

**The University of Dublin**  
**Trinity College**  
**Minutes of Student Services Committee Meeting, 26<sup>th</sup> April 2012**

Present Professor Robbie Gilligan (Chair), Mr. Sean Gannon (Secretary), Professor Amanda Piesse (Dean of Students), Ms. Louisa Miller (SU Welfare Officer), Professor Claire Laudet (Senior Tutor), Mr. Martin Mc Andrew (Vice President GSU), Ms. Anne Fitzgerald (College Secretary), Mrs. Michelle Tanner (Head of Sport and Recreation), Professor Sarah Smyth (School of Languages, Literatures and Cultural Studies), Ms. Janet Byrne (Treasurer's representative),

Apologies Professor Veronica Campbell (Dean of Graduate Studies), Professor Patrick Geoghegan (Senior Lecturer/Dean of Undergraduate Studies), Dr. Hugh Gibbons, Professor Mary McCarron (Dean of Health Sciences),

In Attendance Ms. Susan Byrne, Ms Darina Kneafsey (Chief Operating Officer), Professor Gerry Whyte (Former Dean of Students)

**Section A**

**SS/11-12/26 Minutes**

The Minutes of the meetings held on 24<sup>th</sup> January and 2<sup>nd</sup> February 2012 were approved and signed.

**SS/11-12/27 Matters Arising from the Minutes.**

There has been a new appointment in the College Day Nursery since the last SSC meeting. This post will commence on the 8<sup>th</sup> May 2012.

The International Committee will be meeting in the first week of May.

The summary annual report document which was sent to board will be circulated to all members of the committee.

**SS/11-12/28 START report**

The Chief Operating Officer attended the meeting to discuss the START report and its impact on Student Services in College. The major recommendations going forward to Board include a detailed risk assessment, review of costing and fleshing out of new job descriptions. Similar to other initiatives, this programme involves detailed mapping and rolling out at various levels in College. The timeline for this is 18-24 months. For Student Services, the focus lies on Student Experience, integration between services and understanding the needs of individual services. The aim is to strengthen the metrics that are already in place. The Committee were asked for their input in this regard and the following issues were discussed;

- 1) The committee recognised the importance for the Dean of Students to be present at higher level decisions concerning students. The standing schedule is to be discussed with the Provost and it is hoped that the dean may be present as visitor at Board Level or on the Executive Officers Group.
- 2) A budgeting process will be put into place to solve the deficits in College. All areas are being reviewed and cuts will be put in place to fund the shortfall. Concerns were raised in relation to these cuts and it is hoped that money will not be taken away from one service to benefit

another. The group were informed that these changes will be made in a fair and ethical capacity however it was highlighted that it is a difficult area to tackle.

- 3) The mapping process will need to be organised and co-ordinated clearly so that meaningful change can come into fruition. The strategy statement which includes the 3 point student journey is a work plan in place. The committee agreed that we need a mapping process by aspiration but also by practice. A vital message that needs to be portrayed is that student experience is not just a matter for the core student services, but something that every area in College should be involved in. The student charter is something that can inform this process as it reflects student's wishes and shows where the gaps in services are prevalent.

## **Section B**

### **SS/11-12/28 Dean of Students Annual Report 2010/2011**

Professor Gerry Whyte highlighted the main activities from last year.

- 1) The importance of promoting student experience outside the classroom. College is committed to developing students in a holistic manner and the investment in extra-curricular activities is vital.
- 2) The introduction of the Role of Honour promotes such activity and it also encourages students to reflect on the skills they have developed.
- 3) The fixed contract for the Civic Engagement Officer has raised the University standards internally and externally and has encouraged more students to get involved.
- 4) The Child Protection Policy, Fitness to Practice and Mental Health Policy were all brought to the forefront during the year 2010/2011.
- 5) Plans for the proposed Student Centre unfortunately did not get supported by the students.

The Committee thanked Professor Whyte for all his previous work and achievements within his role as Dean of Students. The annual report will be circulated to board.

The report brought further discussion about the new role of Child Protection Officer for the University. It was explained that a scoping exercise is currently underway to see exactly what will be involved in this post and the size of the project. It is thought that a 2year post may be created to get the programme up and running.

### **SS/11-12/29 Role of GSU Vice President**

The Committee accepted the proposal made by the VP of the GSU to appeal the decision made by the Capitation committee. It was agreed that the GSU is an imperative service to maintain and to be reducing support to Postgraduate students by removing the Vice president is not acceptable. The Chair and Secretary of the committee will plan to meet with the Chair and Secretary of the Capitation Committee to discuss what can be arranged.

### **SS/11-12/30 Self Evaluation of the Student Services Committee**

The changes to committee members need to go to board and an approved questionnaire will be circulated to all members.

**SS/11-12/31 Dates for Future Meetings**

The final meeting before the end of the academic year will take place on Thursday 14<sup>th</sup> June 2012 (9.30-11.00)

**SS/11-12/32 Any Other Urgent Business**

No items in this section were discussed

Signed:.....

Date:.....