



**EDUCATION & STUDENT COMMITTEE
MEETING 8 - TUESDAY 22 SEPTEMBER 2015 - UNCONFIRMED MINUTES**

Name of Member	Meeting 3	Meeting 4	Meeting 5	Meeting 6	Meeting 7	Meeting 8
Professor David Bolton (Chair)	√	√	√	√	√	√
Yusuf Ahmad (VP Academic 2015/16)	---	---	---	---	---	A
Rima Amin (SU President 2014/15)	A	√	A	√	√	---
Professor Susan Blake	√	√	√	√	√	√
Issy Cooke (VP Academic 2014/15/ SU President 2015/16)	√	√	√	√	√	√
Alison Coutts	---	---	---	---	√	√
Clare de Than	---	---	---	√	√	A
Maria Dingle	√	√	A	A	√	√
Professor Nigel Duncan	√	√	A	A	√	A
Dr Cristina Gacek	√	√	A	√	√	√
Kevin Gibbons	A					
Christine Giroux	√	A	√	A	√	√
Professor Ken Grattan	√	√	√	A	A	√
Dr Richard Goodey	---	---	---	---	√	√
Professor Steve Haberman #	√	A	√	A	A	A
Paul Haley	A	A	A	A		
Susannah Marsden	√	√	√	√	√	√
Tim Longden #	A	√	A	√	√	A
Professor Cliff Oswick#	A	A	A	√	A	A
Dr Pam Parker	√	A	A	√	√	√
Dr Simon Parker	√	√	√	√	√	√
Professor Susannah Quinsee	√	√	√	√	√	---
Natalia Rajapakse (VP Activities 2014/15)#	√	√	√		√	---
Professor Laurence Solkin	A	√	√	√	√	√
Professor Steve Stanton	√	A	√	√	A	---
Dean Stokes	√	√	A	√	√	√
Professor Carl Stychin#	A	A	A	A	A	A
Dr Lorenzo Trapani	A	√	√	A	√	√
Richard Verrall#	---	---	---	---	---	√
Umar Yunas-Chaudhery (VP Activities 2015/16)#	---	---	---	---	---	A

√ indicates attendance

--- indicates a period when the member is on extended leave/when the person was not a member

A indicates apologies have been provided

member attends for strategic development items

In attendance:

Helen Fitch, Assistant Registrar (Quality), Student and Academic Services (Minutes)

Alison Edridge, Assistant Director, Quality and Academic Development (Operational Business)

Chris Clements, Education & Student Strategy Co-ordinator (Strategy items)

William Jordan, University Secretary

Kristen Goodrich, Head of IT Business Relationships

Preliminary Items

1. Welcome

The Chair welcomed Richard Verrall (Chair of Career Development & Employability Sub-Committee), William Jordan (University Secretary) and Chris Clements (Education and Student Strategy Coordinator) to the meeting. The Committee welcomed Maggie Cunningham (Head of Student Experience) on her return from maternity leave.

Apologies were received from Cliff Oswick, Steve Haberman, Carl Stychin, Lisa L'Homme, Steve Stanton, Claire de Than and from the new SU members Umar Yunas Chaudhery (VP Education) and Yusuf Ahmad (VP President Activities and Development) who were running Welcome Week activities.

2. Minutes

The minutes of the meeting held on 14 May 2015 were **approved** as an accurate record of the meeting (subject to one minor amendment) and confirmed.

3. Terms of Reference and Membership

Updated Terms of Reference and Membership were **approved (Appendix 1)**. The revised Terms of Reference reflect that, now the Education and Student Strategy is approved, the Committee will oversee its implementation. The Committee's remit includes both the monitoring of quality assurance and the initialising of new activities for the University.

The Committee noted and **approved** the governance structure for Education and Student Committee hub reporting and proposals that all will become sub-committees of Education and Student Committee.

4. Matters arising

It was noted that the majority of matters arising are completed and would be removed from the schedule.

Strategic Oversight of International Activities

The International Strategy will be incorporated as a sub-strategy within the new Vision and Strategy 2016.

LEaD

Funding for project work over the last year had now ended however new opportunities were being explored with Schools enabled by the HE Academy. Further updates would be provided later in the meeting

5. Chair's Business

Student Survey Results

The Chair was pleased to highlight the improved results in the 2015 NSS and congratulated colleagues. Further discussion would be undertaken later in the meeting. He advised that Professional Services departments will be asked to present to the Committee where relevant with regard to actions being taken to raise student satisfaction, commencing with Property and Facilities.

Action: Property and Facilities to present to the Committee (February 2016)

Update on Institutional student recruitment

The University had recruited well for 2015/16 and had exceeded targets for home/EU and International students for all Schools (but recruitment was variable across programmes). Overall it had been a good year for both undergraduate and taught postgraduate recruitment and all NHS contracts had been fulfilled.

University of London update

The University would be writing to stakeholders with regard to the proposed change of name. Once the exercise had been completed, the application for the new name would go to the Privy Council for approval.

Update on Vision and Strategy 2026 development

The Director of Strategy and Planning reported that work had continued following an ExCo away day in July. ExCo would be meeting this week and would receive the emerging Vision and Strategy, which re-affirms the Education and Student Strategy. A further update would be provided to the Committee in November.

Action: Director of Strategy and Planning (November 2015)

HEFCE review of quality assessment

The University's response had been submitted to HEFCE following the work of the Senate sub-group and consultation with Senate/Council. The sector now awaits the outcome and further details of the proposed Teaching Excellence Framework (TEF). It was expected that TEF would use existing metrics for the first year of operation.

QAA Student Reviewer

Issy Cooke, SU President, was congratulated on becoming a QAA Student Reviewer.

APE Briefings for Programme Directors

Training dates had been scheduled and would be discussed later in the meeting.

6. Student & Academic Services Report

The first submission of a new Student and Academic Services standing report was received by the Committee. The report set out updates on key developments and areas of service delivery. The major items reported included the Student and Academic Services operational plans for the coming year which align to institutional priorities set by ExCo and/or Senate, including the merger with CSDO from 12 October 2015, and a project to modernise student and academic administration systems across the University (the Transformation Programme). The merger with CSDO would bring together key teams that would support priorities within the Education and Student Strategy.

The Director of Student and Academic Services advised that there are proposals to review Clearing to refine processes to enable the University would remain competitive. Following a successful Welcome Week a review would also be undertaken to identify enhancements for future years. The SU President noted that this year's Welcome Week events were well attended and feedback had been positive. Forward planning is taking place to prepare for assessment periods which coincide with religious festivals.

Members noted that a representative from Student and Academic Services will join the University of London Academic Quality Advisory Group.

An ExCo working group had been constituted to oversee the University's work to comply with the Competition and Market Authority (CMA) requirements. The Directors of Student and Academic Services and Marketing and Communications are leading work across the institution on the management of communications with students from the point of offer, including where there are changes to the programme before registration. Revised Terms and Conditions were being developed and Education and Student Committee would be asked to comment on a proposed process to be undertaken prior to students signing up.

**Action: Committee to receive an update on the progress of CMA work
(Director of S&AS November 2015)**

7. Student's Union Standing Report

The Students' Union Standing Report was received. The SU President updated the Committee on Welcome Week and highlighted activities planned for 2015/16. Student Support and Welfare will be a key focus for the forthcoming year, including the development of a student community for those students living away from the University. The SU would like to gain greater understanding of the interests of the student body and are also working to increase volunteering opportunities. The Student Voice Awards have been rebranded as the Learning Enhancement Awards. The SU are working to build a relationship with the local Council to gain their support for future events.

Strategy and Planning

8. Education and Student Strategy Governance and Priorities

Governance arrangements

The Committee **approved** the proposed governance arrangements and plans for reporting on Education and Student Strategy activities through;

- a refined hub structure which will ensure a strategic, outcome-based focus and development of future priorities/projects; and
- School Learning and Teaching Committee interaction to ensure effective consultation on and implementation of institutional priorities and programme level activity.

Updated Terms of Reference and Membership for sub-committees and groups supporting implementation of the Strategy were **approved** for:

- Learning Enhancement and Development Advisory Sub-Committee
- Access and Success Sub-Committee
- City Communities Sub-Committee
- Career Development and Employability Sub-Committee
- Graduate School Committee

It was noted that the Strategy Hubs would maintain oversight of sector activity and propose projects as appropriate. Proposals would normally be brought forward in February/March each year for implementation in the following academic year. Timings have been determined to fit with the strategy and planning cycle. The Hubs would also oversee performance indicators and links with the Education and Student Strategy. The new processes would promote a strategic approach to developments and a two-way conversation with Schools which would include feedback from past activities and plans for the next five years. It was noted that Annual Programme Evaluations now integrate consideration of activities that support the Education and Student Strategy.

It was agreed that the Head of Student Experience would meet with ADEs to discuss the preferred approach to disseminating information on the approved governance and reporting structure within each School. ADEs welcomed this approach.

Priorities

The Committee also received an updated set of priorities which include the implementation of the Personal Tutoring Policy, Employability in the Curriculum and the embedding of the updated Annual Programme Evaluation format. The Committee **approved** the proposals for these priorities for 2015/16.

9. Student Surveys 2015

The Committee received the results and action plans for Undergraduate and Taught Postgraduate surveys.

Undergraduate surveys

Committee members were pleased to note that, at 74%, the participation rate for the 2015 NSS had been City's highest ever. Whilst the NSS result for overall satisfaction (87%) had surpassed previous years, it was only just above the national average (86%) and efforts must be maintained for future years. Areas of concern had been identified in Your Voice 2 this year and these are being addressed, together with other issues identified, through the action plans. The 2016 campaign is being prepared for approval by ExCo before being submitted to Senate. The Surveys Report will also be submitted to the Programme Directors' Forum and the Deputy Vice Chancellor will meet with Programme Teams to discuss their results and the focus will be on what is working well and where improvements are needed.

Postgraduate taught survey (PTES)

The PTES results are broadly in line with comparator groups but had been lower than hoped and have decreased in all areas compared to last year except for Skills Development. School level analysis will take place and it was recommended that Boards of Studies and Learning and Teaching Committees undertake focussed discussions; Associate Deans Education supported this proposal. The Committee supported a re-launch of the PTES to increase student engagement with the survey and to raise its profile with staff and students. It is proposed that the Surveys Working Group take this forward together with work on DHLE participation.

Action: Surveys Working Group to progress work to raise participation in PTES/DHLE (February 2016)

Postgraduate research survey (PRES)

Response rates had improved and literals would be received by the next Graduate School Committee for analysis. 92% of respondents had stated they had confidence in their supervisors however other topics subject to areas of questioning required more work in future.

Education and Student Strategy Hubs

Senate had requested that the Committee considers how the Education and Student Strategy can support improvements in NSS thematic areas, Your Voice survey responses and other priorities such as student information and community. The Committee **approved** a proposal outlining how Education and Student Strategy Hubs will consider student survey results. The new Hub structure will allow sub-committees to identify links between survey elements and Strategy priorities to identify key institutional priorities.

Reports from Education and Student Strategy Hub Sub-Committees and Projects

10. Support for Success

Access and Success Steering Group

The July 2015 Minutes were received. It was noted that the access and retention data analysis report will be reviewed to tailor it to the needs of E&S Committee, Boards of Studies and Senate.

Personal Tutoring Policy

The updated Policy was received and **approved** following adjustments requested by Senate in July and the Deputy Vice Chancellor will ask Deans to disseminate the Policy within Schools. Personal Tutoring Workshops will be run for staff by LEaD to support the implementation of the process. It was agreed that feedback on implementation of the Policy will be obtained through Learning and Teaching Committees for consideration by Boards of Studies in the Spring.

LEaD to update Education and Student Committee on implementation of the Policy (April 2016)

11. Career Development and Employability

Career Development and Employability Sub-Committee

It was reported that whilst the forthcoming merger of the Careers service with Student and Academic Services represents a period of transition for both services, it would enable closer alignment of activities with the priorities identified for this Hub.

The Committee received an update on developments and the inaugural meeting. Forthcoming work will include greater benchmarking against comparators and making proposals for strategies to increase City's employability rates and identifying priorities which will be brought to Education and Student Committee.

12. Research and Practice Informed Education

Learning Enhancement & Development Advisory Sub-Committee

The June 2015 minutes were received together with a summary of current project developments. The minutes recorded that the sub-committee had raised a concern that there is a lack of support for educational projects.

Meetings for the forthcoming year would focus on the proposed Teaching Excellence Framework (December), Peer Review, Enhancing Teaching and Coaching (January) and a review of awards and the NTFS (summer 2016). Work would also be undertaken to progress the Designing Active Learning initiative (DALI), the Learning Fellows Scheme and a call for Educational Enhancement Grant applications.

Graduate School Committee

The Committee received an update on developments relating to the Education and Student Strategy and the action plan following the Senate review. Key areas include research degree completion rates, a good practice action plan (including doctoral supervision) and professional mentoring for PGR students, for instance for career support and advice. It was agreed that work to progress professional mentoring should be linked with broader career advice to PhD students which could increase student satisfaction and strengthen relationships with alumni.

13. City Communities

CitySport Working Group

The April 2015 minutes were received. Discussions have commenced relation to how the work of this short term working group will be integrated into other committees over the next few weeks.

14. In the Heart of a Global City

Activities supporting this Hub are embedded within reports from the above Sub-Committees/Groups

15. Programme Development Update

Summary reports were received to provide institutional oversight on the following areas with key points highlighted below:

Programme developments

Programme Approval dates for 2015/16 have been set and members were asked to keep the programme development team up-to-date with relevant information. A report was received outlining planned programme development activity for 2015/16 (including programmes that have completed Stage 1 of the process).

Conditions arising from Programme approval

It had been necessary to apply a condition to add an FHEQ statement to the programme specification for more than half of the programmes approved at Stage 1. The Committee were advised that engagement with LEaD had often occurred too late with advice not being taken into account in subsequent documentation. Missing sign-offs continued to be an issue, causing delay to the approval process.

Board of Studies Amendments

The report detailed the amendments to programmes including a breakdown of the number/ type of amendments received by School during the Academic Year 2014/15.

Education and Student Committee oversight is maintained via an internal record of amendments to track cumulative changes (in response to a QAA recommendation) however there is feedback that Schools are sometimes unclear about what level of change constitutes a major amendment. Improvements are being made to streamline the process for 2015/16 which should alleviate some of the issues. PARCs are being asked to ensure that a consistent approach to the tracking of cumulative change. There was some discussion regarding how Programme Committees, PARCs and other stakeholders could maintain oversight to ensure the continued coherence of programme to avoid fragmentation. A proposal for work to be undertaken to support this has been submitted for consideration within the Transformation Project

Attention was drawn to the guidance from the Competitions and Markets Authority on how consumer law applies to HE and how this may impact on the management of programme amendments.

There was concern regarding the quoracy of some PARCs and it was agreed that this should be addressed with the relevant Deans. This would be kept under review

Action: Assistant Director QUAD/Deputy Vice Chancellor to contact Deans regarding 2015/16 PARCs and update the Committee (February 2016)

16. Student Journey: 'if things go wrong' Projects

The Committee received an update on the programme of enhancement work and communication strategy for the five projects:

Student Complaints

An updated Regulation and Policy were in place for 2015/16 following Senate approval in July 2015. The Complaints guidance and forms are being updated. The communications strategy is currently under review and will be informed by the Complaints and Appeals Forum and the Operations Board.

Student Discipline

An updated Regulation and Policy were in place for 2015/16 following Senate approval in July 2015.

Interruption of Studies

A new Regulation and Policy were in place for 2015/16 following Senate approval in July 2015. Guidance Notes for Students and Staff and Forms are also in place.

Extenuating Circumstances Panel Guidance

The Extenuating Circumstances Guidance for Panels is under development alongside the next stage of the review of the Assessment Regulations, development of an online Extenuating Circumstances Form and work being undertaken on dealing with reasonable adjustments.

Fitness to Study

Work on Fitness to Study is continuing towards implementation in 2016/17.

17. Assessment Regulations Review

Following successful completion of the first stage of the review in 2014/15, the Committee **approved** a proposal to reconstitute the Assessment Regulations sub-group to take the next stage of the review forward this year. It was agreed that accreditation of prior (experiential) learning would be included in the review and the sub-group would prioritise other areas such as academic misconduct and granting of extensions.

The sector is awaiting the outcome of the HEFCE review of quality assessment, plans for the TEF and a steer on Grade Point Average (GPA), all of which may impact on the consideration of the Assessment Regulations and generate further activity.

18. External Examiners

The Committee received a summary of current External Examiner Appointments for Undergraduate and Postgraduate Taught Programmes and noted that 30 appointments/reappointments remain outstanding. Support from ADEs and Boards of Studies/Course Boards was requested to address any remaining appointments/re-appointments and the induction of new External Examiners.

The importance of both the University and the School level inductions was discussed and it was agreed that the Deputy Vice Chancellor would be notified of any issues arising from induction this year.

Members noted that sector changes around external examining were imminent pending the outcome of the HEFCE review.

19. Periodic Review

Overview of 2014/15 Periodic Review activity

An overview report was received. In response to feedback the Period Review Guidance Notes are being updated to clarify roles alongside general updates. It was reported that some Programme Teams had not held a Development Day so had missed a key planning opportunity. There was concern that PARC peer review had not occurred for all Reviews and some sets of documentation submitted to be sent to Panels had not been robust and complete.

The Committee **approved** the recommendations in the report relating to revision of the Guidance Notes, inclusion of a presentation by Programme Teams at the Periodic Review events and inclusion of the Staff-Student Liaison Committee documentation as a standard component of the pack for the Panels.

2015/16 and 2016/17 Periodic Review activity

The Planning Schedule for 2015/16 and 2016/17 was received and ADEs were asked to support the planning process by ensuring dates were set as soon as possible.

20. Annual Programme Evaluation (APE)

Two APE briefing events for Programme Directors had been run during September, each with over 25 attendees. A further session would be run in October. Forthcoming dates for the deadlines for APE submission were noted (UG and PGR 1 November 2015, PGT 1 January 2016).

21. QAA Higher Education Review of Westminster Kingsway

The positive outcome of the QAA Review in February 2015 was noted. The report is published on the QAA website.

Sector developments

22. QAA Updates

The publication of new and revised Subject Benchmark Statement in a range of disciplines were noted, together with the list of Benchmark Statements due to be reviewed by QAA during this academic year.

23. Education and Student Committee dates 2015/16

Thursday 12 November 2015

Thursday 11 February 2016

Thursday 14 April 2016

Thursday 26 May 2016

Helen Fitch, Assistant Registrar (Quality)

Helen.Fitch.1@city.ac.uk

Education & Student Committee – Terms of Reference 2015/16

The Education & Student Committee will act in an advisory capacity to the Deputy Vice-Chancellor to support him in his role overseeing the following areas:

- strategic development of education and student matters
- management of academic quality, standards and enhancement matter

This includes those aspects delegated to the Deputy Vice-Chancellor by the Vice-Chancellor and by Senate.

The Committee provides advice and guidance on activities and mechanisms that ensure that the University’s academic provision (taught and research-based award-bearing and non award-bearing) is of an appropriate quality and standard and serves to enhance academic practice.

Specific areas in which the Education & Student Committee will provide advice and support to the Deputy Vice-Chancellor include:

1. Oversight and implementation of the Education & Student Strategy and accompanying operational plan
2. Oversight and monitoring of Education & Student Strategy priorities, related projects and consideration of business cases in step change areas.
3. Consideration of reports from sub-committees and other University committees responsible for oversight of activities supporting the Education & Student Strategy:

Sub-Committee/Group	Education & Student Strategy Hub
Access and Success Sub-Committee ¹	Support for Success
Career Development and Employability Sub-Committee	Career Development and Employability
Learning Enhancement and Development Advisory Sub-Committee ²	Research and Practice Informed Education
City Communities Sub-Committee ³	City Communities
<i>To be embedded within reports from all the above Sub-Committees/Groups</i>	In the Heart of a Global City
School Learning and Teaching Committees ⁴	<i>Learning and Teaching activities supporting all Hubs</i>
Graduate School Committee ⁵	<i>Doctoral degree provision for all Hubs</i>

4. Consideration of reports from sub-groups, committees and Professional Services contributing to the broader work of Education and Student Committee, including the Learning Enhancement & Development Advisory Sub-Committee and Partnerships Sub-Committee.
5. Establishment of working groups supporting specific projects related to education and student matters.

¹ Previously **Access and Success Steering Group**

² Previously **Learning Enhancement and Development Advisory Board**

³ Previously **Student Community Working Group**

⁴ School Learning and Teaching Committees are sub-committees of Boards of Studies and do not otherwise report to Education & Student Committee

⁵ Graduate School Committee is a Senate Advisory Committee and does not otherwise report to Education & Student Committee

6. Receipt of updates from other strategic work streams that support the student experience.
7. Development and implementation of policies, strategies and practices that develop and/or enhance academic provision at the University (including those related to partnerships) and research students).
8. Development and implementation of policies, regulations and processes that assure the quality and standards of taught programmes. This includes assessment practice, performance and procedures.
9. Actions to be taken and responses to be made concerning educational quality and standards matters to external agencies, including HEFCE, QAA and the HE Academy. This includes advice on any external reviews to be undertaken.
10. Outputs from processes assuring adherence to the UK Quality Code for Higher Education including actions arising and developmental themes from:
 - Programme Approval
 - Programme monitoring and review
 - External QAA reviews
 - Partnership developments
 - Accreditation events
 - External Examiner appointments

Discussions will normally inform subsequent recommendations to Senate on matters related to the student experience, academic quality and the assurance of academic standards, including matters related to academic regulations, academic policy and academic strategy.

Education & Student Committee – Composition and Membership 2015/16

Composition		Membership	
Deputy Vice Chancellor (Chair)		Prof David Bolton	Ex-officio
Associate Deans (Education)	Arts and Social Sciences	Prof Laurence Solkin	Ex-officio
	Cass	Dr Lorenzo Trapani Dr Simon Parker	Ex-officio Ex-officio
	Health Sciences	Maria Dingle	Ex-officio
	Mathematics, Computer Science and Engineering	Cristina Gacek	Ex-officio
	Law	Prof Susan Blake	Ex-officio
<i>Academic Leads as appropriate to the work of Student & Education Committee:</i>			
Dean of the Graduate School		Prof Ken Grattan	Ex-officio
Dean of Validation		Prof Steve Stanton	Ex-officio
Academic Lead for External Examining		Claire De-Than	Ex-officio
Undergraduate Programme Director		Richard Goodey	Ex-officio
Postgraduate Programme Director		Alison Coutts	Ex-officio
Acting Director of Learning Enhancement & Development (LEaD)		Dr Pam Parker	Ex-officio
Director of Student and Academic Services		Susannah Marsden	Ex-officio
SU President*		Issy Cooke	Ex-officio
SU Vice President Education*		Umar Yunas-Chaudhery	Ex-officio
SU Vice President Activities & Development*‡		Yusuf Ahmad	Ex-officio
In attendance			
Chairs of sub-committees and groups reporting to Education & Student Committee	Access & Success Sub-Committee		Prof Carl Stychin
	CitySport Working Group ⁶		Prof Cliff Oswick
	Learning Enhancement & Development Advisory Sub-Committee		Dr Pam Parker
	Partnerships Sub-Committee		Prof Steve Stanton
	City Communities Sub-Committee		Issy Cooke
Career Development and Employability Sub-Committee		Richard Verrall	
Assistant Registrar (Quality)		Helen Fitch	
Head of Student Experience		Maggie Cunningham	
Deputy Head of Student & Academic Services		Lisa L'Homme	
Assistant Director Quality & Academic Development		Alison Edridge	
Members of Student & Academic Services		As required	
Members of Strategy & Planning Unit ‡		As required	
Members of LEaD		As required	
Academic Lead for Assessment		As required	
Members of the University Secretary & Governance team		As required	
Director of Marketing & Communications ‡		As required	
Chief Information Officer ‡		As required	
Director of Property and Facilities ‡		As required	

‡ Attending for strategic development items

* Opportunities for student representation are widened by allowing the SU President or Vice-Presidents to nominate alternates from School Representation Officers

⁶ Will continue report to E&S until its activities are embedded elsewhere