



Faculty of Arts and Creative Industries
BA Professional Practice & MA Professional Practice
Programme Voice Group Term 2

UNCONFIRMED minutes and actions from the meeting held on
21 March 2022 online (Zoom platform)

Student Members Present

Ellie Owen	SVL – BA Professional Practice Y1 Arts and Creative Industries
Ben Warbis	SVL – MA Professional Practice Dance Technique Pedagogy

Staff Members Present

Anne Donnelly	Chair - Director of Programmes
Peter Fribbins	Music DoP – acting as Head of Department
Helen Kindred	Programme Leader MA Professional Practice & BA Professional Practice Programmes
Jo Wilson	Library Representative
Clarisa Betts	Secretary

Apologies

Jodi Dehaney (Student Fees and Finance Manager), Natasha Goldstein-Opasiak (SVL)
MAPP Somatic Studies

Part 1 – Preliminary items/Introduction

1.1 Welcome, Introduction and Apologies

Chair welcomed everyone to the PVG.

1.2 Minutes of the previous meeting

The minutes of the previous PVG were approved as a correct record.

Part 2 – Programme Feedback			
Paper Number and Ref	Summary of Discussion	Action(s) and by Whom and When?	Update
2.1 Outstanding Actions from the Previous Minutes			
2.1.1	2.1 [Support for SVLs] 2.5.1a <u>Request for support from MDXSU</u> – MDXSU is planning to launch 'Future Leader Programmes' through which students will be granted accreditation for their experiences as a student leader/representative.	Ongoing	Students will receive certificates recognising their work as student leader/representative.
2.1.2	The following need amending in the previous minutes: Dance technique pedagogy to be added to SVL Susan Presti. Dance specialisation to be added to SVL Jacob Hughes. Helen Kindred - Co-Programme Leader MA Professional Practice & BA Professional Practice Programmes		
2.2 Student Feedback			
2.2.1	Students have had a very good experience with the Library and praised librarian Sue Nolan for her very prompt help.		
2.2.2	<u>Programme Content Support</u> BAPP students have suggested the following: Have a Zoom meeting at the start of each module and outline the aims and the tasks that need to be completed for that term and portfolio.	While this information is clearly outlined in the handbook, PL will address in the form of a live/recorded video introduction to offer a visual/audio, non-written format also	
2.2.3	<u>Literature Reviews (BAPP ACI 3622)</u> BAPP students feel there should be opportunity to submit a draft of this in addition to the currently scheduled draft of the Inquiry Proposal as the Literature Review is a new concept to most and causing some anxiety.	HK: This can be looked at in the scheduling for the next term.	
2.2.4	<u>Finance</u> BAPP – raised the issue of the programme being 18 months and as such necessitating two applications to Student Finance England (SFE) to cover the programme. This is complicated and impacts on students wishing to go		

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	onto MA study and seek SFE funding for this as two academic years of study have effectively been funded for the BAPP course even though this is an 18-month programme.	DoP/PL to be mindful of this and investigate if it may be feasible to complete in 12 months	
	<u>Finance</u> MAPP – several issues reported - Incorrect fees being charged to students in relation to tuition fees set. - Difficulties in navigating the information sent to students from Mdx finance. - Poor communication between students and mdx finance team. - Lack of knowledge portrayed by mdx finance team in relation to course fees, payment schedules etc. - Inappropriate demands for payment made with threats made of deregistration is fees not paid in very unrealistic time frames (under 1 week). - Discrepancy in fees being charged between students on same modules. - Lack of professionalism experienced in dealing with members of the finance team. SVL: The experience students have had can be described as: abysmal, really annoying, worrying and frustrating. There is lack of clarity with the break down on the Unihub and students can't understand the terminology. Students are confused about the different types of fees and instalments, the charges payments and their balance. They are unsure if the amount shown is what they have paid or something they owe. Some students weren't sure about the cost of the course.	PF: This will be progressed with all the relevant departments.	

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	<p>There is also confusion as to whether paying and enrolling are correlated. Students have been de-enrolled and are unsure if this is to do with not paying their fees.</p> <p>It has been almost impossible to communicate with the Finance Department for over a year. Some students have raised tickets on UniHelp and the response came after four months.</p> <p>PF: We are really sorry for all the finance issues students have faced and the stress that came with it. We will do our best to fix these issues.</p> <p>SVL: The programme itself is excellent and the cohort is very passionate about it.</p>		
2.2.5	<p>SVL: Regarding Peter Thomas' sessions and the same text being used in every term: students would like to see a change in text or maybe the rigour and expectation increase; students also suggested a separate session for each of the three modules.</p> <p>HK: This issue has been raised with Peter and his team and we will continue to work on it alongside the Learner Enhancement Team.</p>	To work on this issue along the Learner Enhancement Team	
2.2.6	<p><u>Blog use</u></p> <p>MAPP – several issues</p> <ul style="list-style-type: none"> - Students feeling de-motivated by the process of blogging and struggling to connect with the MAPP community through the blogs. - Some blog addresses are incorrectly listed on Unihub making process of connecting difficult also. <p>SVL: Students find it hard to use the interface of the blogspot and it turns them off from using it.</p> <p>Students would like to have something that they could discuss weekly: a keyword or a concept that could take them in different directions.</p>	Record a tutorial, on how to set up and use a blog, and present it at the start of each term. Make people more aware of the drop-in sessions that our GAA Teresa Skamletz is running at the start of term	

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	<p>HK: We will record a tutorial, on how to set up and use a blog, and present it at the start of each term. We will also make people more aware of the drop-in sessions that our GAA Teresa Skamletz is running at the start of term.</p>		
2.2.7	<p><u>Ethics (MORE) application process</u></p> <p>MAPP students reported that the timing of this process was unclear and for some delayed starting research projects.</p> <p>SVL: Student received approval from PL in Nov/December and they received a formal approval from Ethics very late, after around three months.</p> <p>HK: There are many stage processes for these approvals and they do take time. In addition to this, what made these processes even longer, was that of staff sickness and staff leave. We now have additional staff, Dr Astrid Bernkopf, to support us in this process and we will work really closely to look at the alignment of the dates and to also look at how we can help more with the final approval process.</p>	To look into the timing of approval for the ethics application process.	
2.2.8	<p>SVL: The deferral process is quite lengthy and the students are wondering if this is a Unihelp issue.</p> <p>PF: It could be just pressure on the service or maybe there are queries or questions that need resolving before a response can be given to these deferrals applications.</p> <p>HK: The assessment offices are receiving huge volumes of requests for deferrals and so it is more a case of backlog overload for those systems.</p>	<p>Peter Fribbins: This issue to be investigated with the Assessment Office.</p> <p>To check the regulations on deferrals about getting back to a student in a certain time.</p>	
2.3 Programme Leaders/DoP Update			
2.3.1	<p>Updates on issues raised at the previous PVG:</p> <p>2.5.1 Welcome Week</p> <p>The staffing has been significantly different with several fractional members of staff on the programme team covering for leadership for both BAPP and MAPP.</p> <p>2.5.2 Positive switch to Zoom</p>		

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	<p>Zoom has become our main platform for the discussion groups, seminars and one-to-one supervision.</p> <p>2.5.4 More Group Sessions required</p> <p>Sessions have been running this year on campus: guest sessions, dance umbrella sessions and other similar events. Whenever these events took place on campus, they were also available on Zoom and all BAPP an MAPP students have been invited to attend.</p>		

Part 3 – Discussion on Quality and Student Information			
3.1 The Group received the following reports. The following discussions and actions were agreed.			
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	<p>[LSS Report]</p> <p>LSS rep highlighted the following points:</p> <ul style="list-style-type: none"> The Sconul Access scheme enables students from most universities in the UK and the Irish Republic, to use other University libraries as a place to study. Post Graduate and part-time students may also be able to borrow books. The scheme restarted last term following Covid closures and has recently added more libraries including London Met University and the Royal Central School of Drama. Find out more here: https://www.sconul.ac.uk/sconul-access. Most universities are in Eduroam which means that you can use their wifi and access MDX services and resources if required: https://unihub.mdx.ac.uk/study/it/wireless-access Students will need to use their University ID cards to get access to these resources. <p>'If you did not receive an ID card following enrolment, please create a ticket to request one, remembering to state clearly that you are a distance learner and wish to apply for a student ID card. You should</p>	SVLs and Helen Kindred to feedback info to the students.	

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	also attach a digital, passport style photo of yourself. The card will be posted to you, so please ensure that you include your preferred postal address in the ticket.'		
	The following reports were tabled: Catering, CCSS, Finance, Catering, MDXworks and Academic Registry		

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Part 4 – Additional Items**4.1 Any Other Business**

The PL has thanked all the SVLs for their incredibly important role in representing the students, for their support and honesty.

4.2 Date of Next Meeting

TBC

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Agreed by Chair: [22/04/2022](#)

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Confirmed:

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