CITY UNIVERSITY LONDON

EDUCATION & STUDENT COMMITTEE
MEETING 7 - THURSDAY 14 MAY 2015 - UNCONFIRMED MINUTES

Name of Member	Meeting 1	Meeting 2	Meeting 3	Meeting 4	Meeting 5	Meeting 6	Meeting 7
Professor David Bolton (Chair)	√	√	√	√	√	√	√
Rima Amin (SU President)	A	A	A	√	A	√	√
Professor Susan Blake	√	√	√	√	√	√	√
Issy Cooke (VP Education)	---	---	√	√	√	√	√
Alison Coutts	---	---	---	---	---	---	√
Clare de Than	---	---	---	---	---	√	√
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	A
Professor Chris Greer	A	√	---	---	---	---	---
Richard Goodey	---	---	---	---	---	---	√
Professor Steve Haberman #	√	A	√	A	√	A	A
Paul Haley	A	A	A	A	A	A	
Fraser Keir	√	√	A	√	---	---	---
Susannah Marsden	A	√	√	√	√	√	√
Tim Longden #	√	√	A	√	A	√	√
Dr Pam Parker	√	√	√	A	A	√	√
Dr Simon Parker	√	A	√	√	√	√	√
Professor Susannah Quinsee	√	√	√	√	√	√	√
Natalia Rajapakse (VP Activities)#	---	---	√	√	√		√
Professor Laurence Solkin	---	---	A	√	√	√	√
Professor Steve Stanton	A		√	A	√	√	A
Dean Stokes	√	√	√	√	A	√	√
Dr Lorenzo Trapani	√	√	A	√	√	A	√
Roberta Williams	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)
Lisa L'Homme, Deputy Director, Student and Academic Services
Alison Edridge, Assistant Director, Quality and Academic Development
Anika Bloomfield, Education & Student Strategy Co-ordinator (Strategy items)
Kristen Goodrich, Head of IT Business Relationships
Gemma Watt, Governance Administrator
Louise Doolan, Director of Library Services
Bijel Thakrar, Strategy Team
Andrea Kenneally, Head of Learning Success
Christine Luck, LEaD Researcher for Learning Analytics

1.   Welcome

The Chair welcomed new committee members Alison Coutts (Programme Director MSc Advanced Practice in Health and Social Care for Nursing and Ophthalmic Nursing) and Richard Goodey (Programme Director Civil Engineering (Undergraduate). Also welcomed were Lisa L'Homme (Deputy Director of Student and Academic Services), Louise Doolan (Director of Library Services), Bijel Thakrar (Strategy Team) and Andrea Kenneally and Christine Luck from LEaD.

Apologies were received from Steve Stanton, Ken Grattan, Steve Haberman and Julie Crofts.

2.   Minutes

The minutes of the meeting held on 12 March 2015 were approved as an accurate record of the meeting and confirmed.

3.   Matters Arising

    i.   *VC Awards*

      Arrangements are in place for the Awards ceremony which takes place on 18 June 2015.

    ii.   *Business Case Approval Process*

      Details of the approval process had been circulated to members of the Committee.

    iii.   *Education and Student Strategy Implementation*

      Updates to the APE template, which enable Education and Student Strategy related activity to be captured, were being finalised for dissemination.

    iv.   *Assessment Regulations Review and Assessment Boards Operation*

      The Committee's recommendations arising from the report discussed at the last meeting are being actioned. The outcomes of the consultation with Schools on proposed updates to the Regulations will be incorporated into the Senate paper for the July meeting.

    v.   *QAA Subject Benchmark Statements*

      Updated Benchmark Statements had been considered by Schools and would be discussed later in the meeting.

    vi.   *CitySport Working Group: Wednesday Afternoon Teaching*

      Interim guidance on the avoidance of timetabling academic activity on Wednesday afternoons had been in place and operating this year; the guidance has been incorporated into a revised Timetabling Policy for 2015/16.

    vii.   *QAA HE Review*

      The HE Review of Westminster Kingsway had taken place in February 2015. The draft report has been received and the outcomes were positive. The final report will be received by the Committee when published.

4.   Chair's Business

    i.   *General Election*

      The Chair summarised sector feedback following the election result:
- The sector is awaiting the outcome of the re-elected government's decisions on post-election funding cuts for HE: it is expected that undergraduate fees will increase as a result.
- Overall the sector is in favour of the UK staying in the EU in the event of an EU referendum.

- There are concerns about the increasing burden for HE if institutions are required to be responsible for Tier 4 students returning home post-graduation.
- The Conservative manifesto includes reference to the introduction of a 'framework to recognise universities offering the highest teaching quality' and further details are awaited.

ii. *University of London*

Panel visits will be taking place shortly. A recommendation will then be made to the Collegiate Council, who in turn will make a recommendation to the Trustees. The timescales will mean that the final outcome will not be known for some time.

iii. *Student Surveys*

- **Undergraduate**
The UG surveys closed on 30 April 2015 with a record number of response rates, the highest ever for all three UG surveys. Your Voice 1 finished on 32.7%, Your Voice 2 on 33.5% and NSS on 73.9%, higher than the national average as well as the highest for City.

- **Postgraduate**
PRES had reached 23% and closes on 14 May 2015. The current response rate is equivalent to 2013 (when the last PRES took place) so is a satisfactory response rate. PTES responses are low at 11%. At least a further 7% is needed (223 students) to reach the University's target; members were asked to remind students to participate.

iv. *Education and Student Committee Membership*

The membership list has been updated to include an Undergraduate and a Postgraduate Director and also to reflect some staff changes.

v. *Briefings for Assessment Board Chairs and Secretaries*

The updated Guidance Notes for Assessment Boards are being published in the Quality Manual and a series of briefing events for new and existing Chairs and Secretaries are scheduled for May and June. Sessions will be led by an experienced Chair (academic lead), and professional services staff. They will provide general updates for this year, support preparation for the Boards, share good practice and promote consistency of operation.

5. **Student's Union Standing Report**

The SU representatives summarised items from the Standing Report including; the activities being run during the second year of the *Keep Calm Study On* campaign, the measures being taken to improve support and engage Programme Reps throughout the year and the improvements being made to the election process for committees (which are being planned for Welcome Week).

Pure City

The SU also updated the Committee on the complaint lodged against Pure City and the subsequent tribunal. They had stated that Pure City had breached 18 parts of the AUK Code and 16 of these complaints were upheld. Compensation is being paid to students affected by the problems and a press release will follow. Members noted that these breaches would not have been acceptable from any private provider. The Audit and Risk Committee will also be considering the Pure City complaints in view of the reputational risk incurred and City's Council is being kept informed.

6.   **Education & Student Strategy Developments**

i.   *Education and Student Strategy Prioritisation*

The Chair and Directors of both Student and Academic Services and LEaD provided a briefing on the emerging Education and Student Strategy Priorities. They outlined how this work maps to both to the Education and Student Strategy and to work/projects already underway or being planned for the immediate future. Thanks were extended to Julie Crofts (Head of Student Experience) and Anika Bloomfield (Education and Student Strategy Co-ordinator) for their continued work on implementation of the Strategy.

It was noted that the content of the Strategy would need to be aligned with, and integrated into, School and Professional Service operating plans; projects would be submitted to the Planning and Resources Committee as appropriate. It was confirmed that the existing priorities remain in place. The paper outlined some new priorities for consideration and it was confirmed that further priorities and projects could be identified and considered throughout the life of the Strategy.

Approval was sought for the paper, including the new priorities identified in red text within it. Members welcomed the paper and after discussion it was agreed it would be approved once the following points had been incorporated:

- The 'educational philosophy' overarching enabler would also need to be reflected in the Our Education section under staff training and development. It was felt that the meaning of educational philosophy should be defined and disseminated alongside training relating to the academic infrastructure and measures to establish a staff community.

- An undertaking to improve the usability of the University's website should be added to the Enablers

- Projects sitting within the Support for Success Hub should include the Disability Allowance Project

The City Communities Hub has been identified as a priority and the Student Community Working Group will identify potential projects to support this area. Members noted that building relationships with students is a priority.

Action:
Education and Student Coordinator to update the Priorities paper for Senate approval (July 2015)

Members invited to bring further suggestions for priorities to the next meeting (September 2015)

ii.   *Education and Student Strategy sub-Committee Governance*

Members had previously agreed that existing Committees would be used as far as possible to take oversight of the work contributing to the Strategy Hubs (rather than creating new entities for this purpose). Oversight of the Hubs and the implementation activities of the Education and Student Strategy will therefore be undertaken by:

- **Research and Practice Informed Education** – Learning Enhancement & Development Advisory Board
- **Support for Success** – Access and Success Steering Group
- **City Communities** – Student Community Working Group
- **Career Development and Employability** – Careers and Employability Committee*
- **Research Provision for all Hubs** – Graduate School Committee

    * *new group currently being established as no current committee existed*

Terms of Reference for existing Committees are being updated accordingly.

It was confirmed that a Projects Board Chaired by the Deputy Vice Chancellor would be established in 2015/16 to maintain oversight of the above, monitor existing projects and triage new project proposals.

**Action:
Education and Student Strategy Coordinator to update CommitteeTerms of Reference
(September 2015)**

iii.   *Education and Student Strategy Project Updates*

a. Personal Tutoring

An update paper and a draft Guide to Personal Tutoring had been produced following a series of focus groups with Schools. Members reviewed the outcomes of the lecturer and student interviews and the draft guide and agreed that:

- The wording would be refined to become more student facing (noting that there would be extra guidance for staff for certain aspects)
- An aspirational statement would be added to set out the aims and objectives of Personal Tutoring and how it fits with the Education and Student Strategy
- There would be further clarification around the extent to which lecturers would chase students for attendance (ie they will make reasonable efforts but noting there are also PSRB and Visa requirements)
- Consideration would be given to including a suggested pick list of optional discussion items for each meeting
- There should be an undertaking to evaluate the personal tutoring process – student feedback should be collected at the end of the next academic year
- The revised/approved wording also needs to be ready for use in student handbooks by early July
- The Personal Tutoring Policy would be circulated to the E&S Committee members for comment before being updated for Senate approval in July for the pilot year in 2015/16.

It is acknowledged that the approach to keeping records will need to be addressed alongside other related work on student record keeping.

A project brief will be submitted to the Planning and Resources Committee to request approval for continuation of the work during the next academic year.

**Action:
Deputy Head of LEaD to coordinate preparation of the Personal Tutoring Policy for
Senate approval (June 2015)**

b. Curriculum 2026

The Director of LEaD outlined a range of work which would support the continued development of the curriculum, such as the use of technology to enhance learning and teaching (including 'blended' learning, configuration of learning spaces and 'POD 2' resources). Feedback from workshops (including the University Strategy workshops) is being used to gauge requirements.

c. Learning Analytics

Christiane Luck, the LEaD Researcher for Learning Analytics, presented a paper outlining the results of the project to date, details of current work in the sector relating to learning analytic dashboards, the recent JISC commission report and results of a conference encompassing a workshop entitled '*What do students want from a learning analytics app?'.*

Committee members were supportive of the proposed introduction of learning analytics software at City, which would also facilitate Personal Tutoring record keeping. The SU

Representatives noted that many Students' Unions at other institutions also support this approach.

It was agreed that LEaD will continue to liaise with Schools on the possible uses for learning analytics, including curriculum design and retention, and potential attendance monitoring. The release of the JISC software is awaited and will be reviewed to ascertain whether it would be suitable for City. A future funding proposal will be presented to the Planning and Resources Committee at the appropriate time.

7. Library

Louise Doolan, Director of Library Services presented a summary of recent Library activities and plans for the forthcoming academic year**.**   The Library Operational Plan has been refined and now has six strategic goals, three of which have particular relevance to the Committee; Services, Spaces and Collections/Resources.

Library activity has included increasing support for distance learning courses, streamlining and improving the availability of Library staff throughout the week/weekend (and the extension of the LibChat service) and offering weekly drop-in sessions to engage with and support students). Data from the swipe card system is being used to monitor library usage and support service development.

A Library User Charter is being developed which reflects the increased use of digital resources such as the back archive of the Lancet and key broadsheets.

The Library Committee has been re-established and will report to ExCo; details will be circulated to the Committee. Colleagues were asked to ensure their Library Reps attend to ensure their School's requirements are represented.

The Chair extended thanks to the Louise Doolan and commended the work and progress achieved since her appointment.

Action:

Director of Library Services to provide Library Committee details for circulation (June 2015) and provide annual Library update to the Education & Student Committee (from 2015/16)

8. Vision and Strategy 2026

A paper outlining progress made towards the development of the University's Vision and Strategy 2026 was presented by Dean Stokes, Director of Strategy and Planning. The Committee noted that the Education and Student Strategy will inform development of the Vision and Strategy 2026, and members were asked to consider any key issues.

Open sessions had been held to invite University staff to contribute to the development process, and an example of the broad feedback on the topic of Supporting Students was viewed.

Discussion points included the importance of:

- the inclusion of values in the emerging Vision and Strategy
- the establishment of buy-in from students and staff, for instance through ensuring that feedback is given on how their contributions are being incorporated into the development process and the final versions
- the continuation of the collaborative approach to development
- usage of the outcomes from staff and student surveys to inform the Vision and Strategy
- an awareness of the changing sector and markets being maintained

9.   **Learning Enhancement & Development Advisory Board**

The minutes of the meeting held in February 2015 were received and noted.

10.   **Partnerships Sub-Committee**

The minutes of the meeting held in March 2015 were received and noted.

The Committee also received a report on the meeting held in April 2015. Following receipt of an overview of the Partnership Approval process and associated documentation the Partnerships Sub-Committee members had agreed to change the title of the 'site visit' to Institutional Engagement Meeting to better represent the function of the visit and the Lead Partnership Coordinator for the School would be responsible for signing-off the report from the meeting, before passing it on to the Dean of School and ExCo for consideration.

Education and Student Committee considered and agreed the action points outlined in the report, and received and approved the updated Partnerships Policy, Stage 0 and Due Diligence Forms. Thanks were extended to the Partnerships Sub-Committee for their work.

11.   **Access and Success Steering Group**

The minutes of the meeting held in April 2015 were received and noted.

The Steering Group had agreed the University's Access Agreement submission for 2016/17 and noted the increase in the additional fee income (from 20% to 21.5%) for retention and success.

Performance monitoring data would be submitted to Senate. There is a need to drill down further over a 3- year period to include analysis by School, different BME groups and by disabled students receive/not receiving support to enable further detailed analysis.

Les Ebdon, Director of Fair Access to Higher Education from OFFA, had recently attending the University to meet the VC and key staff responsible for Access and Retention and to hear about the work being undertaken to support students. The Chair commended the work of the Steering Group and Team and it was noted that the Terms of Reference will be updated to align more closely with the Education and Student Strategy.

12.   **Student Community Working Group**

The minutes of the meeting held in April 2015 were received and noted.

The Group's current work includes the drafting of a University Sexual Harassment Policy, measures to improve communication between the SU and students, planning work to support the Student Communities Hub of the Education and Student Strategy and responding to the NSS.

The Terms of Reference and Membership would be updated to improve staff and student engagement. The draft outline was approved in principle by Education and Student Committee and it was noted that the final version would be brought to the Committee for formal approval with the other Sub-Committee Terms of Reference in the Autumn. It was recommended that the name of the Group should be reviewed to avoid confusion with the University Community Group.

**Action:
Education and Student Strategy Co-ordinator to bring the updated
Terms of Reference forward for approval (September 2015)**

13.   **CitySport Working Group**

The minutes of the meeting held in February 2015 were received and noted.

The CitySport building was officially opened on 18 March 2015 by Dani King (2012 Olympic gold

medal winner), and there were over 200 attendees. Marketing made a film of the event which will be uploaded to the CitySport website and used for promotional activity.

The Working Group had reviewed progress against objectives at the last meeting. The remit and title of the group moving forward will be discussed at their September meeting.

Part 4   Operational Business

14.   Competition and Markets Authority (CMA) – Higher Education Consumer Rights Law

The Committee received a briefing and action plan prepared in response to the release of the CMA guidance on the HE Consumer Rights Law for providers and students in March 2015. The CMA has written to each UK HE provider on how to comply with the consumer protection law. The advice has been produced to provide students with protection required by law, and to help maintain confidence in the standards and reputation of the UK HE sector.

The Director of Student and Academic Services and the Director of Marketing and Communications had reviewed the guidance and prepared a paper for ExCo. The paper briefed ExCo on the publication of the CMA advice and set out the broad implications for the University's legal contractual relationship with our students. ExCo had reviewed the paper on 27 April 2015 and approved the establishment of a time-limited working group to oversee the implementation of recommendations from the CMA to clarify the University's legal responsibilities to students and applicants.

Key points noted by Education and Student Committee included:

- the need for the University's Terms and Conditions of Student Registration to be reviewed and updated

- the nature of the contractual contract with applicants and the need to communicate details of changes to programmes to students – this includes changes made between the points of application, offer and registration

- consideration of the nature of and rational for changes being made to programmes (noting that changes are often necessary to ensure the currency of programmes and some students choose to defer their entry). Schools would welcome guidance on how to communicate programme updates/changes to prospective/current students.

- Universities UK (UUK) are working with CMA to establish sector-wide guidelines

- the fixed-term working group would be taking this work forward

- updates would be provided ahead of and at the next meeting as appropriate

Action:

**Assistant Director Student and Academic Services to provide update
(September 2015)**

15.   Student Surveys

A schedule noting University oversight of student survey outcomes was received for information and noted. Members were asked to contact the Head of Student Experience with any specific feedback.

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

An update on the programme of enhancement work was received:

Student Complaints

The Regulation and Policy are being updated to align with national guidance, in particular the OIA Good Practice Guidelines. They will be presented to Senate for approval in July and the updated staff and student guidelines would be available for 2015/16. The Student Complaint Regulation and Policy does not extend to complaints about admissions and separate consideration of this will be required.

Student Discipline

The Regulation and Policy are being reviewed to reflect recent changes in the HE sector and learning points acquired from the operation of the current Regulation and Policy. They will be presented to Senate for approval in July and the updated staff and student guidelines would be available for 2015/16.

Extenuating Circumstances Panel Guidance

Following consultation with Schools to gauge standard practice, the outcome of separate but related work on changes to the Extenuating Circumstance Form and process (including development of an online form) is awaited. The project will continue over the summer and details will be brought to a future meeting. Members noted that the Extenuating Circumstances Regulation and Guidance would be reviewed as part of the Assessment Regulation update.

Interruption of Studies

Following consultation with Boards of Studies, a new Regulation for Interruption of Studies would be included within the updated Assessment Regulations. A new Interruption of Studies Policy had been developed and this would be presented to for Senate approval with the Regulation for 2015/16. Staff and student guidelines and Interruption of Studies application and return forms have also been developed.

Fitness to Study

Consultation has been undertaken and work is underway to develop a new Regulation, Policy and guidance. It was noted that as this is a new area of work, further consultation would be required and legal advice taken in view of its nature. Staff training would be needed prior to implementation.

Each project working group had been led by a member of Student and Academic Services, with representation from all Schools and key Professional Services such as Learning Success, the Union Support Service and the Library.

A further update on progress would be brought to the next meeting.

**Action:
Head of Student Experience to provide update (September 2015)**

17. **English Language Support**

The outcome of the review of in-sessional English language support for students was noted. A paper was provided outlining the current position taken by the University and other institutions and setting out a range of possible options for the provision of English Language support for consideration by Education and Student Committee. ExCo would receive separate details of the financial considerations.

Following the decision taken in 2009 to cease University support for English Language Support, local practice has developed. The School of Arts and Social Sciences offer in-house support and this has recently been extended to offer support to Cass students. Many students are currently approaching Learning Success for English Language support.

It was agreed that support should be made available more widely and members debated the various possible models. These included use of internal or external providers, consideration of the inclusion of a diagnostic element and the extension of support to staff whose first language was not English. More analysis will be required to establish the most appropriate model and a recommendation will be taken to ExCo. Thanks were extended to the Director of Quality and Academic Development and the Validation and Partnerships Manager for the research conducted to date.

Action:

Assistant Director of Quality and Academic Development to co-ordinate further research and development (September 2015)

18. **External Examiners**

Thematic Review of External Examiner Annual Reports 2013/14

Overall, the review of annual reports confirms that External Examiners are satisfied with academic standards and programmes are comparable with equivalent programmes within the UK sector. A number of themes were identified and illustrative quotes from External Examiners had been included for information. Key strengths and good practice noted include curriculum design and student achievement, with External Examiners commending the industrial relevance of programmes and links between theory and practice.

The reports did however highlight a few areas where, for some programmes, practice could be reviewed or developed at local level, or where existing good practice could be shared within Schools. Other recommendations relate to institutional-level practice and are for wider consideration.

Education and Student Committee approved the recommendations identified in the report relating to:

- Boards of Studies ensuring that External Examiners for all programmes receive the resources and information they require to carry out their role effectively (ie the support outlined in the programme-level induction and personal responses to their reports

- School preparation for Assessment Boards including briefings to internal examiners

- consistency of application of the Senate Assessment and Feedback Policy, particularly in relation to moderation

- consideration of further work in relation to English language support and development of academic literacy skills.

The overview report will be submitted to Senate and disseminated to Boards of Studies for action. Associate Deans Education will be asked to report back to Education and Student Committee on the Board of Studies actions taken in response to the report.

Members also discussed the need to improve the monitoring of External Examiner recommendations and actions taken in response through APEs by Boards of Studies. APEs should be provided to External Examiners so that they can see the comments made by other Externals for the programme, and details of the actions taken by Programme Teams in response.

External Examiner Appointments

A summary of current External Examiner Appointments for Undergraduate and Postgraduate Taught Programmes was received and members appointments the programmes which required new External Examiners where existing terms were due to expire

Action:

Assistant Registrar (Quality) to submit overview report to Senate and Boards of Studies (July 2015) and Associate Deans Education to provide updates (September 2015)

Deputy Vice Chancellor to contact Chairs of Boards of Studies regarding outstanding appointments (May 2015)

19. **Student Appeals and Complaints**

A summary of themes arising from student appeals and complaints activity in 2014 was received and considered. Overall fewer University Level reviews of appeals and complaints had been received than in 2013. More detailed analysis is now taking place at School level which would enable further detail to be provided in future thematic reports. Links would also be made with the appeals and complaints support given to students by the Union Support Service.

20. **QAA Updates**

The current consultation on revised Subject Benchmark Statements including Law was noted. It was confirmed that this had been considered by the City Law School Learning and Teaching Committee.

Feedback on the previous consultations on the Optometry and Economics and Politics Statements had been submitted by the School of Health Sciences and School of Arts and Social Sciences respectively. Members noted that a member of SHS had been a Panel member for the Optometry Benchmark Statement.

21. **Any Other Business**

The Chair thanked the current SU President, VP Education and VP Activities for their extensive work during the past year. The President thanked the Committee on behalf of the SU for the opportunity to contribute to the work of the University and in particular the consultation for the Education and Student Strategy.

No additional items were raised.

22. **Meetings in 2015/16:**
    - **Tuesday** 22 September 2015
    - Thursday 12 November 2015
    - Thursday 11 February 2016
    - Thursday 14 April 2016
    - Thursday 26 May 2016

Secretary: Helen Fitch

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