



## UG STAFF/STUDENT LIAISON COMMITTEE 2018/9

### MINUTES OF MEETING 2: 12 December 2018

**PRESENT:** Gaurang Agarwal, Theoni Androulidaki, Hannah Ashworth, Paul Baker, Ali Bevan, Ellie Bradley, Sam Brill, Daniel Casares-Lauritsen, Jennifer Chan, Ian Crawford, Benoit Dillet, Kristof Ehringer, Nia Griffiths, Sammi Huang, Jane Hunt, Artemis Johansen, Sanchia Jones, Sasha Kotchkour, Irene Macias, Claire Martin (Secretary), Danil Olenev, Juni Oldensand, Helen Rhodes, Melanie Richards, Eliza Shaw, Amy Staines, Laura Stubbs, Rishabh Suri, Antigoni Theocharides, Tim Wakeley, Achsah Wildish (Chair)

**Apologies for absence sent in advance:**

Silviu Baziuc (Co-Chair), Natasha Binnie, Richard Kamm, Diana Moore, Yasmin Timol

PARA		ACTION
	<p><b>CHAIR'S WELCOME</b></p> <p>Ian Crawford welcomed Dr Melanie Richards the new DoS for the Management Courses and Eliza Shaw SEO who has returned from maternity leave. Ian thanked Silviu Baziuc and Achsah Wildish for stepping forward as Joint Chair for the remaining SSLC meeting in 2018/9. Achsah agreed to Chair meeting 2 as Silviu was unable to attend.</p>	
001	<p><b>MINUTES OF LAST MEETING (Paper 006)</b></p> <p>The Minutes from meeting 1 on the 22 Oct 2018 were accepted as a true record with no amendments.</p>	
002	<p><b>MATTERS ARISING, INCLUDING ACTIONS ON ITEMS RAISED AT PREVIOUS SSLC MEETINGS</b></p> <p><u>Para 003 - Changes to Terms of Reference</u> (Claire Martin) – This has been escalated to the SoM Assistant Registrar as this document is held at University level.</p> <p><u>Para 004 - Changes to Raising Issues on UGSSLC</u> (Claire Martin)- Claire Martin will amend this document.</p> <p><u>Para 006 - Any follow up items to NSS and Unit Evaluations</u> (Ian Crawford). The Director of UG Teaching is looking to improve the number of students who complete the NSS survey and is open to any ideas on how to improve numbers. Any suggestions or ideas can also be e-mailed to Ian Crawford <a href="mailto:I.P.Crawford@bath.ac.uk">I.P.Crawford@bath.ac.uk</a>.</p> <p>A School/Faculty Rep raised issue an with the unit evaluations deadline (10 Dec 2018) not being ideal timing and asked whether it could be extended into revision week or pushed back. It can conflict with assessments and a busy period of the academic calendar.</p> <p>Ian Crawford responded that unit evaluations opened on the 22 Nov so there is a couple of weeks to complete the evaluation. Unit Evaluations can be completed before the deadline.</p> <p>The Chair commented that the students want to be able to evaluate the assessments and their relevance.</p>	CM

	<p>A BBA4 suggested that after exams would not be a good idea as the Unit Evaluations should monitor the teaching quality not the assessments. BBA 4 also noted that sometimes it is hard to see the link between the course content and the assessment.</p> <p>The Chair also commented that on some units all the seminars are based on computers but the exams and tests are done on paper so there is not a correlation between the two.</p> <p>A BMAN1 student asked whether students could be put together in a room and forced to complete the evaluations.</p> <p>Ian Crawford said that it is being considered whether it can be sprung on students during a lecture but was concerned that being forced to complete the survey might create a negative impact.</p> <p>The Chair suggested that if the Academic Reps take 5 minutes to talk to the students during a lecture about the value of the unit evaluations then this may encourage more participation and some students may prefer to give their feedback in person.</p> <p>A BBA4 commented that BBA4 students are rarely all in a lecture together in the final year as there are no compulsory units.</p>	
003	<p><b>CHAIR'S BUSINESS</b></p> <p><b>In-class tests conflicting with Placement Obligations:</b> The Chair raised a concern about students having to prioritise between in-class tests and placement assessment centres. Interviews and placement assessment centres require in-depth research and detailed commercial awareness and can end up clashing with academic assessments, both occurring during a condensed period.</p> <p>Paul Baker confirmed that the conflict has been given thought. Although it is a small number of students impacted ie 3 or 4 on the BAF programme, it is recognised that this does create additional pressure for students. From the University's perspective academics can't be constrained about when they give assessments as this is tied to the course content. If the semester is 'in' then it needs to be available for academic work (lectures, assessments, etc) a period of time within this cannot be blocked off.</p> <p>There should be a formal process for students who do experience this issue. The steps should be:</p> <ol style="list-style-type: none"> <li>1) Student should try to reschedule the placement obligation (e.g. assessment centre)</li> <li>2) If rescheduling is not possible, the student can file for an IMC.</li> </ol> <p><b>Negative Marking:</b> The Chair asked for clarity regarding negative marking. Is it a School of Management policy regarding negative marking on units?</p> <p>Ian Crawford said that negative marking was introduced on multiple-choice papers to penalise guessing. This was due to students complaints that students who revised for the paper could score the same as some students who guessed the answers.</p>	PB

	<p>There is not a formal School policy regarding negative marking; this is decided at a Division level. A Division can use negative marking if they feel it is right to use it in their academic judgement.</p> <p>There are only two real options in this case that 1) guessing is allowed or 2) penalise guessing so that the assessment tests knowledge.</p>	
004	<p><b>SUMMARY OF EXTERNAL EXAMINERS REPORTS 2017/8 PLUS RESPONSES (PAPERS 007 &amp; 008)</b></p> <p>This is made up of an official report from each of the external examiners and then a letter of response from the Associate Dean for each of the reports.</p> <p>There were no comments on the papers.</p>	
005	<p><b>CHANGES TO PROGRAMME AND UNITS – (Paper 009)</b></p> <p>MN20546 – A number of students gave feedback that they agreed to the changes to this unit as they thought the content is examinable and that 70% exam would be more effective.</p> <p>A BBA4 student raised concerns about a specific unit. The student said that the teacher was fantastic but the coursework is a heavy 30% and the student would ideally push for CW 50% and EX 50%. Ian Crawford recommended that this should be brought up with the Unit Convenor.</p> <p>Issues regarding another unit were also raised. Ian Crawford confirmed that the issues have already been discussed with the unit convenor and an understanding has been reached.</p> <p>There were no other comments regarding the proposed changes.</p>	BBA4 Rep
006	<p><b>LIBRARY-RELATED ISSUES</b></p> <p>Helen Rhodes provided her report, summarised as follows:</p> <p><b>Library catalogue floorplans</b></p> <p>Interactive 3D floorplans have been introduced to the Library which replace the 2D plans that have been used until now. The new plans are designed to help locate items from the catalogue, by highlighting the area of shelves in which the item should be located according to the level and class number.</p> <p>There is also a searchable menu that can be used to locate other services for example, where the different study areas are located, the various help points and even the stapler!</p> <p>The plans work well on mobile phones and tablets: use two fingers to tilt and rotate, pinch to zoom, and one finger to pan.</p> <p>Please send any feedback to <a href="mailto:library@bath.ac.uk">library@bath.ac.uk</a></p> <p><b>Hoovers (company database) – new interface</b></p> <p>The Hoovers database has a new interface. On the Library's Company Information website the old and the new interfaces are running in tandem until the end of the year when the old system will be switched off. Please can the Academic Reps notify all students to start using the new interface.</p>	

	<p><b>CSMAR</b> There is now direct access to CSMAR – a database of China’s companies listed on the Shanghai Stock Exchange and the Shenzhen Stock exchange. This is listed on the Company Information website under ‘Chinese companies’.</p> <p><b>Library refurbishment work during Christmas vacation</b> Level 1 will be unavailable from 13 Dec 2018 until 7 January 2019 while the training room, adjacent study space and main corridor to the floor are all fully refurbished. New carpets, AV equipment (projectors and microphones) signage and artwork will all be added.</p> <p>Level 5 Postgraduate workroom will be temporarily unavailable from 14 December until 21 December 2018 while the main study area near the lift is re-carpeted and refurbished. New desks and seating will be added on Tuesday 8<sup>th</sup> and Wednesday 9<sup>th</sup> January 2019 creating 14 additional study spaces with power sockets.</p> <p>The PC areas at the front of both Level 3 and Level 5 will be unavailable on 17<sup>th</sup> and 18<sup>th</sup> of December whilst Computing Services install new all-in-one stands.</p> <p>Helen apologised for any disruption during these essential works.</p> <p>An Academic Rep raised an issue with accessing Thomson ONE. One of the web pages said that this can only be accessed through Firefox. Helen confirmed that this must have been an old page and Thomson One will now only work with Internet Explorer browser.</p> <p>If there are any questions, please contact library staff on <a href="mailto:library@bath.ac.uk">library@bath.ac.uk</a></p>	
007	<p><b>ANY OTHER BUSINESS</b></p> <p><b>Grading Deadlines:</b></p> <p>A BIM2 Rep queried whether academics should return marks for CW/in-class test within 3 weeks. One of the Academics had said that marks would not be available until January.</p> <p>Ian Crawford confirmed that staff are expected to return marks within three weeks if the weeks are all within the term time.</p> <p>Paul Baker stated that it is 3 academic weeks and at a minimum 2 days before the exam.</p> <p>There is a mechanism for dealing with marks that are delayed and Ian Crawford asked the student to e-mail the details through to him.</p> <p><b>Placements:</b> A School/Faculty Rep raised an issue that has been raised across the University with regard to a lack of support while students are on placement. They confirmed that support from the School of Management Placement Team is good but there are concerns with regard to mental health and wellbeing while on placement and concerns that there are gaps in the service across the University.</p>	BIM2 Rep

Sanchia Jones said that the support provided to students while on placement is continually being developed and being assessed to make sure it meets all the needs of the students. There is a new Health and Safety online course for students on placement and the #Never OK campaign also offers ongoing support for students on placement.

Sanchia talked about how the School of Management Placement team do an assessment of how the student is faring on their placement and they are looking into a traffic light system that is being used by other faculties. The team are very happy to have feedback on how students can be supported further.

The SEOs confirmed that a School of Management Facebook page has been set up to help stay in contact with students on and off campus.

The School Rep said at one of the faculty forums a student on placement has raised an issue that it had taken months to get a response.

Sanchia Jones said that students on placement should be reminded that they have full access to all student services. Placement Officers' e-mails are manned at all times. The team try to make sure that the students are fully supported. It is disappointing if issues are not responded to promptly. If there is an issue then students can also contact their SEO and Sanchia Jones. Students should also be encouraged to reach out to Employers as well as members of staff for support.

Ali Bevan said that there are concerns about waiting times for Student Services so from the New Year there will be more evening and weekend appointments.

#### Errors in Exam Scripts:

The second issue raised by the Faculty Rep was with regard to errors with exam scripts. Exam errors do happen but there can be a lack of consistency about how they are dealt with.

Ian Crawford responded that there are two main questions. 1) How can errors be prevented and 2) How are errors dealt with.

#### 1) How can errors be prevented

There is an Exams Officer who proof reads all scripts for BAF but this check will not necessarily pick up number errors. There is also Internal and External moderation of exam scripts. There needs to be some mechanism for quality assurance and it is Ian Crawford's role to look into this so that papers are of a consistent quality before they are printed.

#### 2)How are errors dealt with

Errors should not occur but allowances are made when errors do occur. There were a couple of issues with in-class tests for S1. Marks may have to be adapted to ensure that no students are disadvantaged.

The Faculty Rep said that one of the key issues is making sure that communication from the lecturer is clear so students can understand the process.

IC

	<p>Laura Stubbs confirmed that she has been contacted by a number of students regarding a particular unit that may have been scaled. There needs to be a process so that students are kept informed as to what steps are being taken and the final agreed resolution.</p> <p>The meeting closed at 13.10.</p>	
	<p><b><u>DATE OF NEXT MEETING</u></b> Mon 11 February. Other Meetings in 2019: Thurs 18 April.</p>	