

UNIVERSITY OF WARWICK
STUDENT LEARNING EXPERIENCE AND ENGAGEMENT COMMITTEE
OPEN MINUTES OF THE MEETING HELD ON THURSDAY 8 FEBRUARY 2024
CMR 1.0, UNIVERSITY HOUSE / MS TEAMS

Present	Professor Rebecca Freeman (RF)	Deputy Pro-Vice-Chancellor (Education) (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
	Adele Browne (AB)	Director of Student Experience
	Professor Lorenzo Frigerio (LF)	Pro-Vice-Chancellor (Education)
	Dr Gemma Gray (GG)	Student Engagement Coordinator (Faculty of SEM)
	Lee Griffin (LG)	Academic Director (PGT)
	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 Heather Meyer (HM)	Academic Representative of IATL
	Dr Jennie Mills (JM)	Head of Academic Development (ADC)
	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
	Dr Margaux Whiskin (MW)	Student Engagement Coordinator for the Faculty of Arts
	Roberta Wooldridge Smith (RWS)	Director of Student Opportunity
Dr Jianhua Yang (JY)	Student Engagement Coordinator (Faculty of SEM)	
Attending	Paul Blagburn (PB)	Assistant Director, Outreach (Item 031)
	Lauren Botham (LB)	Secretary
	Megan Caulfield (MC)	Senior Projects Officer, Dean of Students Office (Item 031)
	Dr Sam Hardy (SH)	Director of Flexible and Online Learning (Item 029)
	Helen Hotten (HH)	Assistant Secretary
	Jess O'Brien (JOB)	Market Research Manager, Communications (Item 029)
	Will Thomas (WT)	Head of Student Community Experience, Student Experience (Item 033)
	Jackie Whitehouse (JW)	Head of Work-based and Professional Learning (Item 029)
Ref	Item	
024	<p>Apologies for absence</p> <p>Apologies were received from Professor Jo Angouri (Academic Director (Education and Internationalisation)), Professor Andrew Clark (Deputy Pro-Vice-Chancellor (Education and Policy)), Parth Gupta (Student Representative of the Faculty of SEM), Dr Cathy Hampton (Academic Representative of the Faculty of Arts), Otto Oldridge (Student representative of the Faculty of Social Sciences)) and Dae Pomoroy (Student Representative of the Faculty of Arts).</p> <p>Membership Changes</p> <ul style="list-style-type: none"> Dr Jessica Humphreys, Acting Director of WIHEA will replace Dr Rebecca Limb (Academic Fellow of the WIHEA) who has left the University from the next meeting in May. 	
025	<p>Declarations of interest</p> <p>No declarations were raised.</p>	
026	<p>Minutes of meeting held on 16 November 2023</p> <p>The minutes of the meeting held on 16 November 2023 (026-SLEEC-080224) were approved with a few minor amendments.</p>	
027	<p>Matters arising from meeting held on 16 November 2023</p>	

	<p>Student Cost of Living Working Group</p> <p>Adele Browne provided a brief update on the work of the Working Group as follows:</p> <p>An interim update will go to UEB in February asking for UEB to discuss and endorse the five workstreams focusing on distinct aspects of the student experience; hardship funding, transport, food on campus (partly picked up by the Eatwise campaign), sports and socialising (more free access to sports and activities) and part time work (working with Unitemps to understand where students are working and what type of jobs they are doing, where are the opportunities to do more).</p>
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Co-Chairs' Update	
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028	<p>Chair's Business and Actions</p> <p>The Committee received and noted verbal updates from the Co-Chairs:</p> <p>(a) General updates</p> <ul style="list-style-type: none"> • Professor Beccy Freeman noted a number of Access and Participation Plan (APP) workshops have recently taken place for University staff and students. • The Education and Student Experience Strategy consultations commence from the end of February, with the Ahead Together: Co-Creating our 2030 Education and Student Experience Strategy conference on Thursday 29 February. <p>(b) Students' Union updates</p> <p>Holly Roffe provided updates as follows:</p> <ul style="list-style-type: none"> • Regular meetings are being held on the Disability Code of Practice, with students working as co-collaborators with staff to deliver training sessions. • A revised Academic representatives' structure is being deployed which will remove departmental representatives and enhance the roles of SSLC Chairs. Going forward, the SSLC Chairs' network will share best practice amongst departments. • HR produces the Academic Representatives' Newsletter on a fortnightly basis which has been well received and has improved the visibility of the SU. • HR is leading on the Access and Participation Plan (APP) student submission.
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Items for Consideration	
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029	<p><u>Degree Apprentice Insight</u></p> <p>The Committee noted and discussed the verbal report on Degree Apprentice insight from Sam Hardy, Director of Flexible and Online Learning, Jess O'Brien, Market Research Manager, Communications, and Jackie Whitehouse, Head of Work-based and Professional Learning. The key points and discussions were as follows:</p> <ul style="list-style-type: none"> • Two projects are commencing to understand the views of apprentices and employers. The opinions of ~200 apprentices will be sought across courses, aiming to understand their expectations, feelings and perceived benefits of a Warwick education. Employers will be engaged to understand if and how ambitions align, whilst creating networking opportunities for those involved in the activity. • Ofsted are likely to undertake a visit by summer 2024 and will expect to see proactivity in gathering opinion and acting on issues raised, making this activity critical. Ofsted will conduct their own survey during the visit and their expectation will be that a high response rate is achieved. • It was acknowledged that the cost-of-living crisis can impact apprentices and therefore hardship funding should be available to all, regardless of employment status were also areas discussed. • It was commented that Degree apprentice engagement with SSLCs is low, though it can vary between course and cohort. Strategies to increase apprentice engagement outside of their direct studies could include the creation of an apprenticeship society, which would need to be established by apprentices. The SU reported plans to engage with apprentices, which included offering evening activities.
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030	<p><u>Student Experience Management Group</u></p> <p>The Committee noted and discussed the update on the Student Experience Management Group (SEMG) which will report into SLEEC. Adele Browne reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> • The Group will look to support different strategies covering the whole breadth of the non-academic student experience including influencing organisational structures and sharing knowledge and best practice, leading to enhancements to the student experience. • The membership of the Group was confirmed to be wide reaching but will flex to the issue being addressed and will include representation from the SU. • The Group has an important relationship with SLEEC, noting that the academic and non-academic experience of students is intrinsically linked and there will therefore be a need for the Committee and Group to combine forces where required. • Termly away days will be held in partnership with students to enable focused activity on projects related to student experience.
031	<p><u>Access and Participation Plan</u></p> <p>The Committee noted and discussed reports (031a-SLEEC-080224) on the Access and Participation Plan (APP) and (031b-SLEEC-080224) detailing links to Inclusive Education work. Paul Blagburn, Head of Widening Participation and Megan Caulfield, Senior Projects Officer, Dean of Students Office reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> • A revised Access and Participation Plan is due to be submitted in May 2024. • PB highlighted the importance of analysing the progress against the 2020 Plan; building on the strong base provided by the 2020 Plan; acknowledging the diverse student base; and plans for analysing the effectiveness of the 2024 Plan. • A number of Access and Participation Plan (APP) workshops have been held for University staff and students enabling reflection on progress and facilitating discussions on emerging themes and potential risks. Key issues include the cost and affordability of higher education and review of the Warwick Bursary scheme. • Ongoing work on the APP has identified a number of student groups with various protected characteristics requiring stronger connections and enhanced support, for example access issues for mature students, students with a mental health condition being able to continue their studies, and completion issues for students with social or communication impairment. • The Inclusive Education update highlighted that the University has developed the Inclusive Education approach to ensure that all students benefit from a diverse and student-centred education and experience. • MC confirmed that departments have completed their action plans and funding has been awarded to support numerous projects in departments, faculties, and professional services teams to enable service provision to be more inclusive of a diverse student body. • The Inclusive Education website is a useful resource highlighting how departments and services are supporting inclusive education across the University and provides information about tools and guidance on how to access funding for inclusion projects. • The importance of different student characteristics being represented in the staff population was discussed, along with how personal support is defined in the OfS Equality of Opportunity Risk Register (EORR) and how the requirements of different student groups impacts definitions. • The need to introduce a framework to evaluate and measure the success of the APP was highlighted, with examples including building a sense of community and belonging on campus; approaches that the University takes to proactively and collectively provides support to students and ensures that students are aware of the support, expanding communications to ensure all students are aware of opportunities. • The Student Belonging Good Practice Guide released by Researching, Advancing & Inspiring Student Engagement (RAISE) was highlighted as a useful resource – link: https://www.raise-network.com/post/out-now-student-belonging-good-practice-guide

032	<p><u>Progress against PGT priorities for 23/24</u></p> <p>The Committee noted the verbal update on progress against PGT priorities for 2023/24 from Lee Griffin, Academic Director (PGT) and Vaishnavi Ravi, Students' Union Vice President for Postgraduates, with key points and discussion as follows:</p> <ul style="list-style-type: none"> • Areas of recent focus within the PGT Strategy include unifying scholarships to support to navigate the options and considering enhancements and changes to providing support for PGT students within smaller departments. • It was noted that the PGT Strategy will be influenced by the development of the new Education and Student Experience Strategy. • Events planning by the SU is underway to support the PG community over break periods such as Easter where most of the student body leaves campus.
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033	<p><u>Welcome Week 2023</u></p> <p>The Committee noted and discussed the report (033-SLEEC-080224) on Welcome Week 2023. Will Thomas, Head of Student Community Experience, Student Experience reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> • WT informed the Committee of the success of the latest Welcome Week, the process for which has now moved into a continuous improvement delivery model, noting the improvements to pre-arrival communications and the increase in student satisfaction with the offering, especially amongst international students. • A less favourable response was received for the Welcome Magazine. The team is currently in the process of obtaining student feedback to better understand requirements for future editions. PG engagement was also identified as a possible area for improvement, along with addressing the issue of PGR students reporting that they do not understand the University values. • Insights from the Welcome Survey were presented alongside areas of focus for the next round, including improving communications of University support services; providing clarity on the learning expectations and a change in academic department requirements for 'Day 1' of term designed to connect students to their department earlier on in the term. • WT noted the plan to introduce a 'buddy scheme' to enhance a sense of community for students which will be piloted in Spring 2025 and if successful will be rolled out for Welcome Week 2025/26. • The issue of courses that have historically been out of scope due to the different term start dates was raised. WT will take this forward with relevant colleagues to investigate what could be implemented to align Welcome Week experiences for these students.
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DECISIONS AND ACTIONS

ITEM	DECISION/ACTION	LEAD AND DUE DATE	STATUS
2023/24			
004 - Positive Digital Practice Project [Matters arising from meeting held on 25 May 2023]	ACTION: 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)	ACTION: 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	Completed

020 - Student Survey Results 2023 (NSS, PTES, Term 3 Survey)	ACTION: The Committee requested consideration of how best to support improving the student experience for apprentices.	Rebecca Freeman February 2024 deadline (update on plan)	Completed
Student Cost of Living Working Group [AOB from meeting held on 16 November]	ACTION: The Committee requested that it is kept updated of developments of the Student Cost of Living Working Group.	Adele Browne	Completed