</tr>
<tr>
<td>70</td>
<td>Rifaat Foufa to discuss Extended Degree in Architecture proposal with Megan Knight.</td>
<td>Rifaat Foufa / Megan Knight</td>
<td>Next meeting</td>
</tr>
<tr>
<td>70</td>
<td>Discuss the Programme Manager job description at</td>
<td>Helen Hall</td>
<td>Next HE Managers meeting</td>
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<td>#</td>
<td>Item</td>
<td>Assignees</td>
<td>Action</td>
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<tr>
<td>71</td>
<td>Scott Isaacs and Helen Hall to discuss with the colleges to establish if extra teaching weeks are needed at the beginning of May.</td>
<td>Scott Isaacs / Helen Hall</td>
<td>Asap</td>
</tr>
<tr>
<td>71</td>
<td>Send UH QSR response to HE Managers.</td>
<td>Prof. Frank Haddleton / Scott Isaacs</td>
<td>Asap</td>
</tr>
<tr>
<td>72</td>
<td>Scott Isaacs and Dr Stef Schmeer to arrange follow up meeting to discuss EDS revalidation.</td>
<td>Scott Isaacs / Dr Stef Schmeer</td>
<td>Asap</td>
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