



Date: Thursday 29 February 2024

Time: 18:00 – 20:00

Venue: 26 Bedford Way – G03

Education Zone

Minutes

Chair: Shaban Chaudhary, Education Officer

Members:	P	AP	AB
Ahmad Ismail, Equity & Inclusion Officer	X		
Anji Suri, Trans Officer			X
Bella Qureshi, Faculty of Laws UG Rep	X		
Connar Mawer, Faculty of Medical Sciences PGR Rep (Non-Clinical)	X		
Diksha Shahakar, Faculty of Arts and Humanities PGT Rep	X		
Elisa de Aragao Bibay, Women's Officer	X		
Ellen Durban, Faculty of Social and Historical Sciences PGR Rep			X
Emma Pearlstone, Faculty of Mathematical and Physical Sciences PGT Rep			X
George Ponodath and Fahm Deen, Faculty of Medical Sciences UG Rep (Clinical)	X		
Georgina Wilson-Cousins, Faculty of the Built Environment PGT Rep	X		
Guner Mertcan, Faculty of Population Health Sciences UG Rep	X		
Hilary Tang, Faculty of Arts and Humanities UG Rep			X
Huihuang Jia, Faculty of Arts and Humanities PGR Rep			X
Issy Smith, Postgraduate Officer		X	
Jacqui Lee, Institute of Education PGT Rep			X
Jianing Zhou, Institute of Education PGR Rep			X
Kerem Isik & Yuvraj Jadeja, Faculty of Life Sciences UG Rep		X	
Lilia Dimitrov, Faculty of Population Health Sciences PGR Rep			X
Luna De La Llama Kempeneers, Faculty of Social and Historical Sciences PGT Rep	X		
Manya Gupta, Faculty of Social and Historical Sciences UG Rep	X		
Menglong Bao, Institute of Education UG Rep	X		
Micah Gerstner, LGBTQ+ Officer	X		
Michael Chan, Faculty of Life Sciences PGT Rep		X	
Mihika Kulkarni, Faculty of Brain Sciences PGT Rep			X
Naif Alrehaili, Faculty of Mathematical and Physical Sciences PGR Rep			X
Omar Abbas, Faculty of the Built Environment PGR Rep	X		
Padhmaja Varadaraj Ravichandar, Faculty of Population Health Sciences PGT Rep	X		
Philip Greger and Suzanna Chen, Disabled Students' Officer	X		
Pranshu Goyal, Faculty of Engineering PGT Rep	X		
Preetika Bharti, Faculty of Laws PGT Rep			X
Rawleka Wilson and Rachel Lim, People of Colour Students' Officer	X		
Rong Zhou, Faculty of Engineering UG Rep			X
Shaban Chaudhary, Education Officer, Chair	X		
Shirui Fan, Faculty of Medical Sciences PGT Rep			X
Solon Tono Fountzopoulos, Faculty of Medical Sciences UG Rep (Non-Clinical)	X		
Sophie-Jayne Bush, Faculty of Mathematical and Physical Sciences UG Rep	X		
Tianxin Pu, Faculty of Brain Sciences UG Rep	X		
Vi Wang, Faculty of the Built Environment UG Rep			X
Yasmin Garcia-Sterling, Research Students' Officer			X
Yolanne Lee, Faculty of Engineering PGR Rep			X

Quorum: 21

In Attendance:
Rhiannon Ellis, Representation & Democracy Coordinator, minutes
Max Keeble, Head of Systems and IT, Students'
Danielle Swanson, Head of Advice
Parama Chaudhury, Pro-Vice Provost Education
Karen Barnard, Director of the HEADS Institute
Manaal Tariq, International Students' Officer
Ruchita Bhawsar, Regional Representative
Vanita Pitla, Student Representative (Covering for Guner)
Ari Xingni Shi, Activities & Engagement Officer
Imogen Canell, Student Observer
Melisa Ucer, Student Observer
Eda Yildirmilcaye, Student Observer
Goksu Donoci, Student Observer

Actions Log 2023/24	Responsibility	Update due:
Action – SC to get a statement from the estates team re the lifts not working in the Student Centre.	SC	30 May 2024
Action – SC to invite the Head of Estates to come to a future Education Zone meeting.	SC	30 May 2024
Action – SC to arrange a group with MT regarding the standardisation of attendance systems.	SC	30 May 2024

Preliminary matters**Welcome and Introductions**

Shaban Chaudhary (SC) warmly welcomed all members to the fourth Education Zone.

Matters for Discussion, pt. 1**Discussion with the Senior Education Team**

SC invited members of the Senior Education Team from UCL who oversee all of the educational student experience.

Param Chaudhury (PC) provided an update on their role. They are responsible for looking after the student academic experience and they oversee everything surrounding student outcomes and satisfaction, and they work directly with Faculties and departments to improve, and quality assure student experience.

PC advised students that the National Student Survey (NSS) is currently taking place and this is a survey for all final year undergraduate students to complete. PC asked Faculty Reps to pass this along to Academic Reps.

They also have the Annual Programme Survey which covers all taught provision. This will be live very shortly and this looks at all the areas picked up in the NSS, however all students can complete this survey, they do not need to be a final year undergraduate student to complete this. PC said that all the feedback from these surveys are fed into the department and faculty planning for the upcoming year.

PC also wanted to flag continuous module dialogue, but you can express ideas and ask questions. PC asked Zone members to engage with the process and encourage Academic Reps to also do the same.

PC said if anyone has any concerns they can raise directly to PC or SC.

PC also provided an update on the feedback and assessment refreshment and clarification on assessment principles. The refreshment is in alignment with the Student Education priorities report which can be read [here](#).

Karen Barnard (KC) provided an update on their role as Director of the HEADS Institute (Higher Education and Developmental Support Institute). This incorporates the careers service and UCL Arena.

KC spoke about the extended learning opportunities which will start over the summer. This will be an extra-curricular activity which will pilot this year and then come in properly next academic year. KC asked members for some feedback on what would be of interest to students to get involved in. KC said that any feedback should go through the faculty teams.

KC also advised students that there is careers support available for all students for three years after the graduate, however they said that this is a reactive approach, and they would like some feedback from students who are in their undergraduate final year to increase the support available for those that may need some additional support before they finish university.

KC also said that they work with alumni to support current students. KC said that last year 350 alumni engaged with the University on panels and events.

SC asked KC about how the careers service appointments work.

KC responded and said there are a range of appointments available for students to book onto. They can access the bookings through myUCLCareers.

KC also said that this year they are going to be increasing the number of coaching appointments available between the middle of May to the middle of June to support students after the exam period.

SC asked KC to provide an update on the Fossil Free Careers from the Careers Service perspective. They advised that all employers that come to campus is dependent on student voice. KC also advised that they are working with a company called WINDO who are an independent company where you can look up organisations which will give their profile on their sustainability, EDI and staff wellbeing.

WINDO has attended a careers fair this year, and they will have a stall at upcoming careers fairs as well.

Elections and Voting Testing

Max Keeble (MK) spoke to zone members about the user experience of the Students' Union voting platform. MK asked for feedback around what it is like to vote and whether they have any suggestions on what can be improved.

MK explained that the following amendments have been made this year for the upcoming Leadership Race:

- Language has changed on ballot – it now states “please rank at least one of the candidates according to your preference. You do not need to rank all candidates”. This is because previously students thought that they had to rank all candidates in preferential order rather than just voting for who they would like.
- Icon next to candidate name – previously students did not realise they could click on the candidate's name to see more information.
- Once clicking on the candidate name it will provide a pop up rather than students having to scroll down through all the candidates.

MK asked members to test the voting system (which can be done [here](#)) and if anyone has any feedback to email su.systems@ucl.ac.uk

A student observer asked whether there were any instructions on the ballot page to tell students that they can click on the candidate's name to get more information about the nomination. MK confirmed that there was information at the top of the ballot page explaining this to students.

Another student observer asked how the preferential voting system worked. MK advised that the Students' Union uses ERS97 voting system which can be read about [here](#). For an example of how the voting system works you can read [here](#).

Officer Updates and Questions

Education Officer

SC provided an update on what they have been working on, which included:

- Working with sports consultant on increasing the sports provisions at UCL
- Student staff partnership committees – Faculty Representatives have been having a pre-meeting with SC where agendas are decided ahead of the individual meetings.
- Finance committee – The Union changed banking from Barclays to Metro, however due to Metro recently crashing they are going to be looking towards changing banks again.

- UCL Council – had a recent meeting which focused on student engagement and student experience.

SC also provided an updated on the Student Support Framework: Extenuating Circumstances Review, which was discussed at the combined Education and Welfare & Community Zone meeting that took place on Thursday 8 February 2024.

SC asked for feedback from the zone members via email – e.officer@ucl.ac.uk

SC also shared that the UCL Academic Communication Centre (ACC) provides support to students during the exam period and they have been provided with a QR code for Zone members to share with students, which will directly take students to the support information. The slides have been uploaded along with the papers.

Georgina Wilson-Cousins (GWC) asked whether someone from ACC could come to a meeting to discuss this. SC advised that they ACC works closely with people in the individual Faculties so it would be best to speak to them first and then SC can look to invite them to a future meeting if needed.

SC also updated that they are meeting with the Estates team next week as students have been raising concerns surround the libraries such as:

- Heating – Main Library
- Toilets are unsanitary – particularly in the Union Building – 25 Gordon Street
- Lifts not working – Student Centre, SESS
- Sockets are damaged and cannot charge laptops – Student Centre

Sophie-Jayne Bush (SJB) asked why none of the lifts are working in the Student Centre and would like a statement from the estates team so that they can feed this back to students.

Action – SC to get a statement from the estates team re the lifts not working in the Student Centre.

Action – SC to invite the Head of Estates to come to a future Education Zone meeting.

Al also shared that in 25 Gordon Street the ground floor is the responsibility of the Maths Department. They also shared that they have put in a bid to improve the toilets and making them gender neutral to include bidets.

Micah Gerstner (MG) also shared that there is an issue with overcrowding in the lifts which is making them inaccessible for disabled students.

Elisa de Aragao Bibay (EAB) also shared that they have received feedback from disabled students around the lack of accessibility in the Student Centre.

Student Observer raised that at UCL East students are not allowed to use some of the facilities such as the labs.

Equity & Inclusion Officer

AI provided an update on what they have been working on:

- They have been involved with the inclusive environments working group which is responsible for an action plan that looks at making sure all new building works or physical changes are accessible.
- They interviewed the Vice Provost Education on the LGBTQ+ Action plan
- They have released a blog for LGBTQ+ History Month
- Accommodation – Spoke about the future of halls and working with the University on an accommodation master plan and strategy for the upcoming year.
- Pronoun integration – they have been meeting with systems teams to ensure that once a student declares their pronouns once this is shared with all other systems.
- Opening up Mulley's as a performance space for students – further information to come.

Manaal Tariq (MT) asked if there was an update on the napping zones from last year. Aria Xingni Shi was in attendance and updated that they are still trying to secure a room, but this will likely be in action in term 3.

Matters for Discussion, pt. 2

Personalised Engagement Sessions at UCL

Manya Gupta (MG) provided a presentation on their 'Meet the Professor Series' idea. They said that they wanted to deepen the connection between staff and students by hosting a biannual event where Professors come and talk about their research for 30 minutes and students from across departments are encouraged to come and listen.

Feedback from members included:

- Lots of support for the idea, particularly from the Women's and POC Network. AI shared that as part of the LGBTQ+ Action plan there is funding available for spotlighting LGBTQ+ staff members across departments, so this may also be something to look into.
- Some felt that this was already happening in individual departments such as the Faculty of Life Sciences and Engineering, and AI said that there is already a Lunch Hour Lecture series that takes place that follows a similar idea. MT also shared that there is a Symposium in the Faculty of Engineering that takes place each year.
- Concern that as this is voluntary the uptake from Professors might be minimal.
- Concern that students may not come to a talk that is not related to their degree field, however members felt that this would be of interest for within the same department/faculty.

- Suggestion that this is trialled in one or two departments/faculties to see if there is interest from students, before then broadening it.

Standardisation of UCL Attendance Systems

MT presented their item for discussion and explained that after a committee meeting with their Regional Representatives they reported that there was a big issue around attendance. MT explained that at UCL there are four attendance systems (Seats Mobile App, QR Code and iBeacon Bluetooth, Card Readers and Manual Register) however they often do not work together. For international students this has caused some issues with visa compliance due to attendance monitoring not working. MT asked members for their feedback on the attendance systems and to see whether they think a standardised process would resolve some of the issues. Ruchita Bhawsar (RB) also highlighted that whilst staff will sometimes correct attendance if you send an email, this does not always happen and this is a particular point of concern for international students who may not know who to talk to.

Feedback from members:

- There are a lot of teaching spaces that are not UCL buildings such as Birkbeck and therefore there is no tap in system, and it relies on the Professor taking manual attendance.
- SC highlighted that there was an issue with UCL registration at the beginning of the year which caused a problem with recording attendance. SC also shared that there are three teams – the first gathers all the attendance data from the various formats, then the second feeds the information back and then the third is the visa compliance team, and there are big gaps in communication between the first two teams.
- GWC expressed that if students are not marked on their attendance, then there should be a standardised system, however SC argued that the transition would not be smooth and it would take time.
- SJP suggested that individual departments should be spoken to, to see if there is any best practice about attendance tracking and then bring it all together.

SC finished the discussion by suggesting that anyone interested in the Zone along with MT could work together to find out what the best practice is across UCL and then they can set up a meeting for them all with the visa compliance team to raise these concerns.

Action – SC to arrange a group with MT regarding the standardisation of attendance systems.

Matters for Information

Outcomes From and Inputs to UCL Committees

SC mentioned in their update.

Matters for Approval

Minutes from the Previous Meeting

Minutes approved. SC provided an update on the previous action regarding getting in touch with UCL about the architecture of the new SU building. They said that they cannot get students involved at the moment, but this may change once the development takes place.

Any Other Business

Menglong Bao (MB) shared that they are currently undertaking their dissertation and would be grateful for any support from the Zone members. If anyone would like to support, they can share the following information.

Hi everyone! I am a Menglong, Psychology with Education student at the IOE and I am conducting my dissertation project on how parent-child communication affects the wellbeing of first-year Chinese international students. If you fit in this category of students, I would LOVE and HIGHLY APPRECIATE your input and participation through a brief 5-minute questionnaire and a short 15-minute interview (online or in-person).

To participate, please click on the first link to complete the questionnaire and click on the second link to sign up for an interview (It will be quick and relaxed, I promise)

Link 1 (questionnaire): https://qualtrics.ucl.ac.uk/jfe/form/SV_2n7iam49SGZ4lvq (please complete the questionnaire entirely as partial responses will be less effective!)

Link 2 (interview sign-ups): <https://forms.gle/UYJnKRjv3nTBiKZ1A>

Meeting finished at 20:00.

Minutes approved as a true and accurate record	
Chair:	Shaban Chaudhary, Education Officer
Signature:	Shaban Chaudhary
Date:	4 March 2024