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**Meeting:** COUNCIL/SENATE/STUDENTS' UNION COMMITTEE

**Date and Time:** Thursday 28 February 2019 at 10.15am

**Venue:** 4 West Boardroom

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**Present:** Professor P Lambert (Interim Chair) Pro-Vice-Chancellor (Learning & Teaching)

Miss E Alcock	President, Students' Union (SU)
Mr B Baines	Student Representative
Mr J Kitchen	Education Officer, SU
Mr J Mifsud	Student Representative
Ms K Robinson	Elected by Council
Dr J Troyer	Elected by Senate (for minute nos. 1177-1186)

**In Attendance:**

Dr J Harris	Director of Academic Registry
Professor A Heath	Academic Director, CLT
Mr M Humphriss	University Secretary (for minute nos. 1178-1184)
Dr N Kemp	Director of Policy & Planning (for minute nos.1173-1178)
Mrs J Loveys	Director of Accommodation and Hospitality Services
Mr A McLaughlin	Chief Executive, SU
Ms J Medland-Kelly	Executive Officer
Mr A Payne	Director of Student Services
Miss Alisha Lobo	Community Officer, SU (for minute nos. 1177— 1178)
Ms C Henderson	Secretary

**Apologies:**

Professor C Mitchell	Elected by Senate
Dr C Harris	Secretary

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### **ACTION**

#### **1173. WELCOME**

The Chair welcomed Mrs Jane Loveys, Director of Accommodation and Hospitality Services, and Ms Jenny Medland-Kelly, Executive Officer, who would be in attendance at future meetings. Dr Nicky Kemp was welcomed to the meeting and Clare Henderson, standing in as Secretary. Members agreed to vary the order of agenda items as suggested in the course of the meeting.

#### **1174. MINUTES OF PREVIOUS MEETING**

Some Committee members reported that they had not received the minutes of the meeting held on 6 December 2018 (Paper CSSU18/19-012), which had been a late circulation paper. The Chair offered to re-circulate the minutes post-meeting.

**Sec**

**1175. MATTERS ARISING**

Further to an error being recognised in Minute 1163 of the meeting of 6 November 2018, the following amendment was agreed:

This sentence to be removed

*“There was a new lecture capture booking tool for ReView (Panopto) which gave more flexibility and was easier to use. Lecturers were sent information on students with Disability Access Plans in place and they were then required to record those lectures. The system for this was being automated.”*

This sentence to be inserted

*“A new lecture capture booking tool for ReView (Panopto) is being developed which will give greater flexibility and be easier to use.”*

The Committee received a report of actions since January 2018 (Paper CSSU18/19-013) which had been compiled by Jenny Medland-Kelly.

(1) Minute 1166(4) Local Elections (Canvassing)

The SU President reported that candidates would not visit University managed accommodation but would instead set up stands on the Parade; the University Librarian offered the opportunity to discuss use of Library space. The Office of the University Secretary (Sue Stove) would liaise with the SU Marketing Team to support co-ordination of communications. The Director of Accommodation and Hospitality Services (AHS) asked to be kept informed of proposed arrangements for distribution of literature.

**SU Pres/  
Uni Lib**

(2) Minute 1169 (2) Library (Study Spaces)

In response to a question, the Director of AHS reported that the lower level study space, with corner coffee shop, in the new School of Management (SoM) building was open to everyone, thus providing study space over the quoted capacity figure of 210. Additionally Polden Court would provide study space.

(3) Minute 1169 (3) Student Parents and Carers (Nursery)

The Director of Policy and Planning responded to a question on addressing the implications of prolonged closure for the Nursery by using prefab decant accommodation. Dr Kemp reported that nurseries were subject to stringent criteria in respect of their facilities so any decant accommodation would need to meet these requirements. As reported at the previous meeting, the expansion / replacement of the nursery was a named project in the University's capital programme. Beyond the School of Management building, the capital programme had prioritised 3 West building for refurbishment to mitigate potential risks to business continuity of Physics and Computer Science teaching associated with legacy asbestos and the age of the building's sub-station.

(4) Minute 1169(3) Student Parents and Carers (DDAR Funding)

It was reported that the SU were invited to submit a grant application to the Alumni Fund for scholarship funding. The Chief Executive of the Students' Union should be copied into exchanges.

(5) Minute 1169 (4) Brexit (Medicines and Medical Services)

The issue of access to specialist medical services and items in the event of a no deal Brexit was discussed. The Director of Student Services reported that the University had to rely on the NHS arrangements for any no deal situation but individual problems would be addressed within the welfare provision as normal. Student support services responded on an individual basis to cases of need.

(6) Minute 1169 (4) Brexit (Advice and Information)

The Chief Executive of the Students' Union noted that trials with the Doctoral College were progressing well and would inform actions of the planning team in April to incorporate into SU practices.

**1176. CHAIR'S BUSINESS**

The Chair reported that the consultation had closed on proposed changes to the Office of the University Secretary. A new post of Head of Strategic Governance would provide leadership for changing the practice and perception of governance at the University. Dr Nicky Kemp would have oversight of the Academic Governance team, and become Acting University Secretary until the October meeting of Council. Equality, Diversity and Inclusion would have line management to the PVC (Learning & Teaching) but oversight would be shared with the Dean of H&SS and Director of Human Resources. The Legal team would report to the DVC and Provost. The PVC (L&T) would be responsible for student dispute resolution, appeals and discipline although case work would be undertaken by a member of the academic governance and compliance team (under the Director of Policy and Planning).

The Steering Group was continuing to meet and the role of the SU in supporting and contributing to good governance was recognised as extremely important.

**1177. CAMPUS MASTERPLAN**

The Director of Policy and Planning tabled the emerging campus masterplan which provided the framework for the future development of campus. She reported that capital planning for specific buildings and refurbishment projects needed to be aligned with cash flow. The University's Estates Strategy balanced new build projects to enhance facilities with major refurbishment projects to address the functionality of ageing buildings. The emerging campus masterplan set out potential opportunities for new development and updated the previous masterplan approved in 2009. B&NES was in the process of formulating a Local Plan, setting a planning framework to 2036, to replace their existing Core Strategy and Placemaking Plan; the latter included at Policy SB 19, the planning policy for the Claverton Campus. B&NES had prioritised economic development and new housing requirements and therefore would like any further University development to be on campus. The B&NES Local Plan Options consultation had closed in January 2019. The current draft of the new campus masterplan had been embedded in the Local Plan Options document though it did not have any formal status with the local authority. The status of the new masterplan, once finalised and approved by University Council, was being addressed in discussion with B&NES. Under the existing B&NES Core Strategy, the SoM development on campus exhausted the non-residential build provision and capacity for both academic facilities and residential accommodation had now to be reviewed

through the masterplanning process. Options were still under consideration. In brief, the University approach was to create further campus development capacity by working with its Consultants to better understand landscape, transport, lighting and ecology constraints. Additional development capacity could be created by developing decked car parking and 3G pitches to release areas of existing car parking and grass pitches for development. Following submission of the emerging campus masterplan, B&NES had asked for a more detailed, evidence-based masterplan proposal but had given in principle support for the 3G pitch and decked car parking approach. It was planned to take a campus masterplan to Council at the May or July meeting.

Dr Kemp reminded the Committee that refurbishment of the ageing buildings around the Parade remained a priority; 3 West and 5 West being in need of significant upgrading. There were issues of asbestos management to consider in relation to 3 West. In response to a question, Dr Kemp noted that the options of relocating people back into the same building were being considered given the major disruption involved in moving. The new Vice-Chancellor would be consulted before final decisions were taken.

It was recognised that there would be a range of views on campus development from stakeholders which would have to be addressed as the masterplan evolved.

Dr Kemp was thanked for her presentation.

**1178. STUDENTS' UNION BUSINESS**

The SU Community Officer presented Paper CSSU18/19-020 setting out proposals for improving relationships between the University and the local community. Ms Lobo noted that the University had a poor relationship with its local community due to negative press coverage of University pay and governance, payment of a 'peppercorn rent' and perception of students as a 'burden' on the local community alongside the disadvantage of the University being located remotely from the town. She advocated direct involvement with the local community to counterbalance an often biased presentation of information in media reports. The Chair welcomed the paper as a very helpful contribution to improving relations and reported that it had been discussed by the University Executive Board (UEB).

**Recommendation 1**

The proposal had been put forward that a member of the senior management team should attend all relevant residents' associations. Given that this would be a significant time commitment, it was proposed that representatives of residents' associations should be invited to meetings of the local residents' forum.

**Recommendation 2**

The proposal that a member of the senior management team should attend all Federation of Bath Residents' Association (FoBRA) meetings was considered to be better managed through continuing the presence of a senior management figure at the annual reception because this provided an opportunity to encourage representatives of residents' associations to come along to the local residents' forum. Normally the DVC and Provost attended the FoBRA reception.

**Recommendation 3**

The proposal that a full strategy be formulated to repair and renew relationships with local residents and stakeholders had been noted but it was considered that reviewing goals and objectives for enhancing the relationship would be a starting point for addressing the underlying problems. The benefits of developing a full strategy remained open for further discussion.

**Recommendation 4**

The proposal for KPIs for monitoring engagement of local press and residents in communications and promotion of positive local press coverage was already done. The Director of Marketing collected indicators of impact and provided good news stories to the Chronicle but regrettably the newspaper did not always publish these or placed them less advantageously within the pages.

**Recommendation 5**

The proposal to host an annual local residents' event would involve significant planning and cost. The University had held a very successful event in its 50<sup>th</sup> anniversary year and the STV held an open sports taster event annually. The University would be impacted negatively if the event was not of a high quality.

**Recommendation 6**

The proposal that the University present annually its plans for current and future development to the local council was considered to be already happening. The Director of Policy and Planning reported that meetings were held with the B&NES Planning Team to update them on such matters as projected student numbers, which had then been incorporated into the evidence document informing the Local Plan.

**Chair**

Ms Lobo reported that she had found herself as the only University person at residents' associations meetings and fronting the position of the University. The Director of Policy and Planning reiterated the intention to invite representatives of residents' associations to the local residents' forum to facilitate a single exchange of views but it was agreed that the UEB should be made aware of the exposure of the SU Community Officer to representing the University to the community and not infrequently having to deal with negative feedback.

Ms Lobo was warmly thanked for her work in building relationships with the local community.

**1179. STUDENT ACADEMIC APPEALS AND REVIEWS**

The Committee considered Paper CSSU18/19-014 which was presented by the Director of Academic Registry. Dr Harris reported that the low number of academic appeals provided reassurance as to the quality of decision-making and appropriateness of the appeal procedures. Academic Registry was grateful to the SU for providing independent advice and support for students wishing to make an academic appeal. Attention was currently being given to describing '*prime facie* cases' and would be followed by review of potential clarifications of the language and processes outlined in Regulation 17. Curriculum transformation and the parallel transformation of supporting regulatory frameworks and processes would influence the reasons that, and the mechanisms by which, academic appeals were made.

The SU Education Officer reported that there had been 121 cases of SU support for students last year representing some two-thirds of academic appeals. This was an increase in the use of such services and demonstrated their value.

In response to a question about feedback from students on the process, Dr Harris assured the Committee that student cases, especially where mental health issues were concerned, were dealt with according to individual circumstances. There had been good outcomes for such cases, though this did not necessarily reflect the experience of students.

The Committee agreed that the student academic appeals and reviews processes were rigorous, transparent and working effectively and RECOMMENDED to Senate that the report be noted.

**1180. STUDENT COMPLAINTS 2017/18**

The University Secretary presented Paper CSSU18/19-015 reviewing student complaints' statistics for 2017/18. He noted that there were a very low number of student complaints for the size of the institution but that every complaint represented an opportunity for review and learning. It was noted that the statistics related only to formal complaints; informal complaints were dealt with at the point of contact and resolved before they reached formal status. Some services and departments had their own mechanisms for responding to feedback and informal complaints; Ms Loveys offered to share information held by Accommodation and Hospitality Services. Individuals were advised of the formal complaints process where necessary.

**DoAHS**

The Committee noted the student complaints' statistics for 2017/18 and confirmed that the Student Complaints Procedure remained appropriate.

**1181. STUDENT DISCIPLINARY STATISTICS 2017/18**

The University Secretary presented Paper CSSU18/19-016 reviewing student disciplinary statistics for 2017/18. Mr Humphriss reported that whilst the number of serious cases referred to the University Secretary / Vice-Chancellor remained at a very low level, there had been an increase in cases relating to sexual harassment and assault. This might be because of awareness raising through the #Never OK campaign and also reassurance that it was safe and right to report incidents. The Director of AHS noted that Security staff needed an appropriate space to take individuals to when sexual assault was being reported; currently there was no such space available.

**Chair**

The University Secretary reported that the University had a zero tolerance approach for drug misuse and drug dealing was regarded particularly seriously. In response to a question about how the SU could support tackling drug misuse, Mr Humphriss noted that students needed to be fully aware of the implications both in terms of their health, potential police record and disciplinary outcomes. The Director of Student Services reported that induction appeared to be an effective point at which to talk about the impact and consequences of drugs misuse and inappropriate behaviour. It was important to ensure that students were cognisant of the fact that they would be caught and action would be taken for any infringement of the regulations.

The Committee noted the contents of the report on student disciplinary statistics for 2017/18.

**1182. FITNESS TO STUDY STATISTICS 2017/18**

The University Secretary presented Paper CSSU18/19-017 reviewing fitness to study statistics for 2017/18. Mr Humphriss drew attention to an increase in the number of cases reflecting a national trend of greater awareness and reporting of mental health issues. The framework was good and allowed early intervention through the Wellbeing Service.

The Committee noted the contents of the fitness to study report and statistics for 2017/18.

**1183. FITNESS TO PRACTISE STATISTICS 2017/18**

The University Secretary presented Paper CSSU18/19-018 reviewing fitness to practise statistics for 2017/18. He reported that there had been no fitness to practise cases in 2017/18.

**1184. UNIVERSITY SECRETARY**

The University Secretary was thanked for his significant contribution to improving processes and procedures relating to student matters and for his commitment and professional support for the student community.

**1185. STUDENTS' UNION BUSINESS**

(1) Accommodation

The Committee received Paper CSSU18/19-019. The President of the SU drew attention to the comparability of Bath rental prices with London. Whilst the opinions in appendix 1 related to student feedback in 2016/17, the feelings expressed remained valid.

The Chair reported that the paper had been considered by UEB which had recognised progress over the last two years in terms of accommodation provision.

Recommendation 1

It had been agreed by UEB that rent proposals should be considered by CSSU prior to Finance Committee approval.

Recommendation 2

It had been agreed by UEB that a University Accommodation Strategy should be developed. A project team lead by the Commercial Manager (Tom Britten) and including two SU Officers, a Council member, the PVC (L&T), Director of Policy and Planning, Director of Estates, Director of AHS would be set up to review requirements, costs, bed stock, financing and affordability. The President of the SU would receive draft proposals.

Recommendation 3

It had been agreed by UEB that the SU should be involved in conversations at an early stage about the overall direction of student accommodation including rent proposals as referenced in Recommendation 1 and SLAs, contract length and

## ACTION

longer term plans for city leased accommodation. A record would be kept of such conversations.

The Director of AHS reported that £344,620 had been refunded from liquidated damages as compensation for delays in availability of Polden Court accommodation. The Director of Student Services noted the impact of accommodation on the student experience and its role in attracting students to the University. He suggested that consideration could be given to identifying within the accommodation cost an allocation for pastoral care and other services thereby highlighting the quality of provision.

The SU President was thanked for her report.

### (2) Errors in Exam Papers

The Committee received Paper CSSU18/19-021. The SU Education Officer explained that the report set out issues with the production and moderation of examination papers and supplementary material. He reported that some 38 exam papers had an issue in January 2019 leading to stress for candidates and time being wasted as well as the risk of grade inflation. The processes appeared robust but errors occurred during moderation and printing.

Dr Harris noted that an assessment process sub-committee had looked at the issue of errors in examination scripts in 2014. There had at that time been a 10 minute rule for fixing an error but this had been discontinued on the basis that exam papers needed to be without error at the point of distribution and that 10 minutes was insufficient time to address an error and to communicate with students in different venues. The DVC (Professor Morley, who was at that time PVC (L&T)) had then written to Faculties to set out the expectations with respect to exam papers. It was timely to repeat such a message and to report annually to Learning, Teaching and Quality Committee (LTQC) on any instances of issues occurring. The SU President noted that occurrence of errors represented not only academic integrity and excellence issues but impacted the wellbeing of students because of the stress caused.

Chair

The University Librarian noted that past exam papers were available in the Library for students to use as practice exercises. These papers were as provided in examinations. It was agreed that students using the papers should be asked to report any errors in past papers so that these could be reviewed and amended/annotated.

Uni Lib

The Chair thanked the SU Education Officer for his important work in this area and reported on the broad support for the paper and its proposals given by UEB. Responses and recommendations would be discussed and agreed at ULTQC.

### 1186. DATES OF MEETINGS

The remainder of the programme of meetings for 2018/19 was noted as follows:

- Tuesday 9 April 2019 at 2.15pm

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The meeting concluded at 12.15pm

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