

**Undergraduate Student Voice Committee  
29<sup>th</sup> November 2023**

**Draft Minutes**

**Staff members present:**

<b>Name</b>	<b>Role</b>
Weini Huang (WH)	Reader/Director of Student Experience/Meeting Chair
Shabnam Beheshti (SB)	Reader/Director of Education
Maria Patsou (MP)	Education Services Administrator/Meeting Secretary
Bindiya Chongbang (BC)	Education Services Administrator
James Soderman (JS)	Faculty Librarian-Science and Engineering

**Student members present:**

<b>Name</b>	<b>Programme name and level</b>
Ibtisam Musa (IM)	Mathematics and Statistics Year 2
Deanna Patel (DP)	Mathematics with Finance and Accounting Year 1
Mehmet Melih Sahin (MMS)	Computer Science and Mathematics Year 2
Buse Ozturk (BO)	Mathematics Year 1
Satvika Mishra (SM)	Mathematics Year 2

**Apologies for absence:**

<b>Name</b>	<b>Role or programme and level</b>
Boris Khoruzhenko (BK)	Professor/Head of School
Robert Johnson (RJ)	Senior Lecturer/Deputy Director of Education
Sebastian del Bano Rollin (SdBR)	Reader/Director of Graduate Opportunities and Outcomes
Simon Rawstron (SR)	Education Services Manager
Jade Mills (JM)	Digital Learning Technical Adviser
Hamida Begum (HB)	Student Support Officer
Dale Breame (DB)	Education Services Officer
Sonia Lassami (SL)	Careers Consultant
Elliott Welch (EW)	Faculty Student Engagement and Support Manager
Nasiha Khan (NK)	Mathematics Year 1
Aruzhan Nussipzhan (AN)	Mathematics with Finance and Accounting Year 1
Fatehdeep Singh	Mathematics with Finance and Accounting Year 2
Vidhi Sureka	Economics, Statistics and Mathematics Year 3

<b>Part 1 – Preliminary Items</b>	
<b>1(a)</b>	<b>Welcome and introduction for new members</b>
2023.053	The Chair welcomed everyone to the meeting.
<b>1(b)</b>	<b>Apologies for Absence</b>
2023.054	The committee noted the apologies from members as recorded above.
<b>1(c)</b>	<b>Minutes of the previous meeting</b>
2023.055	The committee approved the minutes of the meeting held on 25.10.2023 and 23.11.2023.
<b>1(d)</b>	<b>Report on matters arising and actions taken</b>
2023.056	<p>The committee received a report on matters arising and noted the following:</p> <p><u>Actions from 25/10/2023 meeting</u></p> <p>2023.005: This action is complete. MP noted that she shared an email template with reps, and then sent the email out to all students. She also noted she advised non maths-based reps to contact their schools and discuss ways of disseminating information to their cohorts.</p> <p>2023.011: This action is complete. SB queried whether students receive Careers page announcements from SL and they confirmed they did. BC also noted that the Careers QMPlus page should appear on students' dashboards.</p> <p>2023.014: This action is complete. SB contacted the relevant counterparts to provide feedback for BUS021, and received the response that lecturers sometimes skip material in lectures as they are only one hour long. They have however requested more time for lectures.</p> <p>2023.015: WH noted that she has fed back to the module organiser but has not had feedback from them yet. Also, WH noted that last year the feedback for the pace was that the module was too fast. Reps now confirmed the pace and content of MTH4300 is manageable. This action can therefore be considered complete, and reps and students should inform staff if more issues re-occur.</p> <p>2023.016: This action is complete. WH raised the feedback with the module organisers, who requested more information from the reps,</p>

however the reps have not replied to take this further. Reps present in the meeting noted that they would rather not go through quizzes because they already have the answers to them, but would prefer more exercises.

**ACTION: WH to feed back to module organisers of MTH4500 about information on how to improve tutorials.**

2023.017: This action is complete. WH noted that both the module organisers for MTH4300 and MTH4500 said they are making an active effort to contain the noise.

2023.018: WH raised the feedback with module organisers and noted that they run a poll about what students think of the pace and content of lecture, and the majority of the students said that both are about right.

Reps clarified that the comment related to Mark Jerrum's lecture (MTH4213). Taking all of this into consideration, this action can be marked as complete.

2023.019: This action is complete. WH raised the feedback for the MTH4000 structure with the module organisers, and noted to the committee that this request is not possible and is practically very difficult.

2023.020: This action is complete. WH fed back to the module organisers. She noted that there is already a database with questions on QMPlus. About MTH4400, she noted that the module organiser will clarify this in class, and about MTH4500 she noted that the module organisers will try and add more questions for practice.

2023.021: This action is complete. WH noted that she fed back to the lecturer and that he committed to clarify structure of classes to students. MMS noted he has sent clarification information to the students as well.

2023.027: This action is complete.

2023.029: This action is complete. This instance has been checked, however it is not possible to guarantee that this will not occur again as timetabling already has many restrictions. SB noted that, when working on timetabling staff are looking to make choices that make sense on a pedagogical basis (modules that will drive a better learning experience) and this often means they cannot account for overlaps or sequential teaching like this, outside of this learning experience. Out of pathway choices are possible, but they run the risk of timetabling clashes and moving a programme away from its original purpose.

2023.030a: WH fed back to the lecturer but has not had any response yet, therefore, this action remains open.

2023.030b: This action is complete. This request could not be accommodated due to the possible times/spaces being absorbed due to Bancroft flooding.

2023.030c: This action is complete.

2023.035: This action is complete.

2023.043: This action is complete. WH noted that more sessions are coming up on the day of the meeting and next week. **ACTION: MP to disseminate next week's Exam Preparation schedule to all students.**  
**ACTION: MP to disseminate all Years' Programme Directors details to the reps.**

2023.051: This action is complete.

#### Actions from 23/11/2023

It was noted that actions from the exceptional meeting were all completed, following feedback from SB and MP as follows:

ACTION: SB to ask statisticians to join the learning café and explore the option of setting an online session.

*This action is complete although it is still in the process of being implemented.*

ACTION: EST (Education Services Team) to communicate the specifics of Probability and Statistics hours in the learning café to all reps.

*This action is complete although it is still in the process of being fully implemented.*

ACTION: SR to send out a list of questions for MTH5129 to IM.

*This action is complete. IM noted that students are lacking context in the questions sent but has had feedback in some. MP requested that he emails maths@ feedback he has already had and his queries about context.* **ACTION: MP to email IM to request more information on MTH5129 list of questions regarding feedback given, and context of unclear questions.**

ACTION: SB to discuss and implement better signposting with the organisers of the learning café.

*This action is complete.*

	<p>ACTION: SB to organise an MTH5129 zoom revision session for Week 13 with EST.</p> <p><i>This action is complete. SB sent a call to all staff about organising an hour of revision in Weeks 12 and/or 13. She also asked staff to have office hours during the examination period.</i></p> <p>ACTION: SB to discuss the release of sample/past papers for MTH4600 with the module organisers.</p> <p><i>This action is complete. SB asked all staff to signpost students to past papers.</i></p>
<b>1(e)</b>	<b>Admissions, induction and enrolment</b>
2023.057	The committee discussed the processes of admissions, enrolment and induction and noted the following:
2023.058	Nothing to report
<b>Part 2 – Student feedback, Programme Delivery and other matters</b>	
<b>2(a)</b>	<b>Programme/module developments and amendments</b>
2023.059	The committee reviewed proposed programme / module developments and amendments and noted the following:
2023.060	Nothing to report
<b>2(b)</b>	<b>Student Feedback</b>
2023.061	Representatives reported on student feedback matters and the following points were noted:
2023.062	WH introduced SM, the co-chair of this meeting. SM introduced herself and ask all reps to introduce themselves as well. SM asked reps to provide feedback about teaching and learning.
2023.063	BO noted that there are no issues raised within their year's teaching and learning, and that any issues have either been resolved or action is due to be taken.
2023.064	As MTH5124 was not addressed in the exceptional meeting, IM noted that he is still receiving many complaints about MTH5124. SM noted that students should not compare between the structure of the module last year and this year and that she had an extensive meeting with SB who confirmed that additional actuaries would be brought in to standardise marking. More specifically, the midterm was jointly marked by the Module

	<p>Organiser and 3 other staff who are/have been closely involved in Actuarial modules to ensure consistency of marking and to comment on the level of difficulty of the midterm. The level of difficulty of the exam was not deemed to be inappropriate. SM also noted there will be not resit for this assessment for the whole class. It was noted that marks now have been returned to students and the marks' distribution also confirmed that this was an appropriately set exam (also shared with students).</p>
2023.065	<p>DP noted that quizzes for MTH4500 and MTH4600 do not have intermediate solutions for multiple/single choice questions and students are meant to attempt the quiz until they get it right. Students cannot tell what the solution is in detail (i.e. why a particular answer is correct) and these are not covered in the tutorials. MMS noted that this is a general issue with modules. SM noted that there is a gap between lecture notes and exams and that students would like to see more worked examples. She also noted that sometimes the full theory is not covered in lectures. and that many modules have some questions without answers, which makes it difficult for the students to know whether these questions are examinable or not. In addition, if those questions are in the lecture notes, they would like to know about the solutions. SM suggested to add pdfs of worked examples in all modules. IM also noted that it would be helpful if students had a guide of easy mistakes of exams for each module, as well as stats on how many students tend to make these mistakes in each question. WH noted that she was not sure it was possible to source these stats and also noted that many lecturers teach a module for the first time every year, so easy mistakes are not easily identifiable with no reference to other years.</p> <p><b>ACTION: WH to discuss the provision of worked examples with SB across all modules, the provision of past papers with solutions as well as the possibility of implementing an 'easy mistakes' guide for students and exporting stats on easy mistakes. The latter should be discussed with the exam board chair as well.</b></p>
2(c)	<p><b>Learning resources</b></p> <ul style="list-style-type: none"> <li>• Library facilities / materials (books, journals etc.)</li> <li>• Qmplus</li> <li>• Qreview</li> <li>• Updates from faculty E-learning forums</li> <li>• IT</li> </ul>

2023.066	<p>On the back of action 2023.027, SB asked reps to point her to the documentation so that she can write a one-paragraph text on how the academics are involved in PASS and the Buddy Scheme, to disseminate to students. She also noted that PASS is where academics have direct involvement, however she would like to hear how academics can help with the Buddy Scheme as well. She noted that, for the Buddy Scheme you sign up to buddy up with a student in a higher year. SB noted she would require help from reps to understand how to make this scheme more accessible. JS noted that the PASS scheme sits with the library. Reps fed back that they would like PASS to be put on an additional day to Wednesday so that more students can join. BC queried whether it would be possible to extend the Buddy Scheme and PASS to postgraduate students. <b>ACTION: SB to see into the extension of the PASS and the Buddy Scheme to postgraduate students.</b></p> <p><b>ACTION: SB to liaise with reps on the Buddy Scheme promotion.</b></p> <p><b>ACTION: JS to liaise with SB and the PASS library contact in order to put together information and a timeline regarding: 1) What the academic should do 2) What the volunteers should do 3) What staff can do to encourage students to go to the volunteers.</b></p> <p><b>ACTION: WH to feed back to PASS library contact, in order to explore an additional day to Wednesday for the PASS scheme.</b></p>
2023.067	<p>JS reminded students that a new resource, Studiosity, as well as a dedicated Maths contact are available to students. Studiosity is accessible through QMPlus but students will need to sign in in order to see the Maths component. JS also noted that the application Libkey Nomad is available to students doing research from –primarily- Year 3 and above.</p> <p><b>ACTION: WH to draft a list of all academic support to send to MP for dissemination (with a section about learning support provided by the library and in the School).</b></p> <p><b>ACTION: MP to send academic and learning resources support information to all students.</b></p> <p><b>ACTION: SB to send academic and learning resources support information to all staff.</b></p>
2023.068	<p>SB noted to the reps that students should use the next two weeks to contact staff with any queries they have about their upcoming exams,</p>

	through all the possible channels already discussed (Learning Café, Exam Preparation Sessions, Advisor Meetings).
2023.069	<p>IM queried about the possibility of taking extra modules, as well as certifications that can appear on student transcripts. SB and MP noted that it is not possible to take additional modules, although exceptionally students can have 5/3 split in their modules in Year 2 and 3. IM referred to certification lists provided in the School of Economics and Finance, and SB requested to see this list to get an idea of the nature of certifications and how this can be implemented in Maths. She also noted that some certifications are available for students already and it is possible to have them added to their transcript as well as other structured activities.</p> <p><b>ACTION: IM to send SB School of Economics and Finance certification lists.</b></p>
2023.070	<p>IM queried about the possibility of students to participate in research assistant schemes. SB noted that there are bursaries available for these activities. <b>ACTION: SB to advertise existing summer bursary schemes to students.</b></p>
<b>2(d)</b>	<b>Student feedback (NSS/Module evaluations)</b>
2023.071	The committee discussed responses to NSS and module evaluations and noted the following:
	SB queried when students would prefer to give early feedback. SM noted that students in Year 2 who have more experience with their studies can do it in the first few weeks of teaching, however it is possible that Year 1 students would need more time, for example Week 7 or 8.
<b>2(e)</b>	<b>Consideration of External Examiner reports</b>
2023.072	The committee received External Examiner reports and noted the following:
2023.073	WH explained that the reports will be covered in the next meeting to allow time for exam and teaching related discussions in this meeting.
<b>Part 3 – Any Other Business</b>	
2023.074	The following items were raised under Any Other Business:
2023.075	Nothing to report



<b>Part 4 – Date of the next meeting</b>	
2023.076	TBA

## Action Sheet: Student-Staff Liaison Committee

Minute	Action	Responsibility	Timescale	Action status	Issue resolved?
2023.030a	Follow up on feedback about MTH6154 style of teaching to the module organiser and flag with peer observer.	WH	ASAP		
2023.056a	Feed back to module organisers of MTH4500 about information on how to improve tutorials.	WH	ASAP		
2023.056b	Disseminate next week's Exam Preparation schedule to all students.	MP	ASAP		
2023.056c	Disseminate all Years' Programme Directors details to the reps.	MP	ASAP		
2023.056d	Email IM to request more information on MTH5129 list of questions regarding feedback given, and context of unclear questions.	MP	ASAP		
2023.065	Discuss the provision of worked examples with SB across all modules, the provision of past papers with solutions as well as the possibility of implementing an 'easy mistakes' guide for students and exporting stats on easy mistakes. The latter should be	WH-SB	ASAP		

	discussed with the exam board chair as well.				
2023.066a	See into the extension of the PASS and the Buddy Scheme to postgraduate students.	SB	ASAP		
2023.066b	Liaise with reps on the Buddy Scheme promotion.	SB	ASAP		
2023.066c	Liaise with SB and the PASS library contact in order to put together information and a timeline regarding: 1) What the academic should do 2) What the volunteers should do 3) What staff can do to encourage students to go to the volunteers.	JS-SB	ASAP		
2023.066d	Feed back to PASS library contact in order to explore an additional day to Wednesday for the PASS scheme.	WH	ASAP		
2023.067a	Draft a list of all academic support to send to MP for dissemination (with a section about learning support provided by the library and in the School).	WH-MP	ASAP		
2023.067b	Send academic and learning resources support information to all students.	MP	ASAP		
2023.067c	Send academic and learning resources support information to all staff.	SB	ASAP		
2023.069	Send SB School of Economics and Finance certification lists.	IM-SB	ASAP		

2023.070	Advertise existing summer bursary schemes to students.	SB			
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