
**Report to the Governance Board on Feedback from the 2nd University UK
Annual Meeting**

1. Introduction

This report presents feedback from the recent UUK/Guild HE CoP Annual Meeting held on Tuesday 4th November 2008. An analysis of the feedback obtained from delegates completing the feedback form at the Annual Meeting is broken down into two sections. First delegates were asked to provide feedback using a scoring matrix on each of the sessions. Secondly comments were received from delegates with respect to what they thought were the most/least useful aspects of the day and any suggested improvements that could be made for future events.

Delegates also participated in one of five workshops on the day and the main points highlighted in these interactive sessions are summarized in section four of the report. The SAG will be discussing the feedback from the second annual meeting at its next session. The Governance Board is asked to receive this report and to discuss the feedback provided.

Mark Swales
Chair of CUBO
December 2008

Paddy Jackman
CUBO Executive

2. Annual Meeting - Feedback on Sessions

The Annual Meeting attracted 96 delegates up 14% from the first AGM. Hosted by Universities UK the venue and hospitality were of a good standard and well received by most delegates although it is recognized that running 5 workshops in 2 rooms whilst simultaneously preparing for lunch in the same venue caused distractions for some delegates. Conference Packs were provided which included relevant information on the day's proceedings together with a copy of the 2nd annual report.

The feedback shown in the table below was positive and members of the Sector Advisory Group received many personal comments on the day from the delegates expressing their appreciation of the day's events. All the presentations will be posted on the new UUK Website for members to view.

Out of the 36 feedback forms received 72% of those responding felt the day was either very satisfactory or satisfactory. Feedback from the first AGM showed a satisfaction rating of 82%. However, it should be noted that the format of the day was significantly different as was the level of participant.

The first day, run in March, involved senior management and an agenda built around how to implement the code at a local level. This second training day provided an opportunity for more general Halls issues to be discussed as well as specific elements of the code and the majority of attendees were hall managers.

Table 1 below presents the feedback from the scores for each of the sessions on the day.

	Very Satisfied	Satisfied	Neither Satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
The UUK Code of Practice Report	14	70	14	2	
Red Brick Media Group - Results of the National Student Housing Survey	30	56	8		2
Workshop 1 - Do we offer something different from the Private Sector?	11	25	8		
Workshop 2 - Codes of Practice - Are you making your students aware?	11	42			
Workshop 3 - Sustainability in halls - Does it matter?	14	28	3		
Workshop 4 - Studentification - How do you ensure good neighbourly practice?	14	28	3		
Workshop 5 - Estates Departments - How do you get them to care about halls of residence?	14	31		6	
Overall Satisfaction	28	44	3		

3 Annual Meeting Feedback from Delegates

3.1 Most useful aspects of the meeting

- Networking
- Feedback from workshops
- Complaints Presentation
- UUK Annual Report Presentation
- Increased knowledge of the code
- Red Brick Student Survey
- Marketing and promotion of the code
- Update of the Governance Board
- Discussion time with other delegates about the code

"Enjoyed the mix of tasks, activities and speeches throughout the day"

"As I have only recently taken the post of Accommodation Officer there were areas which I failed to understand but the whole event was of great benefit"

"The combination of events was very good and the moving forward atmosphere/ tone of the day"

3.2 Least useful aspects of the meeting

- Red Brick Media Group presentation
- Marketing and promotion of the code.
- Annual Report

"Would have liked more time to discuss ideas about the workshops"

"Shorter presentations and more live examples"

"Be able to participate in more than one workshop"

3.3 Improvements

- Presence of auditors
- Avoid catering set ups during the discussion workshops
- Talk more about best practice about the code
- More live examples during presentations
- Work shops more segregated as you could hear others
- Have the annual report a few days before the day so that there is opportunity to feedback
- More group sessions to share ideas with other institutions

4 Workshop Summaries

1. University Halls - Do we offer something different from the private sector?

Lead by William Wilson/Catherine Anderson CUBO

- Welfare support and care
- More non-ensuite
- More supportive environment for students
- Conflict resolution
- Disciplined environment
- More flexible contracts

Building Management Issues

Older buildings mean non-standard accommodation. Security can be an issue and firm procedures are of paramount importance.

What is the USP for Universities?

- Welfare support that aids retention of students
- Support of student recruitment
- Support of the Universities strategic aims and directives with respect to student experience support

Comment: Many students don't seem to notice much difference between University and non-university accommodation

2. Codes of Practice - Are you making your students aware?

Lead by Bryan Carroll ASRA

Top three....in order

- UUK
- Local PRS (accreditation) Schemes
- ANUK (ANUK was seen as the least important to parents and students as the majority of accommodation covered by this code was PFI new build).
 - Labelled as different schemes
 - Perceptions
 - Focus clearly on 'own / managed' halls
 - PRS in need of regulation and standards

- Larger providers better quality and linked to Universities – similar standard of provision

CURRENT PRACTICE

- Web site / links
- Handbooks & prospectus
- Welcome packs
- On induction
- Induction briefings
- Posters and stickers
- Residency agreements
- Complaints procedure
- Student union
- Open days
- Face book / social network sites

ASPIRATIONS...BLUE SKY THINKING

- More promotional material – pens, key rings etc
- Targeted promotions – students / parents
- Extended networks & research
- Publish audit reports to students
- You Tube video

ASPIRATIONS...

- Media promotion – THES – Student Magazines
- UCAS web site
- Aim Higher
- Schools and Colleges
- Community / volunteering initiatives
- JCR 's and student committees

CODE LEAD INITIATIVES

- Video
- Presentation – Open days
- Establishing the 'value' of the code...to help sell – 'not just about complaints'..
- Student language – simplified checklist

CONCLUSIONS

- Good practice exists
- Room for development
- Need to evaluate what is effective
- Targeting audience – using their preferred media
Consistent approach needed to raise profile by HEI's and Private providers

3. Sustainability in halls - Does it matter? If so, how are you going about it?

Lead by Darren Baker ASRA

IT MATTERS BECAUSE OF:

- Political expediency
- Social responsibility
- Meeting student expectations
- Educational Responsibility
- Statutory Regulations
- Cost Savings

HOW IS IT BEING DONE?

- Getting Local Councils on-board
- A variety of carrot and stick approaches were being used
- Emphasis was on the student to take responsibility and student 'Education'
- Specific recycling projects
- Students encouraged to share electrical items such as toasters
- Energy management projects particularly for heating
- Switch-Off Campaign
- Power perfectors reduce voltage
- Energy saving light bulbs, timers etc.
- Alternative Energy sources
- Residence specific green agendas to feed into 'Joined-up' University policy

BEST PRACTICE

Get to know your university energy and environmental policies, then plan your own for residences. Currently most institutions are taking a piecemeal approach with no coordinated set policy.

4. Studentification - How do you ensure good neighbourly relations?

Lead by Sarah Wayman NUS

STUDENTS NEED TO BE MADE AWARE OF THE POTENTIAL PROBLEMS BEFORE THEY ARRIVE:

- 'Respect' campaign at Southampton University
- Online Induction before arrival at Sheffield Hallam
- Home from Home Guide at Winchester University
- Face book info
- Send info to potential students about the area

Other Action:

- Planning by University for number of students in community
- Liaise with residents
- Open campus to local residents (sports/meeting facilities)
- 'Cop shop' on campus at Staffordshire University
- Complaints telephone number for residents to call
- Maintaining a sense of community spirit
- Working with other institutions in the area
- Student Union involvement
- Dealing with litter, noise and safety issues before they arise
- Taking into account international students
- Partnership working with landlords where more than one university is in an area
- Student involvement in Community projects as volunteers
- Welfare support
- Flexible contracts/payment plan
- Catered Halls
- Social skills development for students/greater social interaction

5. Estates Departments - How do you get them to care about halls of residence?

Lead by Andrew Nightingale AUDE

- Allow sufficient time to get repairs done
- Use combined training for accommodation and estates staff e.g. Customer care, manual handling
- Improve project management – avoid control without responsibility
- Accommodation, as Estates client dept, should contribute to project specifications
- Know costs in use
- Plan
- Communicate
- Avoid disjointed communication between management and operatives/contractors
- Commission condition surveys to avoid failure in medium term planning
- Use dedicated accommodation teams?
- Be demanding and specific
- Understand Estates Business and ensure estates understand your business
- SLA's need feedback
- Understand there may be reasons why work is not being done e.g. because a building is liable to be decommissioned
- Reactive v. Preventative maintenance – as budgets get tighter preventative becomes more prevalent
- Plan for replacement & refurbishment