

**EDUCATION & STUDENT COMMITTEE
MEETING 13 – 29 SEPTEMBER – CONFIRMED MINUTES**

Name of Member	Mtg 3	Mtg 4	Mtg 5	Mtg 6	Mtg 7	Mtg 8	Mtg 9	Mtg 10	Mtg 11	Mtg 12	Mtg 13
Professor David Bolton (Chair)	√	√	√	√	√	√	√	√	√	√	√
Yusuf Ahmad (SU President 2016/17)	---	---	---	---	---	A	√	√	√	√	√
Professor Susan Blake	√	√	√	√	√	√	√	---	√	√	√
Margaret Carran	---	---	---	---	---	---	√	√	√	√	A
Alison Coutts	---	---	---	---	√	√	√	√	√	√	√
Clare de Than	---	---	---	√	√	A	√	A	A	A	
Maria Dingle	√	√	A	A	√	√	√	√	√	√	√
Dr Cristina Gacek	√	√	A	√	√	√	A	√	√	A	√
Professor Ken Grattan	√	√	√	A	A	√	A	A	√	√	√
Dr Richard Goodey	---	---	---	---	√	√	√	√	√	A	√
Sheik Hassan (VP Activities 2016/17)	---	---	---	---	---	---	---	---	---	---	√
Zain Ismail (VP Education 2016/17)	---	---	---	---	---	---	---	---	---	---	√
Rachael-Anne Knight	---	---	---	---	---	---	---	---	---	---	√
Susannah Marsden	√	√	√	√	√	√	√	√	√	√	√
Professor Cliff Oswick#	A	A	A	√	A	A	A	A	A	A	
Dr Pam Parker	√	A	A	√	√	√	√	√	√	A	√
Dr Simon Parker	√	√	√	√	√	√	√	A	√	√	√
Professor Laurence Solkin	A	√	√	√	√	√	√	√	A	√	A
Professor Steve Stanton	√	A	√	√	A	---	√	A	√	√	√
Professor Carl Stychin#	A	A	A	A	A	A	A	A	√	A	
Dr Lorenzo Trapani	A	√	√	A	√	√	A	√	√	√	A
Richard Verrall#	---	---	---	---	---	√	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

Maggie Cunningham, Head of Student Experience

Megan Butler, Student Experience Officer (Policy and Strategy)

William Jordon, College Secretary

Mariah Loukou, Governance Administrator

Kristen Goodrich, Head of IT Business Relationships

Dean Stokes, Director of Strategy and Planning (Strategy Items)

Christine Giroux, Strategy and Planning (Strategy Items)

Gemma Kenyon, Head of Careers (Strategy Items)

Sharon Page (Deputy Director Student and Academic Services) (Strategy Items)

Part 1 Preliminary Items

1. Welcome and apologies

The Committee welcomed the new SU Officers, Yusuf Ahman (SU President), Zain Ismail (VP Education) and Sheikh Hassan (VP Activities). A welcome was also extended to Rachael-Anne Knight (SHS ADE), Sharon Page (Deputy Director, Student & Academic Services) and Megan Butler (Student Experience Officer, Policy and Strategy).

Apologies were received from Laurence Solkin and Lorenzo Trapani.

The Chair noted that this would be the Dean of Validation, Professor Steve Stanton's, last Education and Student Committee meeting and, on behalf of City, thanked him for his services to the Committee and the institution. Professor Stanton has been instrumental in developing City's approach to partnership activities and will continue as Emeritus Professor for future validation work.

2. Minutes

To minutes of the meeting held on 26 May 2016 were **approved**

3. Terms of Reference and Membership

The Committee considered and **approved** minor amendments to the Terms of Reference and Membership and noted interim updates to the Membership. Further revisions will be made to reflect future updates in the Education and Student Strategy and governance review.

The annual calendar of Committee business was received for information

Action

- **Terms of Reference and Membership to be updated following governance review (Chair/Secretary, February 2016)**

4. Matters Arising

The matters arising schedule was received for information. Past matters arising have now been completed, covered within the September agenda or are due to be carried forward to a future meeting.

5. Chair's Business

University of London

Following City's accession to University of London on 1 September 2016 opportunities for development are being explored, such as proposals relating to the International Programme.

Brexit

Communications to staff and students have been released in the light of Brexit to provide updates on student fees and provide reassurance on other areas of concern. The Director of Strategy and Planning and colleagues in Strategy and Finance are modelling the potential financial impacts and how these may be mitigated and will present a paper to Council.

Evaluation of Student Experience

An outline summary of the consultation exercise had been circulated to the Committee for information. The consultation is ongoing and most interviews had now been completed. An update will be provided when the exercise is complete.

Action

- **Evaluation of Student Experience outcome to be provided at a future meeting (Chair, December 2016)**

HEFCE Assurance Review – Revised Operating Model for Quality Assessment

A paper summarising the revised arrangements for 2016/17 and future requirements was received. An annual 'light touch' desk-based annual review will be undertaken, with an element of peer review. The new quality assessment method will draw on data already submitted to HEFCE plus an annual assurance provided by governing bodies. The reliability of these assurances and the evidence to support them will be tested through a five-yearly HEFCE assurance review (HAR) visit. City's HAR will be in 2017/18.

The QAA will undertake a one-off assessment of City's periodic review processes - City will then need to submit an annual confirmation (via the Annual Accountability Return) that the review schedule has been completed and the outcomes discussed by Senate and Council.

It was acknowledged that work needs to be undertaken to identify gaps and build on current processes to ensure that Senate and Council receive the required reports and levels of information.

6. Student & Academic Services Report

The Director of Student and Academic Services presented the Departmental Annual Operating Plan for the year. The plan has five main strategic priorities and the Director drew attention to three which support the Committee and Schools in particular:

- Developing the broader student experience and engagement
- Supporting educational quality and growth
- Responding to the changing regulatory environment

Key work is outlined in the Plan and more specific detail will be disseminated separately

7. Learning Enhancement & Development (LEaD) Standing Report

The Acting Director of LEaD highlighted some key areas from the report including the DALI project update (15 upgraded teaching spaces in 2016/17), introduction of anonymous marking in SHS and opportunities for academic staff professional development. The Chair noted that anonymous marking is positively encouraged.

8. Student's Union Standing Report

The SU Officers provided an update on Freshers' Week which had been well attended. PG students had engaged well and the PG Dips Masters Panel had been well received. The Fair had extended hours to maximise participation and had 4,500-5,000 visitors. Students had recognised the SU's re-brand and there are now 59 Student Societies with more applications being received.

Other initiatives and events include Sustainable City Week, Black History Month and a re-vamped Programme Rep system. The SU are also liaising with the University of London SU.

9. Committee priorities for the year

The Committee considered and **approved** a set of priorities for 2016/17. These are:

1. The integration of TEF/ HEFCE QA and Student Experience Audit results into our strategic and operational routines
2. Supporting City's academic and executive leadership in providing assurance to Council on quality and standards and delivery of the Vision & Strategy 2026 (including proposing change and additional initiatives where needed)
3. A joined up approach to implementing the Vision & Strategy 2026 and 3 academic output KPIs via School Plans and the Education & Student Strategy
4. Oversight of programmes of work within the hub committees (with less focus on individual projects)
5. Defining what we mean by student engagement at City and enhancing practice
6. Engaging effectively with City's staff and student committees on the above

It was agreed that future agenda would reflect these priorities and also that the following should be added:

- Partnership with the SU Strategy
- The NSS

It was also agreed that a communications strategy for the Committee's priorities would be needed.

Action

- **Communications strategy for the Committee's priorities to be planned (Chair/Secretary, December 2016)**

10. Teaching Excellence Framework (TEF)

A briefing on City's proposed approach to the TEF was received. The paper has already been received by ExCo and will be also be presented to Senate.

The paper sets out 7 integrated streams of work that will be needed to support City's response and focuses on the first in particular:

'Ensuring our academic output KPIs drive the necessary impact on the TEF metrics and where necessary, introducing supporting PIs within the Education and Student Strategy'

and outlines how City would currently perform in the TEF.

The Chair confirmed that City's KPIs are currently aligned with the TEF. Once the TEF technical guidance (just released) has been analysed, and the HEFCE Quality Assessment details received, further planning can be undertaken. In the meantime:

- All programmes will need a progression plan
- All programmes will need a more focused employability plan
- The change in the NSS question set will change the approach to the above
- City needs to prioritise this work to keep up with the sector

Members discussed the limitations of the TEF metrics and how City can demonstrate the extent of work that is done to benefit students.

The SU had similar reservations about the TEF metrics and had submitted a TEF consultation response in July. The SU expressed concerns that the growing numbers of students will impact on the quality of teaching and stressed the need for City to support employability initiatives and listen to the student voice.

11. Student Satisfaction: Survey Results 2016

Papers outlining results and action planning for the Undergraduate surveys (NSS) and Postgraduate surveys (PTES) were received. Work will be undertaken with programme teams during November to share good practice; there was a request that LEaD is involved to support this work.

The survey results showed no overall increase and no dramatic decreases and it was evident where programme teams had not briefed students adequately in preparation for the surveys. The survey literals highlighted helpfulness of feedback and timeliness as positive aspects.

The revised NSS question set has just been released and work will now commence to prepare students to answer the new questions. The Committee noted the shifting focus within the question set and the new sections on Learning Opportunities, Learning Community and Student Voice. There was speculation as to whether a subject level TEF would be introduced in future.

The question sets for YV1/YV2 and module evaluation will be reviewed to align the revised NSS question set where applicable.

Part 2 Strategy and Planning

12. Vision and Strategy 2026

The Director of Strategy and Planning advised that the Vision and Strategy would be submitted to Council on 7 October. This was later than originally intended but had enabled any adjustments necessary following the outcome of Brexit to be considered.

The Committee noted that Careers had already met their 2021 target and are currently 15th in the DHLE rankings (the goal was to be 20th).

The Vision and Strategy comprises an Executive Summary, a contextual booklet and main statement.

13. Education and Student Strategy

Education and Student Strategy Update

The Head of Student Experience gave an update on work undertaken and planned in the coming months to support delivery of the Vision and Strategy; this includes alignment of the Education & Student Strategy and its implementation plan with School Plans. A paper was received which notes how alignment with City's strategy will be achieved at Institutional level.

Three key areas of focus for this year have been proposed:

- Plans for diversification of provision and how this impacts on the student experience
- Growth in student numbers
- KPIs for satisfaction, progression and employability

The Head of Student Experience advised that research is being undertaken with Schools on activity at School and programme level. Consideration will need to be given to how Professional Services and support are integrated and reflected in the overall City-wide priorities, and to the requirements of the TEF.

It was **agreed** that these considerations also need to be embedded in Board of Studies and Learning and Teaching Committee business. This is required to enable the scope of work and reporting to be effective.

Professional Services Reports

The Committee considered recommendations relating to Professional Services reports. A paper was received outlining how the Committee engaged with Professional Services contributing to delivery of the Strategy and members were invited to consider proposals for engagement in the coming academic year.

It was **agreed** that the SU, LEaD and Student and Academic Services will be invited to include commentary in their standing reports on activities supporting satisfaction, employability or progress that are not already reported via the hub structure. The following other services would be invited to provide an annual written report or presentation on their activities and impact:

- Property and Facilities
- IT
- Library Services
- Marketing and Communications
- Research and Enterprise

Action

- **Updated reporting structure to be integrated into the annual Student and Education Committee business and communicated to relevant professional services (Head of Student Experience/Student Experience Officer (Policy and Strategy) (December 2016)**

Part 3 Reports from Education and Student Strategy Hub Sub-Committees and Projects

14. Activities encompassing all Hubs

14.1 Interaction between Committees and Working Groups

Members received a diagram which provides an overview of the relationship between City Committees and Working Groups interacting with Education and Student Committee.

14.2 Assessment Strategies Project Proposal

During 2015/16 Education and Student Committee discussed the value of commencing a review of assessment strategies to support key priorities within the Education and Student Strategy and respond to staff and student comments relating to assessment and feedback.

A proposal has now been made for a project to review Undergraduate Assessment Strategies. The Committee was asked to consider and endorse the project proposal and to note the proposed related role descriptors. The Acting Director of LEaD advised that the aim would be for all Undergraduate strategies to be reviewed in time for 2017/18 implementation.

The review would also consider the current volume of examinations, which have increased by 22% in recent years, and how academic misconduct could be reduced. It would also consider inclusivity, progression and employability in assessment to see how this is managed and evaluated.

It was **agreed** that this project will be a key tool in addressing NSS feedback and is an important piece of work. It would also inform future programme approval and periodic review activities. The Committee endorsed the project proposal which will now go forward for approval.

14.3 Segmentation Project

The overarching action plan for City's response to the outcomes of the Segmentation project was received and noted. The SU will be attending the Student and Academic Services Directorate meeting next week as part of the work to support dissemination of the project findings and explore how they might inform City's services. Once the data has been received and analysed, further reports will be provided.

15. Support for Success

Access and Success Sub-Committee

It was noted that the Access and Success Sub-Committee would provide an update at the next meeting.

16. Career Development and Employability

Career Development and Employability Sub-Committee

It was noted that the Career Development and Employability Sub-Committee would provide an update at the next meeting.

17. Research and Practice Informed Education

17.1 Learning Enhancement & Development Advisory Sub-Committee

The minutes of the meeting held in June 2016, together with a summary of projects and priorities were received. Key areas of activity include the Undergraduate Assessment Review.

It was noted that External Advisors for the RISES scheme would be formally appointed by the Academic Lead for External Examining on behalf of the Committee from 2016/17.

17.2 Graduate School Committee

It was noted that the Sub-Committee will provide an update at the next meeting

18. City Communities

City Communities Sub-Committee

The minutes of the meeting held in June 2016, together with a summary of projects and priorities were received. It was noted that the Segmentation Project outcomes would be considered at the next meeting. The Sub-Committee will also be considering commuting students and had signed up 100 students to contribute to research to help understand the extent of the issues experienced by students who commute.

19. In the Heart of a Global City

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

Part 4 Operational Business and Reports from Sub-Committees

20. Partnerships Sub-Committee

The minutes of the meeting held in May 2016 were received.

The Assistant Director (Quality and Academic Development) provided an update on the management of Student Mobility and Placement Activity. It was noted that further discussion will be required with Schools and International Partnerships and Development following feedback from the Board of Studies consultation on student mobility and placements. The policies will then go forward to Senate for approval.

21. Senate Regulation and Policy - Assessment Regulations 2016/17

21.1 Senate had approved of the revised Assessment Regulations in July 2016 and the Committee noted the summary of key changes and associated implementation work being undertaken. Communications to all staff (via email) and students (via the Student Portal) had been circulated.

21.2 Senate Policies

The Committee considered and **approved** the following documents which have been updated to align with the revised Assessment Regulations for 2016/17:

- **Academic Misconduct Policy and Guidance**
(a new document which builds on information previously published in the Assessment and Feedback Policy and Guidance)
- **Extenuating Circumstances Policy** (revised)
- **Guidance for Extenuating Circumstances Panels** (new)

The Committee also reviewed a draft **Student Records Management Policy** and Retention Schedule. Members were asked to consider any School specific requirements and provide feedback to the Information Compliance Officer by 31 October 2016. The documentation would also be considered by the Operations Board and feedback would be incorporated prior the Policy being sent to Senate for approval.

22. External Examiners

A summary of the current External Examiner Appointments for UG/PG Taught Programmes and was received noting the appointments still required for 2016/17. It was noted that 14 further appointments had been confirmed the day before by the Academic Lead for External Examining.

23. Periodic Review Reports

A set of reports and the planning schedule for 2016/17 were noted. A number of responses and one-year on reports are now very overdue and a recommendation on how to deal with these had been proposed.

The Committee **approved** the recommendation and noted that this would be particularly important bearing in mind the emphasis on Periodic Review in the revised HEFCE operating model for Quality Assessment. HEFCE will seek assurances that Council has oversight of periodic review activity so the schedule of reviews and follow up activity must be completed. Boards of Studies will therefore be asked to confirm that Periodic Review actions have been covered in APEs and associated reporting.

Action

- **Update to be provided to the Committee (Assistant Director, Academic Quality and Development, November 2016).**

Part 5 Sector developments

24. National Student Survey

An update on the consultation outcomes for changes to the NSS, Unistats and information provided by institutions was received. Implementation of the changes to Unistats will require significant work behind the scenes by Student and Academic Services

25. QAA Updates

Members noted the publication of a new QAA Benchmark Statement for Sociology

26. Next meeting 10 November 2016

Secretary: Helen Fitch

Email: Helen.Fitch.1@city.ac.uk

Telephone:

020 7040 8793