

Committee Minutes

Committee:	Student Support and Student Experience
Date/Time:	4 th February 2025, 2:00pm – 4:00pm
Chair/Members:	<p>Chair: Assoc. Dean for Health & Social Care & Interim Assoc. Dean for Business Management – Dr Maxine Pryce-Miller (MPM)</p> <p>Admissions & Retention Designated member – Ramal Rana (RR)</p> <p>Teaching & Learning Designated member – Madiha Hassan (Bm) (MH), Dr Zahid Khalid (M) (ZK)</p> <p>Student Support Designated member – Samya Saeed (Bm) (SS)</p> <p>Admin, HR & Campus Designated member – Shazina Taimoor (Bm) (ST), Maria Siddiqua (Lc) (MS), Burcu Yaldiz (Ln) (BY) Yasir Ijaz (YI)</p> <p>Registrar and Controller Examinations Designated member – Dr Cristiana Shepherd (Bm) (CS)</p> <p>IT Support Designated member – Hamza Azeem (Bm) (HA)</p> <p>Student Voice designated members – Mian Iftikhar Ahmed (M) (MIA), Leonie Thea (Lon) (LT)</p>
In attendance:	<p>David Orford- Academic Board Chair</p> <p>Dr Sheku Kakay – Associate Dean & Head of Quality Assurance and Collaborative Partnerships (SK)</p> <p>Dr Robert Hyland (RH) – Associate Dean & Head of Partnerships</p> <p>Faheem Bhatti – IT support designate member attended in place of Hamza Azeem</p> <p>Ayhan Ahmed (AAh) – Registrar and Controller Examinations alternate member</p> <p>Onyedika Aralu (OA)- Registrar and Controller Examinations member</p> <p>Rubab Zahra (RZ)- Teaching and Learning Designate member attended in place of Yasir Ijaz</p> <p>Maimoona Khalid Aziz (MkZ)- Academic Development Unit member</p> <p>Hajirah Farooq (HF)- Academic Development Unit member</p> <p>Syeda Morsheda Sogra (SmS)- Academic Development Unit member</p> <p>Funmi Ekisola – Clerk (FE)</p>

Actions shown in bold.

MPM welcomed all to the meeting.

1. Conflicts of Interest

No conflicts of interest were declared

2. Apologies

Apologies received from ZK and YI, EA was absent. Meeting was quorate and remained so throughout the meeting.

3. Protocols for the meeting

MPM reminded all present to focus on the business of the meeting and make all comments through the chair.

4. Minutes of the previous meeting

Minutes of the meeting held on 6th November 2024 had been circulated prior to the meeting and were agreed as a correct record.

5. Action Tracker

The committee reviewed the Action Tracker and the RAG ratings for the actions previously agreed. Items where actions were outstanding were noted as follows

SS39 –Reasons & implications for withdrawal/deferrals of students – Attendance and Engagement plans. Action completed. RR presented the report at the meeting, giving the reasons for withdrawal and deferrals.

DO inquired whether students were clearly informed about the two-day-per-week commitment required for the course. RR confirmed that this information was communicated once and continuously all through the recruitment stage and onboarding of students.

Though action is complete, the errors in the report must be corrected, e.g. Reputational risk section of the report and the B3 data reference

SS40- Develop a communication mechanism where student reps can meet/communicate with each other (across different levels) – Communication channel mechanism proposal was presented to the committee.

Student Support team to finalise with EA and revert with a concrete proposal for the committee

SS41- Student Support to visit classrooms to provide information about mental health facts and support- There is no proper feedback on this action which is predicated on the appointment of a Mental Health Professional.

Chair asked SS on the current framework in place for managing mental health issues as raised by students. SS replied that they could only do what they could with their limited capacity which is not enough

HR is currently in the process of upskilling staff on mental health and safeguarding.

MPM informed DO of the importance of having an experienced and suitably qualified mental health nurse who will lead the department train mental health and well-being officers across all campuses. She informed DO that this has been outstanding since September 2024. There is an urgent need to ensure that a mental health unit be established.

EA to give feedback on the appointment of a mental health professional

ST to give feedback on upskilling staff on mental health and safeguarding

SS42- Code of conduct / Campus rules to be displayed in all classrooms- A proposed Student Code of Conduct was presented at the meeting. The committee approved the student code of conduct for deployment across all campuses.

SS to ensure that the student code of conduct is displayed across all campuses.

SS43- Provide clear information and process about the different incentives and recognition received by reps depending on role and longevity of service- A draft poster providing clear information was shared by RH with the student support team, there was no feedback from the team on the poster

RH & FB to finalise creation of poster- ensure to differentiate between student representative and student committee representatives

RH to create guidelines for student committee representatives

SS44- Item 8 & 9 on the Quality Assurance report that were on food, drinks and parking on campuses was transferred to ADHC committee. These items were not within the remit of Student Support and Student Experience Committee.

Action completed; items transferred to ADHC committee

SS45- Mental Health officer to train staff to manage students dealing with trauma / personal grievances, Provide more face-to-face mental health support/wellbeing initiatives with students. Conduct disability awareness-raising trainings to address the disability knowledge gap among students and available support systems/resources.

There is no feedback on the appointment of the mental health officer, consequently, this action remains and will be carried forward to the next meeting.

EA & ST to give feedback on the appointment of a mental health professional

SS46- Conflict resolution training so classroom issues are resolved and do not escalate. Team to consider a nominated campus officer to support staff with disability and wellbeing issues. Safeguarding/Prevent reporting mechanisms to be set and communicated so incidents can be reported and tracked.

EA to give feedback on this action at the next meeting

SS47- Provide classroom and campus expectations to students, including cleanliness of their environment, toilets etc. This is stated in the proposed Student Code of Conduct and emails were sent to students on these expectations. Student support team periodically visits the classes to reiterate these expectations to students.

ST informed the committee that it is a sore point for operations as they are at the receiving of complaints from the Birmingham building management

MH and SS to collaborate and produce posters for student awareness. These must be included in the induction slides and lecturers should be encouraged to remind student of these expectations from time to time

SS48- Improve the picture quality of our campuses in the newsletter. Action now completed.

FB informed the committee that IT now collaborate with student support on the publication of newsletters to improve the picture quality and make it look professional

Chair informed all committee members who may have actions assigned to them to ensure that all actions are completed and submitted to the clerk at least two weeks before the meeting

6. Matters Arising

MAR36- Review disability/learning difficulty disclosure form and supporting slides for completeness and compliance with SSS standards was moved to Student Support and Student Experience Committee as it is within the jurisdiction of the committee and not Marketing, Admissions and Retention Committee

SS to review the disability/learning difficulty disclosure form and supporting slides for completeness and compliance with SSS standards

Mental Health Nurse

The appointment of a mental health nurse as stated earlier by the chair has been outstanding since September 2024. This role needs to be filled, consequently, the Chair will be taking this matter up to the Academic Board through the Quality Audit Committee.

7. Student Experience

MIA a student representative gave feedback on student experience at SSS. The feedback include:

- The experience is a positive one
- Student feel well supported in their studies
- Common areas are well maintained, ambience is excellent
- Teaching quality is good
- Lecturers teach well and make lessons engaging

Leonie, another student representative, informed the committee of a request from students at the London campus for adjustments to the timetable, particularly regarding the afternoon sessions. However, this matter is already being addressed by the Student Support Officer in London.

8. Strategic Update

- a. Engagement report- Engagement report remains the same as presented at the last meeting. Student support team are just about to commence with student activities this year e.g. team building activity week coming up the week of February 10, 2025

Student Support to present an engagement report of all activities conducted in the period under review at the next meeting

- b. Effectiveness report – Since there is engagement report, there cannot be an effectiveness report.

Student Support to present an effectiveness report of all activities conducted in the period under review at the next meeting

There is currently no data to review, but it will remain an agenda item always

- c. Reasons & implications for withdrawal/deferrals of students – Attendance and Engagement plans- this was taken under SS39
- d. Review of complaints data (Chair) Complaints procedure and form

MPM asked SK for the clerk to gain access to the complaint report

AAh to send the complaint report (only numbers not access to the raw data) to FE

- e. Student Support Slide deck presentation (SS)

A verbal update from the student report on NSS and SES was provided as follows:

1. SES is now complete, with the latest update indicating an 87% completion rate across all campuses—the highest recorded to date.
2. NSS is still ongoing, and a detailed report will be presented at the next meeting.

- f. NSS, SES plan for implementation (Chair)

Taken under the previous action

9. Newsletter

The November–January newsletter was shared ahead of the meeting. The committee commended its quality, noting the improvements suggested at the previous meeting had been effectively implemented. The newsletter was recognized as being professionally produced.

FB confirmed that IT now collaborates with the Student Support Team in the newsletter's production.

10. Matters to report to Quality Audit Committee

Items to report to the Quality Assurance committee were noted as follows

- a. The appointment of a mental health nurse- This must be taken to the Academic Board for resolution

11. Annual Report form the Chair to the Academic Board

Not for use at this meeting.

12. Any other business

RH raised a suggestion on getting student committee representatives to be better coordinated when they attend committee meetings. Things to do to help them become better coordinated and prepared for the meeting could include:

1. sending out one or two questions structured around the committee out to the students a day or two before the meeting
2. training students committee representatives on committee expectations.

RH to develop a template of no more than four pages to enable students to write and submit their reports in advance.

CS recommended that students attending committee meetings should join from their local campus facilitated by a staff member to ensure smoother online participation experience

DO highlighted those 10 items on the action tracker remained outstanding until the meeting, preventing committee members from reviewing documents in advance.

The Chair acknowledged this concern and stated that she would escalate the issue through the Quality Audit Committee, as all action owners had been reminded at least four times, yet submissions were still delayed beyond the cut-off date.

All action owners must submit tasks and reports to the clerk by April 22, 2025

[Date of next meeting](#)

There being no further business, the meeting closed at 4.00 pm

The date of the next meeting is 6th May 2025, 2.00 pm – 4.00 pm, Birmingham Campus, hybrid.

Action Table

Number	Action	Responsible	Deadline
SS49	Reasons & implications for withdrawal/deferrals of students – Attendance and Engagement plans- though action is complete, the errors in the report must be corrected, e.g. Reputational risk section of the report and the B3 data reference	AAh/RR	
SS50	SS to finalize with EA, a communication mechanism where student reps can meet/communicate with each other (across different cohorts) and revert with a concrete proposal for the committee	SS	
SS41	SS41 is carried over to the next meeting. EA to give feedback	EA & ST	

	on the appointment of a mental health professional ST to give feedback on upskilling staff on mental health and safeguarding		
SS51	Student Support to ensure that the student code of conduct is displayed across all campuses.	SS	
SS52	Provide clear information and process about the different incentives and recognition received by reps depending on role and longevity of service- RH & FB to finalise creation of poster- ensure to differentiate between student representative and student committee representatives	RH & FB	
SS53	RH to create guidelines for student committee representatives	RH	
SS46	Conflict resolution training so classroom issues are resolved and do not escalate. Team to consider a nominated campus officer to support staff with disability and wellbeing issues. Safeguarding/Prevent reporting mechanisms to be set and communicated so incidents can be reported and tracked- EA to give feedback on this action at the next meeting	EA	
SS54	Provide classroom and campus	MH & SS	

	expectations to students, including cleanliness of their environment, toilets etc.- MH and SS to collaborate and produce posters for student awareness. These must be included in the induction slides and lecturers should be encouraged to remind student of these expectations from time to time		
SS55	Student Support team to review the disability/learning difficulty disclosure form and supporting slides for completeness and compliance with SSS standards	SS	
SS56	Student Support team to present an engagement and effectiveness report of all activities conducted in the period under review at the next meeting	SS	
SS57	AAh to send the complaint report (only numbers not access to the raw data) to FE	AAh	
SS58	RH to develop a template of no more than four pages to enable students to write and submit their reports in advance.	RH	
SS59	All committee members who may have actions assigned to them to ensure that all actions are completed and submitted to the clerk at least two weeks before the meeting.	FE to broadcast be email when sending actions	Done

	All action owners must submit tasks, reports to the clerk by April 22, 2025		
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