Board of Governors 2025/26

Student Interest Sub-Committee (SISC) M1

Thursday, 16th April 2026 at 1:00

Tower Bridge/Virtual

MINUTES

Present

Dr Sarah McAdam	Independent Governor (Chair)	(SMc)
Manoj Ponugubati	Executive Governor/Dean	(MP)
Stephen Plant	Registrar	(SP)
Dr Ruchi Singla	Student Experience Lead & Committee Officer	(RS)
Tripura Gollapalli	Student Support Lead	(TG)
Fahmaan Moizuddin	Student Support (Campus Lead)	(FM)
Amarjeet Singh	Programme Lead	(AS)
Himanshu Chadha	IT Officer	(HC)
Bijay Shrestha	IT/Website Support	(BS)
Abul Hossain	Governance Lead	(AH)
Agrima Shankar	Governance Officer	(AGS)
Arvind Bharwaj	Student Voice Representative	(AB)
Aivars Fricis	Student Voice Representative	(AF)
Others	Student Voice Representatives	(XX)

Apologies

Oana Ciobanu	Student Governor (teaching commitment)	(OC)

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1. Welcome and Apologies & Declaration of Conflicts of Interests

1.1 The Committee Chair, SMc welcomed attendees to the inaugural meeting of the Board of Governors Student Interest Sub-Committee.

1.2 SMc outlined expectations, confirmed quoracy, and reminded members of meeting etiquette and time management.

1.3 Apologies were received from OC (teaching commitment).

1.4 The Terms of Reference were noted and agreed without amendment.

1.5 Members briefly introduced themselves.

2. Student Voice & Engagement (OfS B2, EDI, Student Voice)

2.1 RS presented a consolidated student experience report referencing three Student Interest Panels and six Student Voice Committees.

2.2 Student engagement mechanisms include monthly panels, QR-based anonymous feedback, direct class visits and representative-led communication by nationality/language groups.

2.3 The key themes identified were:

2.3.1 Improved communication, engagement and visibility of support services

2.3.2 Reduction in preventable withdrawals due to active intervention

2.4 In response to student requests for earlier publication of academic, assessment and holiday calendars, the academic and assessment calendars have been embedded in induction handbooks.

2.5 In response to student requests for improved campus navigation following relocation to Tower Hill, campus signage and room labelling has been improved.

2.6 QR codes have been embedded in teaching slides for real-time feedback.

2.7 Student seating has been expanded and common areas have been created.

2.8 Discussion took place around the consistency of the above 70% survey response rates.

2.9 Feedback loops are actively closed through in-class follow-ups.

2.10 SMc requested written reports to be circulated in advance of future meetings.

ACTION: RS

2.11 SMc and the Committee were satisfied the student voice mechanisms were robust and effective.

3. Student Outcomes & Experience – Continuation, Completion and Progression (OfS B2, B3)

3.1 RS and TG presented a review of the January and May cohorts.

3.2 Within the Foundation Year, 20 students have been identified for R60 resubmissions.

3.3 Individual Improvement Plans are in place. The resubmission deadline is 23rd April 2026.

3.4 The expected progression rate is projected at approximately 90%.

3.5 With regard to Attendance, Withdrawals and Interruptions, over 1,200 students were reviewed.

3.6 Of the 41 withdrawals, the primary reason was identified as non-engagement.

3.7 There were seven deferrals.

3.8 The top-up cohorts have been identified as the high-risk groups.

3.9 The Croydon campus shows the strongest engagement. Brentford and Tower Hill campuses remain areas of concern.

3.10 The Committee discussed changing the withdrawal cycle from monthly to weekly.

3.11 The Committee also discussed the process of early identification and suspension, which is under development.

3.12 SMc requested that future reports include intervention effectiveness data.

ACTION: RS/TG

3.13 No disproportionate impact identified by gender or age; further EDI analysis pending improved data capture.

4. Complaints, Appeals & Academic Conduct (OfS C, Student Protection)

4.1 AS provided a summary of academic complaints, appeals and academic misconduct.

4.2 There have been two academic complaints, both of which were resolved at Stage 1.

4.3 There has been one appeal which has been resolved.

4.4 There have been 101 cases of academic misconduct (AI/similarity) which have been managed via existing SOPs, with resubmission and academic support in place.

4.5 It was noted that weekend-to-weekday timetable realignment impacted some student groups.

4.6 Risks have been mitigated through proactive communications, staff reallocation and additional academic support sessions.

4.7 SMc emphasised the need to balance compliance with widening participation.

4.8 SMc requested that institutional learning be captured from timetable changes.

5. Information, Advice & Guidance (IAG) – Accuracy & Accessibility (OfS C1–C3)

5.1 HC and BS provided an IAG update, confirming that website content had been sourced from departments, vetted by Quality, and signed off by Department Heads.

5.2 Content audits are undertaken regularly and staff contact details and course information is updated promptly.

5.3 Central systems monitoring is undertaken via Microsoft Admin Centre with usage analytics across the VLE (Moodle), Email, SEATS and Turnitin.

5.4 Following discussions, HC and BS confirmed plans to integrate student feedback into formal reporting and the Admissions team will be included in IAG reporting going forward.

5.5 SMc requested future reporting to include accessibility participation gaps.

ACTION: HC/BS

6. Student Support and Wellbeing

6.1 FM presented an update on student support and wellbeing.

6.2 Draft standard operating procedures and forms for disability support, incident reporting, complaints and wellbeing referrals are awaiting SMT approval prior to rollout.

6.3 A proposal for a designated institutional Wellbeing Lead is under consideration.

6.4 SMc requested future reports on demand vs capacity, trends in wellbeing referrals and effectiveness of interventions.

ACTION: FM

7. Equality, Diversity and Inclusion (EDI)

7.1 RS acknowledged there were historic gaps in some demographic data.

7.2 A new Admissions form is under development to capture EDI characteristics, caring responsibilities and language support needs.

7.3 Peer support through nationality-based student groups is being encouraged.

7.4 Student enterprise and employability initiatives are aligned with widening participation.

7.5 SMc requested that EDI be embedded across all agenda items.

ACTION: All

7.6 SMc requested that impact measures and success stories are brought to future meetings.

ACTION: RS

8. Student Contribution (Student Representatives)

8.1 The student representatives provided positive feedback, highlighting teaching quality, supportiveness of staff, IT responsiveness and a positive campus atmosphere.

8.2 Concerns were raised with regard to the impact of timetable changes on students managing work and family commitments.

8.3 The Committee explained that changes were compliance-driven and that flexibility and early timetable visibility will be improved for future intakes.

9. Any Other Business

9.1 There were no items to discuss.

10. Date of the Next Meeting

10.1 To be confirmed in line with the annual governance calendar.

Board of Governors Student Interest Sub-Committee
Rolling Actions Table

Meeting Date	Origin Item	Action	Owner	Due Date	Status Open/In Progress /Complete/Deferred	Update/Commentary
16/04/26	2.9	Student Experience report to be provided ahead of the next meeting	RS	M2		
16/04/26	3.7	Future reports to include intervention effectiveness data	RS/TG	M2		
16/04/26	5.5	Future reporting to include accessibility participation gaps	HC/BS	M2		
16/04/26	6.4	Future reporting on demand vs capacity, trends in wellbeing referrals and effectiveness of interventions	FM	M2		
16/04/26	7.5	EDI to be embedded across all agenda items; impact measures and success stories to future meetings	RS/All	M2		

Page 1 of 1

Board of Governors Student Interest Sub-Committee – M1 – 16 April 2026