

The University of Dublin

Trinity College

Minutes of Student Services Committee Meeting, 10th November 2011

Present Professor Robbie Gilligan (Chair), Mr. Sean Gannon (Secretary), Professor Amanda Piesse (Dean of Students), Professor Veronica Campbell (Dean of Graduate Studies), Professor Howard Smith, Professor Hugh Gibbons, Professor Patrick Geoghegan (Senior Lecturer), Ms. Janet Byrne (Treasurer's Representative), Ms. Louisa Miller (SU Welfare Officer).

Apologies Ms. Anne Fitzgerald (College Secretary), Professor Claire Laudet (Senior Tutor), Ms. Cathy Gallagher (Sports Development Manager), Professor Sarah Smyth (School of Languages, Literatures and Cultural Studies), Ms. Mary O'Connor (GSU President).

In attendance Mrs. H. Richardson

SECTION A

SS/11-12/01 Minutes The Minutes of the meeting held on **19th April 2011** were approved following the correction of Professor Howard Smith's status to a School rather than a Board Representative and a change of the wording under SS/10-11/71, Paragraph 1 to now read "The Chair predicted a gloomy outlook for at least three years as it is an HEA requirement that the College cannot run a deficit."

SS/11-12/02 Matters Arising from the Minutes. Matters arising from the Minutes were discussed and are recorded below (see minutes SS/11-12/03, 04 below).

SS/11-12/03 Review of Student Learning Services The Dean of Students informed the Committee that the review took place in September 2011. A final version of the report will be discussed at the meeting on January 24th 2012 as it had arrived too late to circulate for this meeting.

SS/11-12/04 Funding In response to a query in relation to non EU student funding, Ms. Janet Byrne informed the Committee that the non EU incentivisation model has now been implemented by Board from 2011/12 and for every additional non EU student (above a three-year average base for each School) the related fee income would be allocated as follows – 50% directly to Schools, 25% to the Chief Operating Officer to cover indirect costs and the balance of 25% to go towards the College's deficit.

The Committee agreed that the Vice Provost for Global Relations and the Chief Operating Officer should be invited to attend the next Student Services Committee meeting on 24th January 2012 to discuss the implications for Student Services for the increasing numbers of non EU students, the additional funding that will be allocated shortly to the Chief Operating Officer as a result of the non EU incentivisation model and how this funding might be allocated to Student Services. In addition, Student Service representation would need to be ensured on any new committees that might arise from the new role of VP for Global relations. The Dean of Students will contact the Vice Provost for Global Relations and the Committee Secretary will contact the Chief Operating Officer to ask them if they would be available to attend.

SS/11-12/05 Institutional Self Assessment Review The Dean of Students invited the Committee's attention to section 4.4 (the Student Experience) of the self assessment

document. This assessment went live on the TCD website on Wednesday 9 November 2011. This self assessment review will go to IUQB in January 2012. The Dean of Students asked the Committee to give some feedback on the document. It was noted that there is potential for more historical context to the Dean of Students' role highlighting what has or hasn't worked. The Dean asked that this feedback should include recommendations on how each Service could be improved. The overall feeling of the Committee was that although descriptive, it was not reflective of the student experience and would need to be more comprehensive to highlight the issues faced by students. The Dean of Students commented that, with a restriction on page count, there was scope for further explanations in the appendices of this document and that the Committee should let her know of any further improvements and comments that would help make the impact of this document stronger. It was agreed that it would be important to consult students (perhaps via a survey) both past and present to get a real feel for their needs. A combination of both past and present students and international students would provide a comprehensive analysis of the student experience. The document is still a 'work in progress' and comments and suggestions are welcome. The Committee agreed that for the future it would be important that Services were able to provide evidence of need and, as a case in point, concrete evidence is required to support the case for the Tutorial Service, along with other Services at risk.

SS/11-12/06 Policy in relation to students going off-books The Dean of Students highlighted the issue of students currently off-books in the University. These students are not able to access any of the facilities and support Services in the University while their status is 'off-books'. The Dean of Students highlighted how vulnerable these students often are and how critical the use of these Services is to them during their time off-books. This would also contribute to student retention if more care was taken to look after students who are potentially vulnerable. A portion of the Student Contribution could be used to facilitate these students off-books in accessing services in College. This would need to be discussed in more detail with the office of the Vice Provost, Director of the Disability Service, Dean of Students and the Treasurer's Office (since the present financial system does not support payment or part payment for individual modules). The Dean of Students asked the Committee if they agreed in principle that changes needed to be made at policy level to support these students and that the implementation of this support could be looked at afterwards. The Committee agreed that this was something that needed to be assessed and changed as College has a duty of care to these particular students. The implementation and practicalities would need to be reviewed to support the idea. The Dean of Students will meet with the Academic Secretary and will report back to the Committee on this at the next meeting.

SS/11-12/07 Review of Student Learning Services The Dean of Students will report on this review at the next meeting.

SS/11-12/08 The Student Experience The Dean of Students discussed the student experience by defining the components of student wellbeing. Basics included a student having a roof over their head, food, clarity on academic performance, recognition of personhood, sense of belonging, sense of progression, access to healthcare, personal help and affordable services. The student journey could be divided into six stages:

1. Inspiration and aspiration (at pre-Leaving Cert level)
2. Attraction and application (at Leaving Cert level)
3. Admission, Transition and Orientation
4. Retention and Progression
5. Transition and Translation
6. Reflection with Affection

The Dean of Students asked the committee to comment on how the needs of the students can be mapped onto the above journey. There was a need to be mindful of the variety of students and the Chair commented that there was a concern about the student experience particularly with the one to one relationships and experiences that students had with individuals in the University. The importance of relationships with all staff in the University was critical and had a real impact on the overall student experience. Investigation on what students really think of the College is important. This could be done through student surveys but should not be confined to this method alone. Surveys would need to be more specific with questions to obtain an honest picture of the student's relationship with both College and individuals. Where surveys are used they should be incentivised to encourage participation. The SU Welfare officer highlighted that quite often the last experience students have with College is negative due to the pressure of final examinations and the experiences most likely to be remembered are the negative ones. Behavioural issues need to be tackled and the Committee suggested that CAPSL and Staff Development should be brought into discussions regarding potential training, facilitation of groups and recruitment strategies. The Committee felt that the revival of Trinity Week would give a sense of belonging and would contribute to good relationships between students and the College. There needed to be more informal interaction between staff and students. It was suggested that there needs to be a flexibility to host events for students with staff involved. This did not need to be costly but would give a real sense of belonging to students. The Dean of Students would like to develop a set of principles and identify where the gaps are. She will draw up a document showing the gaps and will circulate to the Committee for the next meeting.

SS/11-12/09 Dates for future meetings

It was agreed that the next meeting would be held on 24th January 2012

SS/11-12/10 Any other urgent business

The Committee noted that the College Day Nursery Manager had recently resigned. Further it was noted that there is no voice for the staff parents at present and that a Staff/Student Nursery Users' Group (SSNUG) might be set up. It was agreed that a Treasurer's Office representative should be included on this group . The Dean of Students will discuss with the College Secretary how best to progress this.

SECTION B

SS/11-12/11 Parental leave policy for undergraduate students Although there is a parental leave policy in place for postgraduate students no such policy exists for undergraduates. The Dean of Students proposed the formation of a small working group comprising herself, the Senior Tutor, the SU Welfare Officer and representatives from the GSU and Graduate Studies Office to progress this matter further.

SS/11-12/12 Unilink Code of Practice The Committee noted the Code of Practice.

SECTION C

No items in this section were discussed.

Signed:.....

Date:.....