

**UNIVERSITY OF WARWICK**  
**STUDENT LEARNING EXPERIENCE AND ENGAGEMENT COMMITTEE**  
**OPEN MINUTES OF THE MEETING HELD ON THURSDAY 16 NOVEMBER 2023**  
**CMR 1.0, UNIVERSITY HOUSE / MS TEAMS**

<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 Rob Batterbee (RB)	Academic Fellow of the WIHEA
	Adele Browne (AB)	Director of Student Experience
	Professor Andrew Clark (AC)	Deputy Pro-Vice-Chancellor (Education and Policy)
	Professor Lorenzo Frigerio (LF)	Pro-Vice-Chancellor (Education)
	Dr Gemma Gray (GG)	Student Engagement Coordinator (Faculty of SEM)
	Lee Griffin (LG)	Academic Director (PGT)
	Edward Hart (EH)	Student representative (Faculty of Arts)
	Dr Cathy Hampton (CH)	Academic Representative of the Faculty of Arts
	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)
	Otto Oldridge (OO)	Student representative (Faculty of Social Sciences)
	Dr Tom Ritchie (TR)	Academic Representative of the Faculty of SEM
	<b>Attending</b>	Matt Street (MS)
Vaishnavi Ravi (VR)		Students' Union Vice President for Postgraduates
Roberta Wooldridge Smith (RWS)		Director of Student Opportunity
Katie Berlin (KB)		Project Officer, Dean of Students Office (Item 022)
	Lauren Botham (LB)	Secretary
	Helen Hotten (HH)	Assistant Secretary
	Vicky Marsh (VM)	Quality Review and Enhancement Manager (EPQ) (Items 020/21)
<b>Ref</b>	<b>Item</b>	
015	<p><b>Apologies for absence</b></p> <p>Apologies were received from Professor Jo Angouri (Academic Director (Education and Internationalisation)), Dr David Bather Woods (Academic Representative of (Faculty of Social Sciences)), Thomas Hart (Student representative (Faculty of SEM)), Dr Will Haywood (Student Engagement Coordinator (Faculty of Social Sciences)), Dr Rebecca Limb (Academic Fellow of the WIHEA), Grace Nolan (Representative of MC&amp;I), Dr Margaux Whiskin (Student Engagement Coordinator for the Faculty of Arts) and Jianhua Yang (Student Engagement Coordinator (Faculty of SEM)).</p> <p><b>Welcome and Membership Changes</b></p> <ul style="list-style-type: none"> <li>• <b>Parth Gupta</b> has replaced Thomas Hart as the Student Representative of the Faculty of SEM</li> <li>• <b>Otto Oldridge</b> has replaced Caleb Heather as the Student Representative of the Faculty of Social Sciences</li> <li>• <b>Dae Pomoroy</b> has replaced Eddie Hart as the Student Representative of the Faculty of Arts</li> <li>• <b>Dr Margaux Whiskin</b> has formally joined as the Student Engagement Coordinator for the Faculty of Arts</li> </ul> <p>The Co-Chair Professor Beccy Freeman thanked Grace Nolan who will soon be leaving the University for their hard work on Student Communications and being a supportive member of the Committee.</p>	
016	<p><b>Declarations of interest</b></p> <p>No declarations were raised.</p>	
017	<p><b>Minutes of meeting held on 5 October 2023</b></p> <p>The minutes of the meeting held on 5 October 2023 (017-SLEEC-161123) were <b>approved</b> with a few minor amendments.</p>	

018	<p><b>Matters arising from meeting held on 5 October 2023</b></p> <p><b>(a) In-depth student survey analysis</b></p> <ul style="list-style-type: none"> <li>• Vicky Marsh, Quality Review and Enhancement Manager (EPQ) was requested to present an in-depth analysis of the Student Survey 2023 (NSS, PTES, Term 3 Survey) data to the November meeting to identify areas of development and enhancement, and request support required by the Committee.</li> <li>• Analysis will be presented to the Committee under item 020.</li> </ul>
<b>Co-Chairs' Update</b>	
019	<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>• Professor Beccy Freeman will be confirmed as Co-Chair of the Committee in the new year following her appointment as Deputy Pro-Vice-Chancellor (Education).</li> <li>• RF noted feedback received from a committee member regarding the possibility of the Committee supporting work on resit timings due to the impact on students going on study abroad placements, compressed timings for students seeking to transfer to other degrees and wider accommodation issues. It was confirmed that this would be taken under the consideration of the Co-Chairs as part of wider conversations with the Education Strategy Team about timetabling and assessment timings.</li> </ul> <p><b>(b) Students' Union updates</b></p> <p>Holly Roffe provided updates as follows:</p> <ul style="list-style-type: none"> <li>• New academic representatives have been elected and have received training including the new Faculty representatives.</li> <li>• HR attended the Directors of Student Experience and Progression (DSEPs) Away Day, where feedback was given about a variety of Students' Union (SU) and Academic Representative related issues.</li> <li>• Decolonisation advocates have been hired by the SU and hope to link in with work being undertaken across the University, such as in the Library and the Warwick International Higher Education Academy (WIHEA).</li> <li>• HR and a small group of students will be working with Dr Jagjeet Jutley-Neilson and Dr Gemma Gray to deliver training on the Disability Code of Practice to departments.</li> <li>• A funding bid has recently been submitted to the Institute for Advanced Teaching and Learning (IATL) to conduct research focused on improving student engagement and experience of students based at satellite campuses, including the Warwick Medical School and Westwood.</li> </ul>
<b>Items for Consideration</b>	
020	<p><b>Student Survey Results 2023 Data Analysis (NSS, PTES, Term 3 Survey) (Followed item 021 Outcomes of the ITLR)</b></p> <p>The Committee noted and discussed the Student Survey Results 2023 analysis. 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>• A comprehensive analysis of student survey results was presented, pulling together results from the NSS, PTES, Term 3 Survey and SSLC reports.</li> <li>• Degree apprenticeships was identified as a key area for development based on feedback received across departments. Work on improving the apprentice experience should be prioritised as a group of students experiencing reporting lower-than-expected satisfaction with their programme. Current NSS metrics will inform our next Teaching Excellence Framework and Students Outcomes (TEF) submission.</li> <li>• Further exploration and articulation of resource and targets was identified as being required for future internal response rates; experience of assessment and feedback; student connection to departments; improving understanding of mental health and wellbeing; postgraduate student voice; and a strategy for understanding apprenticeship experience.</li> </ul>

	<ul style="list-style-type: none"> <li>• Discussion focussed on the usefulness of primarily using Russell Group Universities as comparators as doing so may result in overlooking practices from other institutions that could improve the student experience at Warwick.</li> <li>• Looking at how assessment and feedback mechanisms could be improved to ensure students understand what is expected of them and optimise the benefits of engaging with feedback.</li> <li>• It was commented that there is research that indicates clearly that student understanding of assessment tasks, criteria, standards directly relates to their perception of quality of feedback. Therefore, the two lowest scoring questions are clearly connected. Perception of utility/quality is not the same as objective 'quality' of feedback, so a sense that feedback should be 'improved' might be red herring. This might also explain the distinction between Undergraduate and Postgraduate students.</li> <li>• It was noted that part-time, disabled and apprenticeship student results indicate these groups are the least positive about student voice and community.</li> <li>• The Student Insight Team have recruited a student panel of ~500 students from across the University, representing various demographics. This panel have begun to explore the findings further and investigate the ways to contribute using interactive methods to enhance engagement.</li> </ul> <p><b>ACTION:</b> The Committee requested consideration of how best to support improving the student experience for apprentices.</p>
021	<p><b>Outcomes of the ITLR (Followed item 019 Chair’s Business)</b></p> <p>The Committee noted and discussed the report (021-SLEEC-161123). 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>• A report on the analysis conducted to date was presented, covering the strengths, opportunities and risks that have been identified, noting that further thematic analysis is underway.</li> <li>• The scale and nature of this activity means that tangible changes are unlikely to be seen during this academic year but work to address the risks has already commenced.</li> <li>• Discussion focussed on the identified risks being intrinsically linked to system and data development and therefore progress would be hindered without resource and focus attached to these areas.</li> <li>• The Committee noted the need for clarity on how outcomes of the ITLR and recommendations of good practice could best be shared across departments and faculties.</li> </ul>
022	<p><b>Inclusive Education – Developments and Action Plan Updates (Followed item 020 Student Survey Results 2023 Data Analysis)</b></p> <p>The Committee received and noted the report (022-SLEEC-161123) detailing the headline findings from the submitted departmental Inclusive Education action plans and developments. Katie Berlin, Project Officer, Dean of Students Office reported on the key points and discussions were as follows:</p> <ul style="list-style-type: none"> <li>• From the 28 departments that submitted an action plan a year ago, 26 departments have now submitted an updated version.</li> <li>• Analysis is ongoing, but the most common themes being progressed across departments are identified as staff development/training; student support – academic; producing resources; holding events/network meetings; conducting research/students as researchers.</li> <li>• Discussion focussed on how best practice and approaches to Inclusive Education work is shared between departments and across faculties.</li> <li>• Ongoing work on the Access and Participation Plan will enable and assist development and embedding of approaches to Inclusive Education work.</li> <li>• Development of the website was noted as an enabler to sharing of best practice by introducing a repository that can be accessed by all and providing a space where departmental case studies can be published.</li> <li>• Completed analysis of the action plans, and further updates which are being led on by the Dean of Student’s Office, will be available to present to the May 2024 meeting of the Committee.</li> </ul>
<b>Other</b>	

	<p><b>Any other business</b></p> <p><b>Student Cost of Living Working Group</b></p> <ul style="list-style-type: none"> <li>Adele Browne gave a verbal update on work to address the student cost of living crisis. The working group tasked by Council to take this work forward has been split into five workstreams to focus on distinct aspects of the student experience. The streams are hardship funding; food on campus; socialising and sports; transport; and part-time work.</li> <li>Work is in collaboration with the Students' Union, with a shared aim of ensuring long-term greater value for students.</li> </ul> <p><b>ACTION:</b> The Committee requested that it is kept updated of developments of the Student Cost of Living Working Group.</p>
--	--

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