



**Minutes of an electronic meeting of the UCP Academic Board  
held at 13:00 on 23 October 2020.**

**Present**

Liz Knight	Chair & Academic Director UCP
James Larner	Deputy Director UCP
Daniel Lee	Interim Head of HE – Stamford
Glen Mason	HE Manager
Zoe Rumball	Academic Officer
Paige Tolley	HE Data Co-Ordinator
Laura Bright	Student Support Officer
Lee Waters	Teaching & Learning Lead
Salima Murji	Course Leader Criminology
Claire Bowes	Course Leader Psychosocial Studies
Richard Greensmith	Student Officer
Kat Beeton	L6 English with Creative Writing Student Rep
Ben Rockliffe	L6 Sports & Exercise Science Student Rep
Emiliana Emberton	L4 Computing & Information Systems Student Rep
Alison Davies	Independent Member
Jo Dawkins	Independent Member
Sherrill Duberry	Minutes

**Apologies**

Angela O'Reilly	Vice Principal Curriculum & Quality Peterborough College
Cheryl Thompson	Director of Quality
Claire Swales	HE Manager
Dianne Whattoff	Interim Partnerships Manager
Ann Ashby	Interim Quality Officer
Nick Reinis-Keightley	Media & Journalism Centre Manager & Course Leader Journalism
Chris Pursehouse	Course Leader Accounting & Finance
Peter Wright	Course Leader Digital Arts
Jake Mitchell	L4 Computing & Information Systems Student Rep
Inese Balode	L4 Accounting & Finance Student Rep

**1 WELCOME & APOLOGIES**

All were welcomed and the apologies accepted.

**2 MINUTES AND ACTIONS OF THE PREVIOUS MEETING**

The Minutes of the last meeting held on 12 June 2020 were confirmed for electronic signature. **(Action 1)**

All actions from the last meeting had been implemented.

**3 STUDENT FEEDBACK**

L5 English

Students are reassured by measures put in place around Covid-19. They feel comfortable and are impressed with UCP's response to the outbreak. The majority of students expressed a preference for a permanent blended learning approach moving forward. Students have proposed the idea of a facilitated reading week to their HE Manager. The HE Manager is looking in to it in and students are awaiting a response.

L6 Sports & Exercise Science

Students across all year groups of Sports reported that their course is going well. Students received late notification that reading week had been moved which caused issues for some. LW fed back that reading week normally falls during FE half term, which is HE week 5. This year it falls in week 6. Once identified, this was communicated and addressed with students.

Students reported some confusion with deadlines for submission to the Ethics panel. LK noted that supervisors are aware of deadlines and she will feedback to the Ethics Panel Chair and ensure publication again. **(Action 2)**

Students reported that they like the new pdf format Student Briefing. LK noted that this is the idea of our Marketing Officer and noted thanks to him for his input.

Students find Study Excellence sessions beneficial and like them being available to view on Canvas. Students noted that attendance to these sessions is low and advised more promotion. Student Reps are to advise their groups to attend.

L4 Computing & Information Systems

Students reported that induction went well and like online learning, although appreciate that Computing students are particularly suited to this style of learning. Students offer their thanks to the Student Support team who continue to be helpful and supportive, particularly around issues with Student Finance.

Students would like more clubs and societies although they are aware that Covid-19 can make this problematic. LK reminded the Board that students have funding available to enable them to set up their own clubs and societies where they have a minimum of 10 students to take part. UCP were able to provide guidance to students on how to set up a society.

### Student Officer Feedback

RG noted key points from the recent Student Council meeting: -

- RG thanked Student Representatives for delivering considered feedback.
  - Student Council believes that UCP has acted responsibly around Covid-19, whilst supporting quality teaching and learning.
  - Student Council welcome the new format of the Module Evaluation Surveys.
  - Student Council welcome the amendments to the HE Student Charter.
  - Students are able to stay late to study on campus on days when they have face to face delivery.
  - Some students raised the issue of part refunds of course fees being available due to Covid-19. RG noted that the Office for Students recommend that cases are considered on an individual basis, however UCP continue to offer high quality teaching and learning so he does not feel this would be appropriate.
  - L6 students have reported problems with accessing resources; RG highlighted the importance of ongoing support from ARU for franchised students and JL noted that UCP is in the process of ensuring access problems are remedied.
  - L6 reported a smooth enrolment process.
  - Students praised the work of Student Support during and post Covid-19 lockdown.
  - Student Representatives have been elected and training is available.
  - RG recommended that students attend Citizens UK events.
  - Students raised concerns that bus fees are to be significantly increased. LK noted that she has not seen information to this effect and asked RG to forward to her any emails received.
- (Action 3)**
- RG is pleased to welcome students from Stamford campus and has had positive meetings regarding engagement with them.

## **4 STUDENT SUPPORT**

LB presented the key points from 2019/20:-

- There was a 21% reduction in applications for extensions and mitigations and fewer short term extension requests.
  - Students are engaging well with the procedures in place to support them.
  - No students were disadvantaged due to Covid-19; there were no withdrawals or intermissions due to Covid.
  - A Care Leavers' Bursary of £500 per academic year is available. LB and JL also met with the Local Authority to discuss how UCP can further support Care Leavers. 2 bursaries have been awarded to date.
  - Fewer withdrawals are testament to the intervention work being carried out.
  - Research into L4 transition into HE has been carried out and the report will be circulated.
- (Action 4)**
- Student Support are working both in the atrium and in their office (for confidential meetings.) KB said that students like having a Student Support presence in the atrium, that it encourages open communication as students get to recognise a friendly face and feel more comfortable. LB said that Student Support would take this feedback on board.
  - 7 hardship payments were awarded during lockdown.

- UCP now have a direct contact at the Citizens Advice Bureau so are able to access guidance and better signpost students.
- UCP continue their relationship with the Young People's Counselling Service (YPCS), however due to the financial impact Covid-19 has had on YPCS and access to UCP campus, YPCS no longer have a presence onsite.

## 5 **CONFIDENTIAL**

## 6 **COURSE REVISIONS & CLOSURES**

An overview of courses closed due to low recruitment was circulated prior to the meeting. Two students who had enrolled onto one of these courses have been protected under the Student Protection Policy.

66 course revisions were approved over the summer, details of these were circulated to the Board and related to assessment adaptations (COVID), enhancement and student feedback.

## 7 **PROFESSIONAL STATUTORY & REGULATORY BODIES (PSRBs)** **Professional, Statutory and Regulatory Bodies (PSRB)**

ZR explained that PSRBs are an industry standard accreditation; recognised by industry and enabling students to use the PSRB's resources and networking opportunities. Having PSRB accreditation for their course also allows easier professional registration for students.

UCP have accreditation from the Chartered Management Institute (CMI) for our Business courses as well as accreditation from the Chartered Institute of Marketing (CIM) for our Business with Marketing and Digital Marketing courses. ZR notified the Board that CMI are carrying out a virtual audit at UCP, looking at data protection and complaint handling. Feedback and outcome will be presented at the next meeting. **(Action 5)**

## 8 **POLICY UPDATES & APPROVALS**

LK reminded the Board that in order to maintain clear oversight, UCP require clear Terms of Reference for our committees. These have been updated due to the merger, and approved by UCP Council. It was noted that the changes are small, implemented to include all HE provision across the IEG group. All committees must share the Terms of Reference at their next meeting. **(Action 6)**

LK informed the Board that the UCP Complaints Policy has been updated to include all IEG HE provision and has been approved by UCP Council. It was noted that the complaint stages remain the same and comply with the Office of the Independent Adjudicator for Higher Education.

## 9 **COURSE PERFORMANCE**

The National Student Survey (NSS) results for Peterborough and Stamford campuses were circulated. It was noted that responses are only collated where 10 or more responses are received and that students complete the survey in their final year of study. Key points were:-

### Peterborough Campus

- 4 out of 6 courses were above benchmark

- 3 courses had 100% overall satisfaction
- Overall satisfaction combined for all courses with less than 10 responses was 97%, however only 69% reported being happy with the student voice. RG is addressing this. **(Action 7)**
- Early Years and Crime & Investigative courses were below benchmark at 40% and 60% overall satisfaction respectively. Action plans are in place for both courses and were circulated to the Board.
- It was noted that progress with the Early Years action plan is well underway and feedback from students is positive.
  
- RG & LK are to formally visit both courses to record feedback and it was noted that although there are a number of reasons why the NSS results were poor, it is not acceptable and will be monitored. It should be noted that Crime & Investigative had good satisfaction ratings for teaching.
- Courses with high satisfaction were Psychosocial (91%), Sports (100%), Computing (100%) and Sociology (100%) and best practice will be shared as part of the Annual Monitoring Reviews.

#### Stamford Campus (Including Partners)

- Students would like improved access to learning resources and we are looking into how we can improve this experience.
- Overall results for teaching were 86.3%
- Overall satisfaction was at benchmark at 86%

RG noted that NSS results have been consistently positive and that UCP consistently work to improve and address any issues. Progress of actions plans will be shared at the next meeting. **(Action 8)**

#### **10 COMPLAINTS, COMPLIMENTS & POSITIVE COMMENTS**

An overview of complaints during 2019/20 for Peterborough campus was circulated. It was noted that moving forward, all of IEG provision will be included in the data.

ZR presented an overview of the complaints process and informed the Board that UCP received 5 complaints, 3 informal and 2 stage 1. One course had modules offered over the summer to prevent students from being disadvantaged and this worked well.

ZR noted that with such small numbers of complaints, it is hard to identify trends and that the Academic Office would be putting in place a process to record compliments and positive comments as these are not currently formally recorded. **(Action 9)**

#### **11 ACADEMIC APPEALS**

ZR presented an overview of the Academic Appeals process and noted that Peterborough campus (Peterborough College HE and UCP) received 7 academic appeals during the year 2019/20. Moving forward all HE provision across IEG will be included in the data. 5 appeals were upheld.

#### **12 APPROVAL OF DOCUMENTS FOR INSTITUTIONAL REVIEW**

Documents for institutional reviews were presented during item 5 and approved by the Board. LK noted that Academic Board members will be required to attend a meeting with our new validation

partner on 23/11/20 and calendar invites will be sent out. **(Action 10)**

**13 TEACHING & LEARNING STRATEGY**

Module Evaluation Survey

It was highlighted at last Academic Board that students are suffering from survey fatigue. To alleviate this, a new module evaluation survey for validated students, encompassing all the required information has been devised. This was circulated and approved by the Board. It was noted that L6 students will be surveyed by ARU.

Teaching & Learning Reviews

Teaching and Learning Reviews will be peer reviews, focussing on sharing good practice. New paperwork will be required and training will be provided. Where action plans are in place formal reviews will continue. It was noted that there will be a focus on tutorial sessions this year, which were noted as an area for improvement last year. LK noted that Teaching & Learning Reviews can be offered as definitive evidence for Higher Education Academy (HEA) applications.

**14 SCHOLARSHIP & STAFF DEVELOPMENT**

UCP have 6 Senior Associates and 5 Fellow HEA applications awarded, with a further 9 in progress. Staff who are interested in applying should contact LW in the first instance.

**15 UPDATE ON FRANCHISE & PARTNER ENGAGEMENT**

DL informed the Board that the majority of HE students at Stamford campus are from our partners; the Eastern School of Performing Arts (ESPA) and Addict Dance Academy. DL gave an overview of the courses offered and the demographic of students. DL noted that feedback from External Examiners regarding our partners is always excellent and that IEG and UCP are approaching this as a transitional year as we need to work with partners to advise them about policy and quality updates.

**16 UPDATE ON OTHER COMMITTEES**

Minutes and action logs from the Student Engagement Learning & Teaching Committee, Academic Standards and Quality Committee and Research and Scholarly Activity Group were circulated.

**17 AOB**

LK thanked the Board and re-iterated the importance of attending.

**18 DATE & TIME OF NEXT MEETING**

Friday 12 February 2021, 13:00

**ACTION TABLE**

		<b>Resp</b>	<b>Date</b>
	See referenced minute for full detail.		
<b>Action 1</b>	2. Last minutes (.12.06.20) were confirmed for signature.	<b>Chair (LK)</b>	<b>02.11.20</b>
<b>Action 2</b>	3. Re-publish Ethics deadline dates.	<b>SREP Chair (CS)</b>	<b>02.11.20</b>
<b>Action 3</b>	3. Forward any comms re changes to bus fees to Academic Director.	<b>Student Officer (RG)</b>	<b>31.10.20</b>

<b>Action 4</b>	4. Circulate research carried out on transition into HE at L4 to the Board	<b>Student Support Officer (LB)</b>	<b>31.10.20</b>
<b>Action 5</b>	7. Present feedback and outcome from CMI audit.	<b>Academic Office (ZR)</b>	<b>12.02.21</b>
<b>Action 6</b>	8. Show Terms of Reference at start of next committee meetings.	<b>Committee Chairs</b>	<b>various</b>
<b>Action 7</b>	9. Address NSS reported dis-satisfaction of Student Voice	<b>Student Officer (RG)</b>	<b>Ongoing</b>
<b>Action 8</b>	9. Present progress of action plans at next meeting.	<b>Deputy Director (JL)</b>	<b>12.02.21</b>
<b>Action 9</b>	10. Implement process to record compliments and positive comments	<b>Academic Office (ZR)</b>	<b>18.12.20</b>
<b>Action 10</b>	12. Send out calendar invites for the Institutional Review and Approval event. (23/11/20)	<b>PA / Business Administrator (SD)</b>	<b>02.11.20</b>