

Board of Governors 2025/26
Student Interest Sub-Committee (SISC) M2
 Friday, 22nd May 2026 at 09:06 – 10:05 am
 MS Teams (Virtual)

MINUTES

Present

Dr Sarah McAdam	Independent Governor (Chair)	(SMc)
Manoj Ponugubati	Dean	(MP)
Stephen Plant	Registrar & Accountable Officer (Executive Governor)	(SP)
Parleen Arora	Student Experience Officer (presenting / Minute Taker)	(PA)
Tripura Gollapalli	Student Support (Campus Lead)	(TG)
Fahmaan Moizuddin	Student Support (Campus Lead)	(FM)
Amarjeet Singh	Programme Lead	(AS)
Himanshu Chadha	IT Lead	(HC)
Bijay Shrestha	IT / Website Support (Moodle)	(BS)
Md. Abul Hossain	Deputy Quality Lead	(AH)
Agrima Shankar	Governance Lead	(AgS)
Phillip Oyetunji	Staff Governor	(PO)

Apologies

Oana Ciobanu	Student Governor	(OC)
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1.1 Quorum confirmed.

2. Welcome and Apologies

2.1 The Chair, SMc, opened the meeting and welcomed attendees to the second meeting of the Board of Governors Student Interest Sub-Committee. Quorum was confirmed.

2.2 Apologies were received from OC (Student Governor).

3. Review of Previous Action Log

3.1 The Chair reviewed outstanding actions from the April 2026 meeting. Updates were provided as follows.

3.2 **Action 3 – Wellbeing SOPs (Overdue):** The wellbeing policy is confirmed to be in place. The outstanding element is the formal appointment of a campus Wellbeing Lead. MP confirmed a candidate has been identified; discussions are underway regarding days of presence at each campus. Target completion: end of May 2026, to coincide with student return.

3.3 **Action 7 – Timetable Flexibility Framework:** All sessions moved from weekends to weekdays post-Easter in line with compliance requirements. Extra tutorial sessions added to meet the DfE requirement of 21 hours of learning per week. Updated timetables to be

released 22–23 May 2026, reflecting module leader workload redemptions approved by ELT.

- 3.4 **Action 8 – Student Support Help Desk:** SOP and help desk framework are complete. Launch planned for 1 June 2026 pending final approvals. IT ticketing system integrated; queries will be logged, assigned a ticket number and escalated to the relevant department automatically. Two parallel systems in place (one for students with institutional email access; one for students without or with lost credentials). Approximately 70% of student queries are face-to-face; 30% remote (higher during submission periods).
- 3.5 **Top-Up Improvement Plan (AS):** Designated supervisors were provided for September 2025 dissertation students (2 hours of contact per 5 students). Supervisors guided students at every stage from conception through to Turnitin submission and reviewed drafts. Mandatory supervision sessions now being embedded in timetables for January and May 2026 intakes. RS proposed exploring a block teaching model for top-up students to address first-semester non-engagement and improve NSS data collection. The Dean confirmed any delivery change requires prior discussion with PMU. The Chair recorded a formal action: the proposal to be explored internally with student feedback, then returned to the next Student Interest Committee.
- 3.6 **Hardship Fund Policy (PA):** All students are on Student Loans Company funding, so tuition support is not required. The fund targets maintenance needs (equipment, emergency transport, accommodation). Awards of up to £300 are proposed, subject to evidence of genuine financial hardship. SP noted that, as students are registered with PMU (senior partner), they may also access PMU's hardship fund – transparency between both providers is important. RS raised the need for clarity on approval panel composition, evidence documentation, claim timelines and alignment with SLC conditions. The full policy was not circulated; PA to share the complete policy and budget documentation with the committee. MP requested the policy explicitly reference PMU hardship fund access.
- 3.7 **Decision:** Policy to be finalised and circulated to the committee before the next meeting.
- 3.8 **ACTION: PA / Governance**
- 4. **Student Voice & Engagement Report (OfS B2)**
 - 4.1 Presented by PA. Student feedback collected since the April 2026 meeting has been very positive. Students report satisfaction with teaching quality, academic support and engagement.
 - 4.2 **Resolved issues:** Turnitin access issues resolved by Assessment and IT departments. Incorrect absence markings resolved by Attendance Monitoring (FM and TG), linked to the weekend-to-weekday timetable transition.
 - 4.3 **Ongoing items:** Lack of refreshment facilities at Brentford campus (under SMT review); communication systems improvement ongoing across IT and Student Support; attendance monitoring effectiveness under further review.
 - 4.4 **Risk Assessment Summary:** Online communication gaps – Medium risk. Turnitin issues – previously High, now mitigated. Attendance discrepancies – resolved following timetable transition.
 - 4.5 The Chair requested that written reports continue to be circulated in advance of meetings.
 - 4.6 **ACTION: PA**
- 5. **Student Outcomes – Withdrawal Data & Continuation (OfS B2, B3)**

- 5.1 Presented by TG. May 2026 withdrawal report reviewed: 43 withdrawals and 2 deferrals. One Croydon student reclassified from withdrawal to deferral at the student's request.
- 5.2 Primary reason for withdrawals: low attendance and student non-engagement. Top-up cohorts continue to be the highest-risk group.
- 5.3 The Chair queried whether withdrawals showed patterns across protected characteristics or disability groups. The IT team confirmed that OfS-aligned data dashboards are being built and will be available at the next meeting.
- 5.4 PO noted that Moodle will improve submission processes and reduce Turnitin-related issues. Discussion on AI misconduct: PMU has turned off the Turnitin AI filter and is assessing work individually; LAAT is in discussion with PMU regarding its own approach.
- 5.5 **Decision:** AH to proactively chase PMU for their revised AI policy before assessment submissions open. Turnitin filter position must be confirmed before students begin submitting (approximately end of June – Week 4).
- 5.6 **ACTION: AH**
- 6. Complaints, Appeals & Academic Conduct (OfS C)**
 - 6.1 Presented by AS. 2 academic complaints, both resolved at Stage 1. Numerous AI malpractice flags via Turnitin (threshold: 20% AI content). Staff have been briefed to exercise judgement rather than relying solely on the software, given that many students use AI for paraphrasing due to English being a second language.
 - 6.2 When a case is flagged, a meeting between the module leader and student is convened. Students must provide evidence of their research process and prior drafts. The institution guides constructive AI use (idea generation, draft review) while prohibiting AI-generated outputs presented as the student's own work.
 - 6.3 The Chair observed that workload implications of the current approach to AI misconduct should be monitored over the next six months.
- 7. Information, Advice & Guidance – IAG & IT Systems (OfS C1–C3)**
 - 7.1 Presented by HC and BS. Each department will be responsible for the accuracy of their section of the LAAT website; IT will update content provided by departments. Content is being benchmarked against comparable institutions and OfS standards.
 - 7.2 **SEATS & Moodle Integration:** SEATS and Moodle are separate platforms and do not support direct API integration. Separate usage dashboards will be generated from each platform and cross-referenced. Attendance capture must remain on SEATS; Moodle engagement data will be reported separately. Module leaders and level leads have KPIs for student engagement monitoring built into their roles.
 - 7.3 **Accessibility & Disability Data:** A draft dashboard has been created to track IT usage by student group. Disability data is required to populate this; new admissions forms will capture this going forward.
 - 7.4 **CRM Procurement:** IT has recommended Tribal EBS as the CRM solution, covering the full student journey. A proposal has been submitted to ELT. Current risk (Red): over-reliance on Excel, vulnerable to unauthorised retrospective changes. Interim mitigation: moving all shared spreadsheets to password-protected SharePoint sites with department-restricted permissions. Full implementation estimated at 6+ months. SP commended HC and the IT team for the quality of the market research and interim dashboard solution. The Chair noted the importance of getting the CRM decision right given the significant financial and implementation commitment.

- 7.5 **Cybersecurity & Endpoint Posture:** Microsoft Intune implemented for most staff laptops. Remote wipe and device control capabilities are in place. Library devices at Brentford and Croydon campuses covered. MP confirmed two rooms have been identified within the current Tower Hill building for library/IT use, with an adjacent building offering approximately 50% more space under active exploration; a decision is expected by end of June 2026.
- 7.6 **Moodle VLE – Go Live (BS):** Moodle is on track to go live mid-week w/c 27 May 2026. Students added to their respective modules 22 May 2026. All testing completed; staff training almost complete; student support team training scheduled for the following week. Turnitin submission issues are expected to reduce significantly once Moodle is live. PO raised the need for module leaders to have adequate time to upload and curate content before students return.
- 7.7 **ACTION: AS** – to redistribute some marking to new lecturers, freeing module leaders to focus on Moodle curation. Workload redemption approved by ELT and to be reflected in timetables.
- 8. Student Support & Wellbeing**
- 8.1 Presented by TG and PA. SOPs and forms for disability support, incident reporting, wellbeing referrals and complaints are complete, with all links included in the meeting papers. Awaiting final SMT/Dean approval before rollout.
- 8.2 The Chair queried the low dissertation submission rate for the May 2025 intake (only 2 out of approximately 39 remaining students submitted). MP clarified this was primarily due to non-engagement rather than wellbeing issues. Affected students have been placed on a supervised intervention plan. A 24-week high-impact engagement plan is in place for May 2026 dissertation students, with fortnightly engagement checks.
- 8.3 **Decision:** SOPs and wellbeing policies approved by the committee. Final SMT/Dean sign-off pending.
- 9. Equality, Diversity & Inclusion – EDI & Admissions Data Capture**
- 9.1 Update provided by PA. EDI data capture work is in progress in collaboration with the Admissions Department. A new admissions form is under development to capture protected characteristics, caring responsibilities and language support needs. Work to be completed before the next cohort intake. Full report to be presented at the next committee meeting.
- 9.2 **ACTION: PA / Admissions**
- 10. Items Tabled to Next Meeting**
- 10.1 Due to time constraints, the following agenda items were deferred to the next Student Interest Committee meeting:
- 10.2 Risk & Insurance Report (PA to present).
- 10.3 Further EDI update and any remaining action log items not covered today.
- 11. Any Other Business**
- 11.1 HC queried eligibility for student 18+ Oyster card discounts given the new hybrid timetable (15 hours per week). RS confirmed via TfL guidance that hybrid study of 15 hours qualifies for the discount. MP confirmed this will be communicated to students.
- 11.2 No further items raised.
- 12. Date of Next Meeting**
- 12.1 To be confirmed via email in line with the annual governance calendar (July 2026).

12.2 Meeting Closed: 10:05 am (approx.)

Prepared by: Parleen Arora, Committee Officer

Approved by: Dr Sarah McAdam, Chair, BoG Student Interest Subcommittee

Board of Governors Student Interest Sub-Committee

Rolling Actions Table

Meeting Date	Origin Item	Action	Owner	Due Date	Status	Update / Commentary
16/04/26	M1 – 2.8	Written reports to be circulated in advance of meetings	PA	Ongoing	Complete	Reports circulated ahead of M2
16/04/26	M1 – 3.8	Future reports to include intervention effectiveness	RS / TG	M3	In Progress	
16/04/26	M1 – 5.5	Future reporting to include accessibility participation gaps	HC / BS	M3	In Progress	Dashboard in development; disability data to be captured via new admissions form
16/04/26	M1 – 6.5	Future reporting on demand vs capacity, trends in wellbeing referrals and effectiveness of interventions	FM	M3	In Progress	
22/05/26	M2 – 2	Explore block teaching model for top-up cohort; discuss with PMU and gather student feedback; bring proposal to next Student Interest Committee	Dean / SEL / RS	July 2026	Open	
22/05/26	M2 – 2	Hardship Fund policy to be updated to include reference to PMU hardship fund access; circulate to committee before next meeting	PA / Governance	July 2026	Open	
22/05/26	M2 – 7	Wellbeing SOPs and forms to receive final SMT/Dean approval and be	Dean / MP	May 2026	Open	

Meeting Date	Origin Item	Action	Owner	Due Date	Status	Update / Commentary
		implemented by end of May 2026				
22/05/26	M2 – 2	Student Support Help Desk to go live from 1 June 2026 with IT ticketing system; pending final approvals	TG / IT	June 2026	Open	
22/05/26	M2 – 4	AH to proactively chase PMU for updated AI/generative AI policy; confirm Turnitin AI filter status before assessment submission window opens	AH	June 2026	Open	
22/05/26	M2 – 6	CRM procurement decision (Tribal EBS recommended) to be progressed by ELT; interim data security measures (password-protected SharePoint sites) to be maintained	HC / ELT	Ongoing	Open	
22/05/26	M2 – 6	Moodle VLE to go live by mid-week w/c 27 May 2026; module leaders to verify content; student support team training to be completed	BS / IT / AS	May 2026	Open	
22/05/26	M2 – 6	Module leaders to be relieved of some marking duties (redistributed to new lecturers) to allow time for Moodle content curation prior to student return	AS	June 2026	Open	
22/05/26	M2 – 8	EDI admissions data capture framework to be finalised in collaboration with Admissions, ready for next cohort intake	PA / Admissions	July 2026	Open	

Meeting Date	Origin Item	Action	Owner	Due Date	Status	Update / Commentary
22/05/26	M2 – 6	IT data dashboards for OfS purposes (demographics, withdrawals by protected characteristics) to be ready for next committee meeting	HC / IT	July 2026	Open	
22/05/26	M2 – 6	Explore expansion into adjacent building for additional library and IT space; update to be provided at next meeting	Dean / MP	June 2026	Open	
22/05/26	M2 – 9	Risk Assessment report to be presented at next committee meeting	PA	July 2026	Open	