

**UNIVERSITY OF WARWICK**  
**STUDENT LEARNING EXPERIENCE AND ENGAGEMENT COMMITTEE**  
**OPEN MINUTES OF THE MEETING HELD ON THURSDAY 5 OCTOBER 2023**  
**CMR 1.0, UNIVERSITY HOUSE**

<b>Present</b>	Professor Rebecca Freeman (RF)	Dean of Students (interim Co-Chair)
	Holly Roffe (HR)	Students' Union Vice President for Education (Co-Chair)
	Dr David Bather Woods (DBW)	Academic Representative of (Faculty of Social Sciences)
	Dr Rob Batterbee (RB)	Academic Fellow of the WIHEA
	Professor Lorenzo Frigerio (LF)	Pro-Vice-Chancellor (Education)
	Professor Lee Griffin (LG)	Academic Director (PGT)
	Dr Cathy Hampton (CH)	Academic Representative of the Faculty of Arts
	Dr Will Haywood (WH)	Student Engagement Coordinator (Faculty of Social Sciences)
	Karen Jackson (KJ)	Representative of the Library
	Dr Modupe Jimoh (MJ)	Academic Fellow of the WIHEA
	Dr Jennie Mills (JM)	Head of Academic Development (ADC)
	Grace Nolan (GN)	Representative of MC&I
	Dr Tom Ritchie (TR)	Academic Representative of the Faculty of SEM
	Matt Street (MS)	Head of Digital Learning
	Vaishnavi Ravi (VR)	Students' Union Vice President for Postgraduates
	Roberta Wooldridge Smith (RWS)	Director of Student Opportunity
<b>Attending</b>	Lauren Botham (LB)	Secretary
	Helen Hotten (HH)	Assistant Secretary
	Vicky Marsh (VM)	Quality Review and Enhancement Manager (EPQ) (Item 006a/b/c)
	Phil Smith (PS)	Chief Executive Officer, Students' Union (Item 009)
	Yaz Yeahia (YY)	Student Voice Manager, Students' Union (Item 007b)
<b>Ref</b>	<b>Item</b>	
001	<p><b>Apologies for absence</b></p> <p>Apologies were received from Professor Jo Angouri (Academic Director (Education and Internationalisation)), Dr Adele Browne (Director of Student Experience), Professor Andrew Clark (Deputy Pro-Vice-Chancellor (Education and Policy)), Dr Gemma Gray (Student Engagement Coordinator (Faculty of SEM)), Edward Hart (Student representative), Thomas Hart (Student representative), Caleb Heather (Student representative), Dr Rebecca Limb (Academic Fellow of the WIHEA) and Dr Heather Meyer (Academic Representative of IATL).</p> <p><b>Welcome and Membership Changes</b></p> <ul style="list-style-type: none"> <li>• <b>Professor Rebecca Freeman</b> has replaced Professor Gwen van der Velden as the Co-Chair (Interim)</li> <li>• <b>Professor Lorenzo Frigerio</b> has replaced Professor Chris Hughes as Pro-Vice-Chancellor (Education)</li> <li>• <b>Dr Cathy Hampton</b> has replaced Professor Sarah Richardson as the Academic Representative of the Faculty of Arts</li> <li>• <b>Edward Hart</b> has replaced Amie Arnold as the Student Representative of the Faculty of Arts</li> <li>• <b>Thomas Hart</b> has replaced Kiranjit Shergill as the Student Representative of the Faculty of Science, Engineering and Medicine</li> <li>• <b>Caleb Heather</b> has replaced Rafig Niftaliyev as the Student Representative of the Faculty of Social Sciences</li> <li>• <b>Helen Hotten</b> has formally joined SLEEC as the Assistant Secretary</li> <li>• <b>Dr Heather Meyer</b> has replaced Dr Naomi de la Tour as the Academic Representative of IATL</li> <li>• <b>Grace Nolan</b> has replaced Emma Mundy as the Representative of MC&amp;I</li> <li>• <b>Vaishnavi Ravi</b> has replaced Hamza Rehman as the Students' Union Vice President for Postgraduates</li> <li>• <b>Holly Roffe</b> has formally replaced Chih-Hsiang Lo as the Co-Chair</li> </ul>	
002	<b>Declarations of interest</b>	

	No declarations were raised.
003	<p><b>Minutes of meeting held on 25 May 2023</b></p> <p>The minutes of the meeting held on 25 May 2023 (003-SLEEC-051023) were <b>approved</b> with no amendments.</p>
004	<p><b>Matters arising from meeting held on 25 May 2023</b></p> <p><b>(a) 050-SLEEC-051023 OfS Positive Digital Practice Project</b></p> <ul style="list-style-type: none"> <li>Initial work has commenced with Student Experience, Student Insight and key stakeholders including the Students' Union, the Centre for Lifelong Learning and Widening Participation team to bring together research on mature students from across the University, ensuring data and developments are shared.</li> <li>The Student Experience Division is recruiting new posts to support the delivery of its five-year strategy. Once the team is in place they will start to coordinate a range of projects focused on improving the experience of targeted student groups, one of which will be mature learners. This will pick up on the existing prior work and research in order to embed changes to practice and support.</li> </ul> <p><b>(b) Code of Practice for Disabled Students</b></p> <p>The Code of Practice has been published on the EPQ website:  <a href="https://warwick.ac.uk/services/aro/dar/quality/categories/goodpractice/codeofpracticedisabledstudents/">https://warwick.ac.uk/services/aro/dar/quality/categories/goodpractice/codeofpracticedisabledstudents/</a></p> <ul style="list-style-type: none"> <li>The project team are looking to offer training for departments this year.</li> </ul> <p><b>ACTION:</b> The Committee requested that we revisit work on mature students once the new posts in the Student Experience Division are in place and further insight work has been undertaken.</p>
<b>Co-Chairs' Update</b>	
005	<p><b>Chair's Business and Actions</b></p> <p>The Committee received and noted verbal updates from the Co-Chairs:</p> <p><b>(a) General updates</b></p> <ul style="list-style-type: none"> <li>There will be four SLEEC meetings instead of five in 2023/24</li> <li>The Teaching Excellence Framework (TEF) has awarded the University the triple gold standard for overall teaching excellence, student experience and outcomes. Noted the excellent work that has taken place, especially in the context of such a challenging number of years.</li> <li>Thanked members for completing the Academic Governance review survey recently circulated by the Academic Governance Review project team. The survey findings will be shared with the Senate Working Group overseeing the Review and outcomes reported back to Senate Sub-Committees.</li> </ul> <p><b>(b) Education Strategy priorities update</b></p> <p>Professor Lorenzo Frigerio provided a verbal overview of Education Strategy priorities and the key points were as follows:</p> <ul style="list-style-type: none"> <li>To build on the achievements of the TEF Gold award and looking to focus on the excellence achieved with blended learning.</li> <li>Presenting the Access and Participation Plan by Summer 2024 and looking at the outcomes of the Institutional Teaching and Learning Review (ITLR) to capitalise on lessons learnt.</li> <li>Refresh of Education and Student Experience strategy; to present to Council in July 2024.</li> </ul> <p><b>(c) Lecture capture update</b></p> <p>Professor Lorenzo Frigerio provided a verbal update on Lecture capture developments and the key points were as follows:</p> <ul style="list-style-type: none"> <li>Aiming to grow the Lecture capture offer across the University and enhance the guidance provided to help students engage with lecture content.</li> <li>Looking to further explore Intellectual Property rights issues associated with delivering of teaching materials.</li> </ul>

	<ul style="list-style-type: none"> <li>Looking to investigate potential technological enablers in the medium to long-term to improve systems and the potential to link Timetabling with Lecture capture system.</li> </ul> <p><b>(d) Students' Union updates</b></p> <p>Holly Roffe provided a verbal update on the Students' Union (SU) Education and Vice President Education priorities for 2023/24 and Vaishnavi Ravi provided a verbal update on the Vice President for Postgraduates priorities for 2023/24, and the key points were as follows:</p> <ul style="list-style-type: none"> <li>Collective priorities include mirroring the University's approach to the cost-of-living crisis; student welfare, including quality of accommodation, mental health, and wellbeing services; sustainability of commercial services; availability of consistent and accessible student support; building national and regional links with other SUs and sharing best practice.</li> <li>Specific VP Education priorities include addressing the impact of the cost-of-living crisis on international students; understanding hidden course costs; improving accessibility, including championing the Disabled Students Code of Practice, ensuring co-creation is happening and that disabled voices are being heard; enhancing communication and earlier release of timetables; improving communication between the SU and departments and SSLCs; improving exam timetable release so to ensure student success; increasing use of lecture capture, building on the work already undertaken; improving student choice, ensuring student voice is heard when changes are being considered; restarting the decolonising curriculum work, collaborating with the Library on the work they are doing.</li> <li>Phil Smith has recently been appointed as Chief Executive Officer of the SU and is currently overseeing the SU Governance Regeneration Project, including a focussed review of SU Officer functions and how students engage with the SU.</li> <li>The Student Activities team have merged with Student Membership Services.</li> </ul> <p><b>Themes which SLEEC members raised for exploration 2023/24</b></p> <ul style="list-style-type: none"> <li>Explore further the disparity between International and Home student experience, the Student Experience team has recently made available materials to support international students experience which is also available to staff. Work is ongoing to better understand and develop work to improve international student experience.</li> <li>Discussion about how to further support students to progress from first year of study and improve their overall experience including looking at the results of the latest Student Surveys. For 2023/24 the Student Experience Division have a specific project looking at transition between year 1 and 2.</li> <li>Discussions focussed on various cost of living issues affecting students including the provision of food and warm study spaces on campus.</li> </ul>
Items for Consideration	
006	<p><b>Student Survey Results 2023 (NSS, PTES, Term 3 Survey)</b></p> <p>The Committee received and noted the reports 006a-SLEEC-051023, 006b-SLEEC-051023 and 006c-SLEEC-051023. Vicky Marsh, Quality Review and Enhancement Manager (EPQ) reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> <li>High-level analysis of the survey results for the National Student Survey (NSS), the Postgraduate Taught Experience Survey (PTES) and Student Feedback Term 3 Student Survey for the 2022-23 academic year were presented, highlighting areas of excellence, and indicating initial areas of concern.</li> <li>The change in NSS methodology for 2023 and the implications on interpreting the results were outlined.</li> <li>Discussion focused on the need to delve deeper into demographic splits; the link between assessment and feedback with belonging and if it is linked to the dip in satisfaction in assessment and feedback.</li> <li>The Student Insight Team are recruiting a student panel of around 500 students from across the University, representing various demographics, to explore the findings further and investigate the ways to contribute using interactive methods to enhance engagement.</li> <li>Free text comments will be analysed to identify any further themes or informative areas.</li> </ul>

	<ul style="list-style-type: none"> <li>In-depth analysis of the results will be brought to the Committee in November so that areas of development and enhancement can be identified, and support planned.</li> </ul> <p><b>ACTION:</b> The Committee requested in-depth analysis of the survey data to be presented at the next committee meeting in November 2023.</p>
007	<p><b>Students' Union Strategy and Engagement Plans 2023-24</b></p> <p>The Committee received and noted the reports 007a-SLEEC-051023 and 007b-SLEEC-051023. Holly Roffe and Yaz Yeahia, Student Voice Manager, SU reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> <li>The SU are leading on targeted communication with departments scoring below a certain threshold in the NSS SU question to improve engagement and build stronger connections with key department contacts, including DSEPs, SSLC course representatives and academic convenors to increase visibility of and engagement with the SU.</li> <li>Looking to build on the positive collaboration practices between the SU and University, such as those forged when working on the Teaching Excellence Framework (TEF) submissions, approach to the cost-of-living crisis and the Disabled Students Code of Practice.</li> <li>Discussion focused on the SU sharing good practice across departments and the benefits to retaining student representative's engagement and connection after initial training had taken place.</li> <li>Ongoing work on understating the scale of the hidden course costs issue. Suggested that it should be added as an item on SSLC agendas, but that terminology was key as 'course costs' is different from 'hidden course costs'.</li> </ul>
008	<p><b>PGT Strategy Development Update</b></p> <p>The Committee received and noted the report 008-SLEEC-051023). Lee Griffin and Vaishnavi Ravi reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> <li>Timescales for progress in implementing the PGT strategy has been impacted by the Artificial Intelligence and Academic Integrity project, but delivering on the strategy is still on track.</li> <li>Improvement and enhancement of activities are based around three main areas, 'Application' (including expectations management, funding issues and complexities); 'Enrolment' (including a diffuse recruitment schedule); and 'Attendance' (including expectations management and feedback).</li> <li>These areas have been scoped and discussions taken place with relevant key stakeholders to further socialise the strategy.</li> <li>Key priorities for PGT and PGR students include addressing student isolation by holding tailored events during holiday periods and other quieter periods during the academic year, addressing cost-of-living issues, and providing networking opportunities including PGT Fair to be held in November.</li> </ul>
009	<p><b>Students' Union Governance Regeneration Project</b></p> <p>The Committee received a verbal update from Phil Smith, Chief Executive Officer of the SU and the key points and discussions were as follows:</p> <ul style="list-style-type: none"> <li>Significant progress has been made against the recommendations from the Students' Union Governance Regeneration Project, with 32 out of the 35 actions underway.</li> <li>A focussed review of SU Officer functions is currently taking place to ensure the optimum complement of full-time and part-time officers to be accessible to the wider student body.</li> <li>The Committee will be kept updated on progress throughout the academic year.</li> </ul>
<b>Other</b>	
	<p><b>Any other business</b></p> <p><b>1) Information on Cost of Living</b></p> <p>The Co-Chairs and KJ shared the following information and circulated links to the committee on the Campus Warm Hubs including 'The Eating Place':</p> <p><a href="https://warwick.ac.uk/students/safety-and-support/costofliving/support-on-campus/warm-hubs">https://warwick.ac.uk/students/safety-and-support/costofliving/support-on-campus/warm-hubs</a>.</p> <p>Cost of living pages for students: <a href="https://warwick.ac.uk/students/safety-and-support/costofliving/">https://warwick.ac.uk/students/safety-and-support/costofliving/</a></p>

	<p><b>2) Academic Integrity and Artificial Intelligence (AI) sessions</b></p> <p>LG noted there would be sessions held across the University during Week 8 to mark International Day of Action for Academic Integrity on 18 October. Topics available include navigating AI within teaching, and frameworks for the ethical use of AI.</p> <p><b>3) Global Opportunities Showcase</b></p> <p>RWS invited members to attend a Global Opportunities Showcase taking place on 15 November 2023. The event will be held in-person and online and will showcase URSS and other activities.</p>
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DECISIONS AND ACTIONS			
ITEM	DECISION/ACTION	LEAD AND DUE DATE	STATUS
<b>2023/24</b>			
004 - Positive Digital Practice Project  [Matters arising from meeting held on 25 May 2023]	<b>ACTION:</b> The Committee requested that we revisit work on mature students once the new posts in the Student Experience Division are in place and further insight work has been undertaken.	Rebecca Freeman, Dean of Students  2024 onwards	Ongoing
006 - Student Survey Results 2023 (NSS, PTES, Term 3 Survey)	<b>ACTION:</b> Committee requested in-depth analysis of the survey data to be presented at the November meeting so that areas of development and enhancement can be identified, and support planned.	Vicky Marsh, Quality Review and Enhancement Manager (EPQ)  November 2023	Ongoing