



<ol style="list-style-type: none"> <li>3. JM responded that it is difficult to disseminate the data yet due to GDPR, However JM will collate the high-level statistics and submit it to the next Board of Trustees meeting</li> <li>4. JM added that he will be writing an article in Felix to communicate about the project that was initiated as a result of the survey</li> <li>5. The Minutes were confirmed as an accurate record of the meeting held on 27<sup>th</sup> March 2019 provided the requested correction is made.</li> </ol>	<p><b>JM to submit a report to Board on the results of the Student Experience survey and next steps</b></p>
<p><b><u>Item 05- Action tracker and Forward Agenda</u></b></p>	
<ol style="list-style-type: none"> <li>1. JF suggested changing the number of meetings per year from 6 to 5 to ensure that the discussions remain strategic, KL will revise the forward agenda by the end of term 3</li> <li>2. BN updated the Committee that the Union infographic is now in its final draft and is ready to publish, JM presented the infographic and KL requested that it is sent to the marketing team for a final check before publishing and share it as part of the impact campaign</li> <li>3. KL requested that the membership data agenda item is rescheduled to the next meeting</li> <li>4. JF recommended revising the wording to ensure it is appropriate for its audience</li> <li>5. JF requested that CC provides a recommendation to the incoming DPFS regarding the importance of publishing an infographic every year</li> <li>6. JM updated the Committee that a Stakeholder management system was built to document all meetings of leadership members with key stakeholders</li> <li>7. JF enquired about how the Committee suggests ensuring that the system is properly adopted, JM responded that it has to become a habit for every leadership member</li> <li>8. JF requested having the relationship management system on the autumn meeting agenda to review its progress</li> <li>9. KL mentioned that the forward agenda says that we should review annual report during the next meeting, however, we will be able to review it in the impact report</li> <li>10. KI suggested reviewing the annual report in the September meeting before the start of the new term and adding an agenda Item to the July meeting as review of impact report/campaign</li> </ol>	<p><b>KL to revise the forward agenda by the end of term 3</b></p> <p><b>JA to update the forward agenda</b></p> <p><b>CC to revise the wording used in the infographic and send to the marketing team to be shared as part of the impact campaign</b></p> <p><b>CC to provide a recommendation to the incoming DPFS on the importance of sharing a similar infographic</b></p> <p><b>JA to add the relationship management system to the forward agenda</b></p> <p><b>JA to add review of impact report/campaign to the forward agenda</b></p>
<p><b><u>Item 07 - Postgraduate Engagement</u></b></p>	
<ol style="list-style-type: none"> <li>1. KL mentioned that this agenda item focuses on the plan for welcome in terms of PG engagement</li> </ol>	



16. AL mentioned that having a PG OT is not the full solution, however, we need a catalyst to push us to improve what we currently do, therefore a PG OT maybe the way to do this
17. AD mentioned that consideration should be given to the fact that having one responsible person may be demanding as that person would have to be present at every meeting, therefore, it is more important to embed

**Item 08 – Comms discussion**

1. KL mentioned that this paper is a summary paper of current Comms projects and informs the Committee of the focus for the next few months

**Internal Comms**

2. KL summarised the paper by mentioning internal comms and Town Hall meetings which continue to happen on a monthly basis, currently there is a rota for one SMG and one OT to collaborate on organising and delivering Town hall meetings. KL mentioned that the most recent town halls received fewer questions from staff which shows improved satisfaction of staff regarding communications
3. BN commented that the Town hall meetings could be better, however, she disagrees that people are satisfied with the answers they have been receiving in Town halls
4. AL mentioned that this was discussed at PARC, and it was agreed the meetings are not perfect and they can be better, but having them is better than not having them
5. AL added that everyone also needs to share the responsibility of being open
6. JA commented that they are good to have, however, it doesn't seem that full answers are given to staff during these meetings which results in more distrust
7. JF enquired about why Leadership feels that they hold back in terms of answers, BN responded that a precedent was set from the first meeting to the leadership team in terms of how they should respond
8. AL mentioned that this issue was identified, therefore, we currently rotate a different OT and SMG lead for every meeting
9. KL also mentioned that we may need some support from external providers on how to communicate effectively to staff
10. JF pointed out the internal communications in organisations are critical, and it is firstly important to identify what are we trying to achieve in terms of communications
11. JF added that it would be good for this group to outline a description of what good communications in the organisation looks like and the type of culture we would like to encourage. JF added that the leadership team



**Commercial marketing**

1. KL mentioned that marketing strategy will have an element of social enterprising
2. KL added that this summer, we will have a focus on developing a plan with the commercial team to provide a mature events programme for the summer, this has also been discussed with the commercial team at College in terms of collaboration
3. KL added that it is an attempt that it will help in the current financial position
4. MW enquired about whether anyone is looking at providing an offer for students who are still around in the summer such as PG students, and how this will be communicated to students to ensure they are aware of the available facilities
5. KL mentioned that we are currently looking at our license and what it allows, we need to still ensure that we focus on the primary user of the space who are the students
6. JF enquired about whether we are now selling food in the H-Bar
7. AD responded that students are not happy that a service was taken away without consulting them
8. AL responded that currently a menu is being developed and there is a plan, however, this doesn't address that a student facing service was taken away without consulting students and the Union is currently trying to address this issue
9. AD recommended communicating that something is currently being done about this issue and JF recommended that OTs communicate that the Union was also not happy about this decision

**AD to provide handover with recommendations to the incoming Felix editor**

**JA to invite the incoming Felix editor to the next Comms Committee meeting**

**Item 09 – Any other business**

1. None