

# Secretary's Board Bulletin

The School and Professional Service representatives of the Board are:

**Ms Ann Marie Dalton,**  
Secretary of the University (Chair)

**Mr Mark Adderley,**  
Director of Human Resources

**Ms Caroline Brown,**  
Director of Administration (IPE)

**Ms Philippa Burrell,**  
Director of Administration (SBE)

**Ms Sue Collier,**  
Director of Governance and Legal Services

**Mr Malcolm Deans,**  
Director of Campus Services

**Ms Maggie Dunn,**  
Director of Administration (SLS)

**Ms Morag Heggie,**  
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**Ms Lesley Lindsay,**  
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**Mrs Gillian McFadzean,**  
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**Mr Andrew Menzies,**  
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**Ms Theresa Merrick,**  
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**Mrs Kathy Patterson,**  
Academic Registrar & Deputy Secretary

**Mr Derek Penman,**  
Director of Administration (EPS)

**Mr Campbell Powrie,**  
Director of Administration (SML)

**Mr Mike Roch,**  
Director of Information Services

**Ms Sheelagh Wallace,**  
Director of Administration and Registrar  
(Dubai)

## Welcome to the July edition of the Secretary's Board Bulletin, the regular communication from the Secretary's Board.

The Secretary's Board is the forum for those who lead the Professional Services across the University to meet and work together to ensure we are delivering coherent and co-operative services across the University to support teaching, research and the student experience.

The purpose of this Bulletin is to share with you examples of the varied and important work being undertaken by Professional Services colleagues across the University.

The topics reported are chosen to celebrate successes; highlight the more unusual and non-routine work of the Professional Services and, where appropriate, give insight into challenging or difficult work.

More detailed information can be found in the minutes of the Secretary's Board, which can be found at:

<http://www.hw.ac.uk/committees/secretarys-board/minutes.htm>

Feedback is always welcome. Please contact [ProfessionalServices@hw.ac.uk](mailto:ProfessionalServices@hw.ac.uk) with any comments or suggestions.

We hope you enjoy reading this months' Secretary's Board Bulletin.

**Ann Marie and the members of the Secretary's Board**

### 1. REPORT FROM THE DIRECTORS OF ADMINISTRATION IN THE SCHOOLS

Over the next couple of months some Schools will commence their refurbishment plans to reconfigure laboratory space. This is to comply with fire safety regulations with the increase of student numbers and/or for the requirements of newly appointed academic staff.

Reorganising office space to accommodate new starts continues and is more challenging as academic staff and research student numbers rise. For instance, as a temporary measure, EPS is planning to rent portacabins to house 50 new RAs and PhD students starting in September. The recommendations from the Space Optimisation Project on how to manage the strategic expansion of the University will be most welcome.

The summer examination processes ran smoothly for the graduating and continuing students, with the external programmes exam diet starting in June. The preparation of resit examinations for Edinburgh and Dubai campuses will commence shortly.

Discussions are in progress between the relevant Schools and Malaysia Campus to make arrangements for the delivery of PGT programmes in engineering, energy, built environment and petroleum engineering.

Overall PGT applications have increased for next academic year and admissions staff are dealing with these as rapidly as possible.

### 2. CAMPUS SERVICES

At a meeting of the Planning Committee on 19 March 2013, the City of Edinburgh Council agreed to change its timetable and bring forward the Local Development Plan. Campus Services have considered the content of the plan, taken specialist advice and lodged a formal representation to the Council.

Campus Services are currently progressing a project to install Solar Photovoltaic (PV) panels on the roofs of several campus buildings linked with the national electricity feed-in tariff arrangements. The continuing decreasing cost of PV panels and increased competition in the market place has made the likely pay-back period for such capital investments more attractive.

Campus Services completed the shortlisting of potential Solar PV bidders following advertisement of the proposed scheme on Public Contracts Scotland by Procurement Services. Tendering for this project has recently been completed and tenders are currently being examined for cost, technical design and payback.

### 3. EXTERNAL AFFAIRS

#### Corporate Communications

A variety of events and visits were held throughout June including:

- The Chancellor's Installation (10 June)
- Visit by the Duke and Duchess of Rothesay to the School of Textiles and Design (12 June)
- Graduation ceremonies at the Edinburgh Campus (18-21 June) and the Scottish Borders Campus (14 June)

- Design Graduate Exhibition and Fashion Show (and private viewings) at Dovecot Studios, Edinburgh (15 June)
- The Formal Opening of the Centre for Innovation in Carbon Capture and Storage (17 June).

#### Development and Alumni

The overseas affinity project is underway. This project is a relationship building exercise ahead of the 2014 annual telethon. It will include contacting alumni in Malaysia, Hong Kong, Singapore, Dubai, North America and Oslo in order to strengthen alumni relations events overseas.

The 'Case for Support' for the forthcoming fundraising activity is being redrafted to cover wider University projects, and will include a new University wide Scholarship programme.

Recommendations have been made for the financial disbursement of the Scholarships and Bursaries from the Development & Alumni Office to the Schools.

#### Media Services

In June Media Services have been involved with:

- The design, print and technical delivery of media relating to the Chancellor's Installation, graduation ceremonies and Fashion Show
- The design of PG publications, Chinese prospectus, Fresher's Guide plus 26 various UG booklets
- Working very closely with Heritage and Governance and Campus Services on the design and installation of a new series of information panels to be located around The Lawn at the Edinburgh Campus
- Student Welcome Packs.

## Recruitment and Admissions Service

Over 1,000 pupils from 17 schools in Edinburgh, the Lothians and Forth Valley visited the Edinburgh Campus in June as part of their sixth year inductions for an introduction to Higher Education.

The Edinburgh Campus also hosted the residential High Flyers event. This was organised through the Lothian Equal Access Programme for Schools and was for pupils from the four 'lowest progression into HE' schools in Edinburgh.

In collaboration with the University of Edinburgh, Queen Margaret University, Strathclyde University, Dundee University and Stirling University, a tour of schools in the Scottish Highlands was undertaken in early June.

All UCAS applications received to date have been processed, and the Admissions Office staff are now dealing with responses. Preparation is now under way for confirmation and Clearing.

The International Office is organising an event in Ghana with applicants and alumni, in order to maximise completions from this rapidly growing international market. Staff also met with a representative of Sebha University in Libya, who will be sending up to 100 PG and PhD students.

Recruitment staff world-wide are gathering in Dubai for a workshop to coordinate the recruitment strategies for all three campuses, working together to plan the recruitment cycle for the next year.

### Director of Music

Inchcolm New Music Ensemble successfully completed its annual music course with two concerts at Inverie and St Giles.

## 4. FINANCE

The five year plan and the associated budget for the coming year were approved at the recent meeting of the University Court.

The content and quality of the University's Management Accounts continues to improve, with greater focus on the cash flow, balance sheet and working capital.

Robbie McArthur has taken on responsibility from Andy Walker for the financial modelling of the Malaysia Project. The model will be rationalised and simplified, with routine financial reporting undertaken using the Finance system.

The University continues to make progress on the arrangements for automatic enrolment of staff into a pension scheme. This will affect all new starts and all staff who are not currently members of one of the university's pension schemes.

We have instituted a monthly 'Oracle Forum' for Finance staff and School Financial Controllers to discuss progress and emerging issues.

## 5. GOVERNANCE AND LEGAL SERVICES

### NARIC Training

Several Schools/Institutes have indicated that this training was extremely informative and therefore it would be beneficial for further members of staff. We are investigating dates on which to provide this training again later in the year.

## Travel – New Security Service

The University's travel insurance arrangements include a service provided by security specialists RED24. Their online security service helps University travellers, budget holders and line managers to assess the risks prior to authorising or making any arrangements to travel. The service provides specialist emergency assistance 24 hours a day when travelling.

We would request that Schools and Services advise us of the key colleagues in their areas who have responsibility for organising international travel and who would benefit from access to the above service. Please email contact details for relevant colleagues to [I.loy@hw.ac.uk](mailto:I.loy@hw.ac.uk)

### Revised H&S Procedures

Revision and development of procedures relating to the University Health & Safety Policy continues and can be found on Health & Safety Services SharePoint site: <https://intranet.hw.ac.uk/ps/gls/safety/Pages/default.aspx>  
This month the First Aid procedure has been updated.

### FOI Publication Scheme update

An updated Guide to Information about Heriot-Watt University, to meet the requirements of the Scottish Information Commissioner's 2013 Model Publication Scheme, is now available on our FOI webpages <http://www.hw.ac.uk/documents/heriot-watt-university-publication-scheme.pdf>

## 6. HUMAN RESOURCE DEVELOPMENT

### 2012-2013 National Pay Review

UCU, Unite and UNISON had invoked the dispute resolution procedure in response to UCEA's final pay offer of 1% for 2013/14. It concluded without resolution, and the trade unions will now consult their members on the final offer.

In the current financial environment, Heriot-Watt believes the current offer is fair. If approved, colleagues would receive the general award with many receiving additional increments. The University has a package of rewards including generous holiday provision, pensions, family friendly policies, health and wellbeing and personal development support.

### Staff Development/PDR

At mid-June, progress with 2013 PDR meetings shows meeting completion rate at 89%. There remains a substantial number of meetings still to be scheduled, and our aim remains to obtain 100% completion.

### Staff Interim Survey

Thank you to all colleagues who completed the survey. The results of the interim staff survey are now available to all colleagues, and will be communicated and discussed more widely within Schools and Services. Action will be taken on your responses locally.

Overall the results are similar to 2011. Around 4 in 5 staff are happy working at Heriot-Watt University, understand how their work fits into the overall aims of the University and are proud to tell people they work for Heriot-Watt.

Although there has been a 4% improvement in the number of colleagues who agree that PDR can be of benefit to them (34% combined agree 2013), the number of colleagues disagreeing with this statement remains higher than those agreeing. According to staff, improvements could also be made to their management arrangements in their School/Unit and to the University promotions process. These results remain similar to the 2011 findings.

While just over half of colleagues (52%) stated their views and opinions seem to count within the workplace, there has been a 7% fall in this measure since 2011, with 25% of colleagues now disagreeing with this statement.

### Winner: Outstanding HR Team



Heriot-Watt won the 'Outstanding Human Resources Team' at the Times Higher Education Awards, the first time we have entered a submission. Success was based on HRD's alignment with the University strategy, and is down to everyone in the HRD team, in particular:

- International (Support for the Malaysia start-up, Dubai support)
- Research Intensification (Crucible, Global Platform recruitment)
- Learning and Teaching and Student Experience (Academic Enhancement, Pursuing Service Excellence, Values and Staff Engagement).

## 7. INFORMATION SERVICES

The tender process for Book Self Issue at the Edinburgh and Scottish Borders Campus libraries has concluded, an order submitted and a project implementation team formed. It is planned for this new service to be available for Semester 1.

The project to implement the Office 365 cloud-based email and collaboration system for our students world-wide has also begun and is due to be available for Semester 1.

Requests for numerous additional library resources, individual journals, packages and databases have been collated and are being reviewed in relation to our updated 2013/14 budget. New subscriptions will be procured with the renewals in September.

## 8. REGISTRY SERVICES

### Careers Service

Seven undergraduate students have been successful in securing placements on the Saltire Foundation Internship Programme. They will be undertaking their internships across the USA and the UK in leading companies including Gallus BioPharmaceuticals, GE Oil and Gas, Jabil Circuit, Freeman's Auction House, Liberty Mutual, GlaxoSmithKline and Edinburgh Airport.

### Student Support & Accommodation (SSA)

SSA have now allocated 70 of the 83 off-campus flats for session 2013/14. Allocation of the on-campus accommodation is on track, but has not yet reached the peak period, which will take place when exam results are announced.

## Student System Unit (SSU)

The old SAS website has been decommissioned. All key SAS documents are now on the SSU Sharepoint [https://intranet.hw.ac.uk/ps/registry/ssu/\\_layouts/viewlsts.aspx?BaseType=1](https://intranet.hw.ac.uk/ps/registry/ssu/_layouts/viewlsts.aspx?BaseType=1)

## Academic Registry

Twelve graduation ceremonies took place between Friday 14 June and Friday 21 June, with 1,500 students graduating. Around 6,000 visitors attended the events at the James Watt Centre at the Edinburgh Campus.

Online results for graduating students and continuing students have been released.

## Malaysia

Four MSc programmes (MSc Quantity Surveying, MSc Actuarial Science, MSc Business Psychology, MSc Petroleum Engineering) to be delivered in 2013/14 were approved by the Ministry of Higher Education on 13 June 2013. Approval was received one week after submission of the application.

Work will be undertaken over the summer to agree the timelines and processes for full accreditation specifically for the 2013/14 MSc programmes.

## Postgraduate Taught Experience Survey (PTES)

Managed through the Survey Management Group, the University participated in the Postgraduate Taught Experience Survey (PTES) from 18 April until 17 June 2013. Over a third of postgraduate taught students responded, taking the overall response rate to 35.6% compared to 4% for 2012. Analysis of the results, including comparisons with other institutions, will follow.

## Quality Assurance

A review of the 'Policy on Examinations and other assessment held around the world in different time-zones' has been undertaken and a revised policy has been introduced for implementation from academic year 2013/14 and beyond.

A new policy on the Moderation of Assessment has been issued to Schools. A briefing paper was produced to support the policy: <http://www.hw.ac.uk/committees/ltb/ltb-policies.htm#M>

## Quality Enhancement

The University's new Learning and Teaching Strategy has been finalised by the Learning and Teaching Board and endorsed by the Senate and the University Executive. The strategy is available at: <http://www.hw.ac.uk/committees/ltb/lt-strategy.htm>

## Student Union

The new Sabbaticals, Executive Committee and Office Bearers officially took up post on 1 June. Further information about this announcement can be found at: <http://www.hwunion.com/content.asp?section=76>

Details of Freshers' Week was launched to students. Programmes from the Sports Union, Chaplaincy, Academic Registry and the Student Union are being incorporated into the Union website so students can download a calendar of events to their smartphones.

The Trustee Board has approved the budget for 2013/14 based on a zero based budget exercise. Unfortunately the Union will have to reduce services in order to reduce costs this year.

## University Health Service

The provision of first aid on campus has been reviewed and targeted to provide more efficient coverage. A two-day HSE first aid refresher course was held on 11 and 12 June 2013.

In view of the measles outbreak in Wales and sub-therapeutic levels of immunisation, the University Health Services practice intends to reintroduce immunisation with MMR at the Freshers' enrolment in September.

## 9. RESEARCH AND ENTERPRISE SERVICES (RES)

University awards in May total 27 bringing the annual total to 210 with a value of £33.5 million (this is more research funding than has ever been awarded in any previous academic year).

Licenses were secured with UK and US partners bringing the Heriot-Watt total to 23 year to date (~£180,000 royalties recovered). In partnership with Interface, a three year £160,000 bid was submitted to SFC to support marketing of the university technology web-portal from 2013/14 (outcome to be known in July 2013).

Dr Helen Bridle, from Heriot-Watt, delivered the winning Converge Challenge pitch.

Heriot-Watt is leading on two SFC Innovation Centre Applications submitted in May: Oil & Gas Innovation Centre and Textile & Design Innovation Centre.

Updates from the Professional Services Directorates  
June – July 2013

Please send any questions or  
comments to  
[ProfessionalServices@hw.ac.uk](mailto:ProfessionalServices@hw.ac.uk)