EDUCATION & STUDENT COMMITTEE
MEETING 1: 6 JUNE 2018 – UNCONFIRMED MINUTES

<table>
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<tr>
<th>Name of Member</th>
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<td>Professor David Bolton (Chair)</td>
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<td>Olesea Matcovschi (SU President 2017/18)</td>
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<td>Zulkaif Riaz (VP Activities 2017/18))</td>
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<td>Professor Chris Greer</td>
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<td>Professor Debra Salmon</td>
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<td>Professor Susannah Quinsee</td>
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<td>Professor Chris Ryan</td>
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<td>Susannah Marsden</td>
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<td>Megan Gerrie</td>
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<td>James Birkett</td>
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✓ indicates attendance  A indicates apologies have been provided  # member attends for strategic development items
--- indicates a period when the member is on extended leave/when the person was not a member

In attendance:
Professor Jason Chuah (Head of Academic Programmes, The City Law School)
Emily Thornton (Progression and Strategy Support Manager) (Items 5c & 8)
Malgo Chrzan (Quality and Standards Officer) (Minutes)

Part 1 - Preliminary Items

1. Welcome and apologies:

The Chair welcomed the members to the first meeting of the revised Education and Student Committee. This Committee (a sub-committee of ExCo) and the newly created Educational Quality Committee (a sub-committee of Senate) had superseded the previous joint Education and Student Committee which had overseen both strategic and quality and standards matters. In the new framework Education and Student Committee would focus on the delivery of the Education and Student Strategy and City’s KPIs with the intention to streamline the amount and type of business put forward for debate at ExCo. Educational Quality Committee would be responsible for the oversight of academic regulation, policy and practices concerning the quality and standards of City awards.

Apologies were received from Susannah Quinsee and Chris Ryan.

2. Matters arising

It was noted that the outstanding matters arising from the joint Education and Student Committees had been incorporated in to the activities of the Educational Quality Committee.
3. Education and Student Committee Terms of Reference

The Chair noted that the terms of reference and composition for the revised Education and Student Committee had been agreed by ExCo. The Committee would provide strategic direction with respect to education and the student experience at City, oversee the implementation of the Education and Student Strategy and planning and activities for student satisfaction. It would work closely with the new Educational Quality Committee and the City Learning and Teaching Committee, the latter of which would be reporting to this committee.

The terms of reference were approved subject to the inclusion of additional text relating to the City Learning and Teaching Committee.

Action: Include reference to City Learning and Teaching Committee in the ToR

4. Chair’s Business

It was noted that the chair’s business would be discussed as part of the main agenda.

5. Strategic Context

a) League Tables

The Chair reported that the recently published Guardian League Tables had shown a drop in student satisfaction. Although the Guardian League Table was not the main benchmarking tool used in strategic planning at City, it could have an impact on future student recruitment. It was reiterated that the purpose of this Committee was to address issues highlighted by rankings such as the Guardian League Tables, especially if they concerned student experience.

b) Office for Students - Business Plan and Access & Participation Plan

The Committee received the Access and Participation Plan. The document, which had already been seen by ExCo, detailed City’s commitment to fair access and support for students in 2019/20 and set out the amount of change as City adapted to forthcoming sector changes, particularly in relation to the transition to the Office of Students and the development of the Teaching Excellence and Students Outcomes Framework (TEF). It was observed that further consideration would need to be given to the development of a distinct TEF narrative focused on student experience for future submissions. The inconsistent use of the BME/ BAME terminology should be standardized throughout the document.

Action: Standardise use of terminology in the Plan

c) Subject level TEF update

An update on the Department for Education’s (DfE) plans for the expansion of TEF to subject-level in 2019/20 was received and the next steps discussed. The Office for Students (OfS) had been carrying out pilot activity and had recently released current benchmarked provider-level and subject-level data to all eligible providers on a confidential basis.

The data provided revealed a noticeable decline in performance across all metrics at provider-level which mirrored at subject-level for full time students. Of the two Models piloted (Model A based on a ‘by exception’ approach and Model B based on a ‘bottom up’ approach) the data showed that City would receive a Silver Award for the initial hypothesis at provider-level for Model A and a Bronze Award for Model B. In particular, the performance of programmes around progression had impacted on the outcomes in the pilot data.

The Committee expressed disappointment in the perfunctory approach to learning in the TEF methodology.

The Committee members approved the creation of a steering group to coordinate preparedness activities in readiness for subject-level TEF in 2019/20 and recommended that the group comprised members of the ADE Forum. An additional consideration of the chairmanship of the group would be required. It was also
noted that activities to engage with programmes early in 2018/19 would align with the by-programme meetings with the Deputy President following the release of student survey (NSS) outcomes.

### Part 2 - Strategy, Planning and Priorities

6. **Education and Student Strategy**
   
The Committee **received** papers on the student experience factors and updates to the Education Student Strategy and **approved** the proposal to revisit the Education and Student Strategy. The purpose of these documents was to support change at institutional and programme level by providing a clearer articulation of City’s strategic ambitions for staff and students.

   It was noted that the journey described in the Student Experience Factors was not aspirational, but rather it reflected a potential future where all the functions of the university were working effectively together to deliver a good student experience. As a starting point, these documents aimed at reshaping the current strategy by articulating clear priorities for enhancing the student experience. It was agreed that the papers outlined fair and sensible baseline expectations that City should be able to meet.

   It was proposed that some thought be given to the inclusion of aspirational objectives in the future drafts for the reason that achievements of more ambitious goals would compensate for deficiencies in other areas.

   Technology was identified as one of the key aspects determining student satisfaction. Ensuring that technological solutions and classroom technology were reliable would bring significant improvements and should be easy to achieve.

   It was noted that whereas teaching and learning had received high scores in the 2017 NSS for many programmes, the overall low scores could be attributed to inadequate organisation and administration, which resulted in students having a poor university experience.

   Noting that the factors document was intended to be a dynamic document, the Committee agreed that the following updates to either the Strategy, Factors or implementation plan would be beneficial:

   - Inclusion of additional detail to reflect new ambitions to drive elements of the student experience that are more exceptional.
   - The ‘Factors’ elements should be clearer in the narrative.
   - Learning, teaching and technology should be captured more explicitly.
   - Improved demonstration of the diversity of City students and student journeys.

   A full gap analysis should be completed to ensure that the updated Strategy captured actions that would be required to achieve the vision.

   The Committee requested that the revised strategy include clearly defined objectives to allow their implementation, monitoring and measurement.

   **Action: Re-draft strategy to provide clear and deliverable objectives**

7. **City Learning and Teaching Committee Terms of Reference**
   
The Committee **approved** the proposed City Learning and Teaching Committee Terms of Reference.

   Questions were asked over the proposed reporting structure of City Learning and Teaching Committee which, by reporting to Education and Student Committee instead of Educational Quality Committee, could have a diminished say in discussions on quality and standards matters. Reassurance was given that the new Education and Student Committee was well placed to consider any matters relating to learning and teaching because of its focus on KPIs and Education and Student Strategy.

8. **Progression**
The Committee received a paper outlining a summary of progress to date in the implementation of the Student Attendance and Engagement Policy in 2018/19 and approved the recommended next steps.

Three workshops attended by Associate Deans (Education) and Heads of Academic Services had been held to discuss attendance measures and the practicalities of implementing the Policy. No consensus had been reached on the majority of the definitions used within the Policy, including 1) the scope of attendance monitoring; 2) what constituted ‘low attendance’; 3) what constituted improvement to attendance; 4) which factors triggered Flag 1; 5) sanctions to be applied after Flag 4 was raised.

The Committee expressed concerns over the scalability of the attendance monitoring exercise, which in the current form relied heavily on manual input, to include all Year 2 & 3/final year UG students. The advantage of using Moodle for attendance monitoring was acknowledged as students were familiar with the VLE and it was easy to administer.

Urgent action was required to coalesce different interpretations of key terms into standardised definitions to ensure consistent application of the Policy across all Schools and to enable the launch of the SEAM pilot for Year 1 Law and Music UG students in 2018/19, which would run concurrently with the existing manual attendance monitoring processes in Schools. The Committee agreed to nominate the Deputy President as a senior academic lead to chair a special working group working to finalise the development of a proposal for July Senate.

**Action:** For the Deputy President to chair a meeting to agree the implementation of the Student Attendance and Engagement Policy

9. **Students’ Union Standing Report**

The Committee considered a report on recent SU activity which set out five key priorities: 1) Experts in the student experience; 2) Developing Communities; 3) Academic Experience impact; 4) Students’ next steps; 5) Supporting Students. The SU President reported that some KPIs had already been outperformed, including the number of student societies. The SU offered a wide range of activities which covered the five key priorities. The Students’ Union officers were thanked for their work and contributions.

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10. **Educational Quality Committee**

The Committee noted the updates from the Committee.

11. **Next Meeting**

Provisional date: 9.00 am on 3 July 2018

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1 City, University of London’s Publication Scheme, produced in accordance with the Freedom of Information Act 2000, makes clear that the papers and minutes of meetings of Council and Senate and their committees are routinely published on the web. Restricted and closed papers are exempt under the Scheme. All other papers are Open and are published without hesitation on the web. “Restricted” papers are made available to staff. Staff should treat “Restricted” papers as confidential and not to share or discuss them with anyone other than City staff. 2 Recommendations included in papers not starred and not discussed will be taken as approved.