

**Union of UEA Students
Strategic Management Committee
08/07/14**

1. Minutes, Apologies, Matters Arising

Jim intro: Important that informal discussions on ideas and general work planning are done between sabbos and managers without having to go to MC, we will then concentrate on problems or strategic issues at MC. Also we'll do a commercial update on a Monday at a regular time.

Apologies- Yinbo

SECTION A: UPDATES/REPORTS

2. Operational Updates

Each manager and sabbatical officer should update on their area of work (60 seconds max each) (ALL)

Toby: HR- working on Job Evaluation, Competency Framework and Appraisal Framework. IT and data, audit coming up

Alex: Property Management system is in and we are starting to get live trading data with which we can **manage** the operation, Unio is ready to go we are waiting on news re the building, Red Bar progressing ideas and we'll do research on what students want; VMS and Freshers Week proposals will come up next week, Retail- increasing shelving to get 20% more facings and we are about to implement a new stock replenishment system with reduced queues

Jim: Budgets, Building- Budgets work comes up in Finance Committee next week and building comes up later

Holly: Equal Opps cttee- new policy in the offing and considerations re building being compiled

Connor: Working on printing allowance, exam feedback, and meetings scheduled

Liam: Campaign Planning and PGR space issues

Chris: Priority Campaigns

3. Key Relationship Updates

Any contact with the University should be reported here with any issues or upcoming meetings considered (ALL)

Connor: Neil Ward meeting later re contributions to LTC and I have a meeting later with IT head re printing

Jim: University/Union Forum next week, we need to compile agenda items

4. Social Enterprises Updates

To consider verbal updates from shops, bars and ents on trading (AW)

Will come up next Monday

5. Improvement Plan

To receive an update on progress against improvement plan (Senior Managers)

No update this time, an updated version for Aug- Dec is being prepared next week for sign off

SECTION B: ITEMS FOR DISCUSSION

6. Refurb Project Summer 2014

Discussion on summer refurb project including office layout considerations (JD)

Jim: Discussions re building progressing. There is now sign off on the package of summer work to include Unio and a large Open Plan office space on Level 1, an asbestos survey is being done next week and we will know more after that. Possibility that some highly student focussed functions will move into Union House as student hub where this would benefit students, but would require further discussion.

Agreed a "Vision" document setting out the "shoulds" and "maybes" should be developed this week and go to Forum next week, so Jim will draft and put on the whiteboard for comment today. We will lead on the "student gateway" project and consultation on it.

Office Layout- Agreed there should be a dedicated space for SOC that is less intimidating to enter, maybe a wall or screens, for further discussion.

Agreed Jim would brief University on wider "Red and Blue" bar plans. Also agreed to place Student Media centre in current Student Officer Centre for 2014-15

7. Welcome Week 2014

Discussion on plans and work to date

Comes up next week in dedicated weekly Monday meetings

We are progressing on the non commercial offer, advertising sales, Ents are being firmed up

8. University Annual Student Survey

Discussion on survey, summary and action within the union

Agreed to progress re points highlighted in the attached paper

9. Website

Discussion on student bulletin/advertising board

Agreed Yinbo to speak to Chloe direct

University Student Experience Survey: Headlines of relevance for the union

- **Shop:** The key wide implication for the union's service delivery is the shop. 97% of respondents indicated that they used the Shop so it is notable that approximately one in every ten respondents stated that they were dissatisfied with it. As a result I have asked Alex and Wendy to develop a short and sharp management response that illustrates the action we are taking on queues, stock levels, range and price.

Action: Alex/Wendy to develop management response/plan

Action Re Shop:

- We will be implementing the 10% student discount in the new academic year with the NUS Extra Card
 - We are planning a number of exciting promotions designed to give students more choice and better value
 - We are increasing shelving giving us 20% more facing of products – this will give a better range of products including value brands which we currently do not hold
 - We are reducing the self-serve tills to 2 and increasing the staffed tills to 6 and putting in place a new queuing system to reduce wait times during peak trading
- **Catering:** This is highlighted as an issue, in particular with Hot Food identified as a big issue for students.
Action: Alex to develop proposals for a hot food offer within the union that is available in the evenings, and for delivery into accommodation
 - **New Students:** There are two areas to highlight here- one is the perceived lack of information, the other a lack of time/activity for settling in
Action: The WW coordinator takes steps to address these two issues
 - **Feedback:** From an academic experience point of view the issue of feedback remains a crucial problem. Not only are deadlines still not being met, respondents argue that their feedback is poor or inadequate.
Action: I would suggest that we recommend a joint University/Union taskforce on student feedback to address response times, methods, and quality of feedback.
 - **Teaching:** This is one of the lowest scores of all tested! A key theme is variety of teaching methods and keeping things interesting.
Action: Progress union plans for Student Led Teaching Awards with a research exercise on findings about great teaching a key component.
 - **Hubs:** Hubs are slowly improving but the Arts hub remains a significant low spot.
Action: Work with Faculty convenor and rep organisers on a specific project about this
 - **Timetabling:** Various minor niggles, but the key issue is that mature students/nursing students (with the obvious crossover) really "feel" this when it goes wrong.
Action: Specific work with the nursing school on organisation and management issues- there is probably a research project in this for the Ed&Eng team