**London Council Trimester A (2) 2023**

**Date**: Thursday 14th December 2023

**Time**: 4pm – 5pm

**Location**: GCU London Campus, Room 1.2 and MS Teams

**Chair**: Ellie Neilson / Aarushi Kalra

**Secretary** **and note** **taker**: Ellie Neilson

**Attendees**: Aarushi Kalra [AK] (London Officer), Solomon Ajala [SA] (VP GSBS), Peter Jones [PJ] (Director of London), Ellie Neilson [EN] (Student Engagement Coordinator), Alice Putter [AP] (Student Belonging Coordinator), London Class Reps (see table below)

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| Lynda Mbelede | Public Health, Feb 2023 |
| Abdulrahman Olaonipekun | Global Masters of Business Administration (MBA), Feb 2023 |
| Deepika Pathak | Global Masters In Business Administration, Oct 2023 |
| Shinduja Rajendran | Global Masters In Business Administration, Oct 2023 |
| Muhammad Khan | Big Data Technologies, Feb 2023 |
| WuraolaIslamiat Adegbola | International Management & Business Development, Oct 2023 |
| Mohammed Farouk | International Management & Business Development, Oct 2023 |
| Sanaya Gandhi | Luxury Brand Management, Oct 2023 |
| Ankita Rao | Luxury Brand Management, Oct 2023 |
| Aradhana Srivastava | International Banking & Finance, Oct 2023 |
| Charunika Arambegedara | Environmental Management, Oct 2023 |

**Apologies**: Chidozie Nwaigwe [CN] (Student President), Wilfred Obi [WO] (VP SCEBE), Jennifer Abali [JA] (VP SHLS)

**Agenda:**

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| **Number** | **Item** | **Lead** |
| 1 | Previous minutes and actions | EN |
| 2 | Update from London Officer | AK |
| 3 | Update from Full Time Officers | CN, WO, SA, JA |
| 4 | Update from Research Representative | AJO |
| 5 | Update from Director of London | PJ |
| 6 | Student feedback   * 5.1 learning resources & facilities * 5.2 assessment & feedback * 5.3 academic support & guidance * 5.4 campus, community, and belonging * 5.5 any other business | AK/EN/Class Reps |
| 7 | AOB | AK/EN |
| 8 | Meeting concluded | EN |

1. Previous minutes and actions [EN]

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| **Item no.** | **Action** | **Update** |
| 2 (231123) | CN to investigate why students are being told they have payments due when this is not the case. | Cn not present to give update. |
| 5 (231123) | AK to follow up with library to request training sessions on access online journals and to include them on student timetables. | Recorded sessions will be an option. |
| 5 (231123) | EN to contact professional services about ensuring students are not sent automated messages with incorrect deadlines. | EN has spoken to professional services but they need more information. ACTION: Reps to send screenshot of the automated message for EN to pass onto professional services. |
| 5 (231123) | AK to raise the suggestion of group leaders/ group members giving reviews of peers’ participation with Tim Jackson. | Tim Jackson is investigating and will raise updates with AK. |
| 5 (231123) | AP to email students asking what societies they would like to see, e.g. music, cultural, anime, harry potter, and niche interests. | AP: these emails are going out on Monday 18th Dec. |
| 6 (231123) | CN to look into finding other ways to allow students onto campus other than the use of their student ID. | PJ gave insight; campus cannot have more than 300 students at one time so ID cards are needed to track this; uni is looking to get swipe access with ID cards and allow guest access. |
| 6 (231123) | EN will raise the issue of students not being able to view their attendance/there attendance not being recorded with professional services. | EN: spoken with professional services and students need to go to professional services if they think there is an issue with their attendance. PJ: students should be contacted if attendance is low; there may be a new system in place where students can view their attendance. |
| 6 (231123) | AP to ask Karl Henry about AK having access to London Officer email address. | AK now has access. |
| 6 (231123) | AP to send AK complaints link for students to use. | ACTION: AK to get student volunteer (Kumar) to promote the complaints process if needed. |

2. Update from London Officer [AK]

Events are coming up and promoted the Christmas party. The thrifting event is going over two days (today and tomorrow).

EN: AK’s community manifesto point can be support by facilities team member (Therese Fraser, TF) who would like a meeting with reps to find out what they want to see from the London campus.

AK raised issue around price of local accommodation. ACTION: EN to invite AK to facilities meeting with TF where AK can raise this further.

AK raise issue around quality of feedback/grade of assignments. PJ noted that there is a piece of work going on around the quality of feedback (i.e. detail and timing) and work around mapping the staggering of assessments. PJ noted that, unfortunately, there is no way to change a grade if policy has been followed.

3. Update from Full Time Officers [SA]

SA commends PJ for his work and responsiveness to students. We are already seeing improvements.

SA noted that all FTOs represent students, both London and Glasgow.

Outlined his remit areas

* Academic quality/policy (this is being reviewed; at SAGE Fit to Sit and the academic calendar was discussed
* Student accommodation (which is tricky to do for London)
* Winter Warmer scheme
* Food pantry and microwaves in Glasgow (team objective)

Reps raised the issue of being sent ‘prelegal’ notices for paying fees despite having paid. SA said some notices are automated. ACTION: Reps to send issue about prelegal finance notices to PJ and EN; both to raise with finance.

Rep raised issue about finance not responding after a month. ACTION: EN to raise the issue of delayed responses with finance when contacting them about the prelegal notices.

Rep raised an issue with the use of ID cards. SA: the university is trying to phase out the use of physical ID cards with a move to QR codes where you can scan into uni and monitor own attendance.

Rep raised issue that resubmission is not possible on TurnitIn for some modules. ACTION: AK to provide more detail about TurnitIn resubmission issues with PJ. PJ to raise this with staff.

4. Update from Research Representative [AJO]

AJO not present to give update.

5. Update from Director of London [PJ]

PJ thanked everyone for being invited and SA for his kind words.

Vallance Road is opening with new library. Old library will become a student space. Another new space near Vallance Road has been renovated and will be used as a teaching space; this allows more space in 40-48 Fashion Street to be made better for student experience; to create brand and identity.

Hired a new lecturer in Financial Management and Accounting and a new Placement Officer.

2024 has been structured so staff have more away days that are about updates/academic/research/developing learning and teaching/assessment.

Developing new degrees and finding more support for professional practice students.

Doing work around employability, and will include 40-48 Fashion Street in the campus plans.

PJ asked reps to encourage peers to complete module evaluations and the international barometer. ACTION: Reps to promote the module evaluations and international barometer.

ACTION: PJ to discuss closing feedback loop in next London Council meeting.

6. Student feedback [AK/EN/London Class Reps]

All covered above.

7. AOB [AK/EN]

n/a

8. Meeting concluded [EN]

**Actions:**

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| Item no. | Action | Owner |
| 1 (141223) | Reps to send screenshot of the automated message for EN to pass onto professional services. | Class reps |
| 1 (141223) | AK to get student volunteer (Kumar) to promote the complaints process if needed. | Aarushi Kalra |
| 2 (141223) | EN to invite AK to facilities meeting with TF where AK can raise this further. | Ellie Neilson |
| 3 (141223) | Reps to send issue about prelegal finance notices to PJ and EN; both to raise with finance. | Class reps  Ellie Neilson  Peter Jones |
| 3 (141223) | EN to raise the issue of delayed responses with finance when contacting them about the prelegal notices. | Ellie Neilson |
| 3 (141223) | AK to provide more detail about TurnitIn resubmission issues with PJ. PJ to raise this with staff. | Aarushi Kalra  Peter Jones |
| 5 (141223) | Reps to promote the module evaluations and international barometer. | Class reps |
| 5 (141223) | PJ to discuss closing feedback loop in next London Council meeting. | Peter Jones |