

UNIVERSITY OF WARWICK
Student Success Subcommittee
PUBLIC

10:30-12:30, 20 November 2025, CMR.1

Present	Beccy Freeman	Deputy Pro-Vice-Chancellor (Education) (Chair)
	Louis Gosling	Vice-President (Sports), Students' Union (Co-Chair)
	Paul Blagburn	Head of Widening Participation
	Adele Browne	Director of Student Experience
	Megan Caulfield	Programme Manager (Inclusive Education)
	Ollie Chapman	Vice-President (Welfare & Campaigns), Students' Union (Items 15 – 20)
	Gary Fowmes	A Departmental Director of Education from the Faculty of Science, Engineering & Medicine
	Maria Gavris	Academic staff member with research expertise pertinent to the Subcommittee's remit
	Samantha Grierson	Quality Reviews and Enhancement Manager
	Lee Griffin	Academic Director (Postgraduate Taught)
	Karen Jackson	Research and Academic Support Manager (University Librarian nominee)
	Jag Jutley Nielson	Academic staff member with research expertise pertinent to the Subcommittee's remit
	Nicola Knowles	Director of Student Experience from the Faculty of Science, Engineering & Medicine
	Bo Kolestyn	Deputy Chair (Education), Faculty of Social Sciences nominee
	Georgia Kremmyda	Deputy Pro-Vice Chancellor (Learning and Teaching)
	Jo Kukuczka	ESD representative (co-opted member)
	Shergill Kulbir	Director of Social Inclusion
	David Lees	Dean of Students
	Rhiannon Martyn	Senior Assistant Registrar (Doctoral College)
	Louise Marjoram	Director of Membership Services, Warwick Students' Union
	Raymond Matata	PGT rep
	Jess O'Brien	Market Research Manager (Staff and Student Experience), Marketing, Communications & Insight
	Simon Peplow	Deputy Chair (Education), Faculty of Arts nominee
	Michael Pounds	Deputy Chair (Education), Faculty of Science, Engineering & Medicine
	Emily Roisin- Reed	Academic staff member with research expertise pertinent to the Subcommittee's remit
	Andy Smith	
	Adam Skrzymowski	Vice-President (Societies), Students' Union
	Roberta Wooldridge Smith	Director of Student Opportunity
	Sara Wysocka	Student Engagement Officer (Assistant Secretary)
Attending	Rachel Craven	Conduct & Resolution Liaison Manager (Items 015-23)
	Michelle Watson	Student User Experience Officer (Shadowing)
Ref	Item	
015	Apologies for absence	

	Andrew Clark, Will Curtis, Sarah Dahl, Ethan Dommett, Justin Greaves, Mark Hyndman, David Lees, Sanchia Rodrigues, Kulbir Shergill, Sarah Wood
016	Declarations of Interest No new declarations were made.
017	Minutes of last meeting on 15 May 2025 DECISION: The minutes of the meeting held on 15 May 2025 (SSS15052025, public) were approved .
018	Matters arising from last meeting on 15 May 2025 There were no matters arising from the meeting that were not covered on the agenda.
Chair's Update	
019	Chair's Business New Members have now been recruited ESEC approved the ToR and Membership structure EPD meetings have begun – outcomes of those will be coming in the future (Feb) Unitu Update The connection between departments, course reps, and the Unitu platform is fragmented. The platform relies on course reps but SU communications with academic staff about the course rep role and training haven't been clear. This is impacting the effectiveness of the platform getting going. Adam Skrzymowski reported that some course rep inactivity had been due to IT-related problems which were now resolved. ACTIONS 1. The Students' Union (SU) to provide training to course reps on actively engaging with Unitu to improve student participation and issue escalation. This training should include guidance on where students can report technical issues and seek platform support. 2. SU to provide specific contact on who will act as the liaison between the university and student reps for all Unitu-related matters following the previous liaison recently leaving the SU.
Strategic Items	
020	SU Priorities The SSS received and discussed SU priorities 020-SSS20112025 Main Priorities Identified 1. Expanding Support Beyond the SU Building: Initial steps taken with Gibbet Hill as a starting point. 2. Improving Visibility of SU Services: Focus on ensuring students are aware of available support and resources. 3. Proactive Campaigning and Communications for Vulnerable and Marginalised Students: Commitment to targeted outreach and advocacy. 4. Equipping, Enabling, and Empowering Students for Success at University and Beyond: Emphasis on skills development and holistic support. 5. Investing in Partnerships: Strengthening collaboration with ESEC, Council, WIHEA, WGA (formerly WFS), and other key stakeholders. The subcommittee discussed the priorities and how they complement the University's ongoing projects. Staff and Student Officers will work collaboratively to progress these initiatives through partnership and co-creation. Action

	SU officers to liaise with WGA and WBS on ways that the SU can acknowledge and bridge language barriers – noting work that has been done in those areas.
021	Students experience assurance report The SSS received and discussed the Students experience assurance report 021-SSS20112025 Current initiatives at Warwick were shared and noted to align with the newly published Office for Students (OfS) strategy ‘‘I’ Statements’, covering areas of student success and experience. The Subcommittee noted the importance of the range of work presented and the positive approach to considering and using evidence to inform provision designed to meet the breadth of student needs on campus. Communication and Engagement Concerns raised regarding resource and workload implications for academic staff when implementing projects, particularly noting that implementation often falls to Directors of Student Experience or equivalent in departments. Suggestion to collaborate with WIHEA for support on digital literacy and to promote initiatives to students through digital campaigns. Conduct & Resolution Updates Team ahas led work with central and academic departments on compassionate communication; a student working group has worked with the Student Experience Division to develop the guidance which can then be adapted by departments in their processes. There was a discussion about the messaging to depts about whether guidance was a template or suggestion. Evaluation and Wellbeing Strategy Development of evaluation methods for student experience is an ongoing process and a combination of evaluation of events and experience, along with wider measures in the Warwick Feedback Survey A new Wellbeing Strategy will be presented to SSS at the next meeting.
Substantive Items	
022	Student Feedback Survey and Welcome Week Survey SSS received the Update on Student Feedback Survey and Welcome Week Survey 022-SSS20112025. First iteration of the newly branded Warwick Student Survey (formerly Student Feedback Survey) and Warwick Welcome Survey launched. There is no drop in satisfaction but a drop in engagement in the survey.. Emphasis on the need for staff to communicate clearly with students about how their feedback is received and acted upon by staff. Student Insight Group will review engagement concerns in detail with key stakeholders and continue to evolve their approach. Subcommittee members are encouraged to provide feedback on whether their students are engaging in evaluation in their own departments and any action taken to mitigate.
023	Update from Report and Support SSS received the Update from Report and Support 023-SSS20112025. 23% rise in disclosures (735 cases) from staff and students via Report + Support, outside of formal complaints.

	Many reports include combined selections of Harassment, Bullying, and Discrimination and training is being introduced to help distinguish between these categories. External providers are being liaised with to come in and do work on religion motivated harassment specifically islamophobia and antisemitism. Subcommittee members were encouraged to raise any questions or meet for further discussion with the report+support team outside of the meeting.
024	Inclusive Education Update SSS received the Update from Inclusive Education 024-SSS20112025. Overview of Inclusive Education work at Warwick was provided with examples of departmental IE action plans with refreshed templates focusing on evaluation and impact. High-level update on faculty themes from IE action plans, including examples of good practice. Latest internal data shows awarding gaps are narrowing overall across the board – recognising that there is considerable work and momentum still required to change and embed inclusive practice. Next Steps: • Share analysis of departmental awarding trends with Faculty Chairs and Faculty Education Chairs. • Embedding of more inclusive communication and practice around assessment and feedback continues in collaboration with the new DPVC (Teaching and Learning). • 3-years since the inclusive education model was introduced the Inclusive Education team are working with relevant teams to update the action plan for structural work to strengthen inclusivity initiatives.
Items below this line were for receipt and/or approval, without discussion	
025	025-SSS201125 Progress Update Report on Unitu Project
026	026-SSS201125 Students' Union and University Liaison Group – Meeting Report
027	027-SSS201125 Widening Access Advisory Board update report
028	028-SSS201125 Overview of Student Insight Group activities 2024/25
029	029-SSS201125 Student Success Subcommittee Membership
Other	
030	Any other business The SU Warwick Sports Impact Report was published last week and received strong student engagement. The report will be shared with members after the meeting, and members are encouraged to circulate it to colleagues across departments. The University has achieved significant recognition by winning an award from UKCISA, securing four successful nominations and being named Institution of the Year.
Next meeting: Thursday 26th February, 14:00-16:00, TBC	

DECISIONS AND ACTIONS			
ITEM	DECISION/ACTION	LEAD AND DUE DATE	STATUS
2025-2026			

Minutes of Previous Meeting	DECISION: The Student Success Subcommittee approved the minutes of the meeting held on 02 11 2025 (017-SSS201125, Public).
Chair's Update	Actions 1. The Students' Union (SU) to provide training to course reps on actively engaging with Unitu to improve student participation and issue escalation. This training should include guidance on where students can report technical issues and seek platform support. 2. SU to provide specific contact on who will act as the liaison between the University and student reps for all Unitu-related matters.
SU Priorities	Action SU officers to liaise with WGA and WBS on ways that the SU can acknowledge and bridge language barriers – noting work in those areas.
Student Success Subcommittee 2025/26 Membership	DECISION: The subcommittee has recommended the latest version of the Student Success Subcommittee membership for the approval to the Education and Student Experience Committee.