

Secretary's Board Bulletin

The School and Professional Service representatives of the Board are:

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Secretary of the University (Chair)

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Ms Caroline Brown,
Director of Administration (IPE)

Ms Philippa Burrell,
Director of Administration (SBE)

Ms Sue Collier,
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Mr Malcolm Deans,
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Mr Derek Penman,
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Mr Campbell Powrie,
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Mr Mike Roch,
Director of Information Services

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

Welcome to the August 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 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

The Professional Services colleagues based in the Schools (administrative, IT, and technical) have been actively engaged in preparing for the new academic year. Activities include updating documents, data, systems, and on-line materials as well as preparing induction and semester 1 teaching timetables.

Work continues on admissions throughout the summer for all modes of delivery from Undergraduate and Postgraduate on-campus to Independent Distance Learning (IDL) and programmes offered by Approved Learning Partners (ALPs).

Support was provided for the August resit diet followed by processing of results and convening of Exam Boards. In some Schools the summer is a full teaching semester (i.e. trimester 3) for specific delivery modes, e.g. programmes offered by ALPs.

Continuing administrative, technical and IT support is provided to research activities during the summer vacation, alongside support for REF preparations.

A number of refurbishments, such as office redesigns, have been on-going, the summer vacation being the ideal time for this type of work because it reduces disruption to both colleagues and students.

2. CAMPUS SERVICES

Estates

The Scottish Government sponsored Reverse Vending trial has continued to perform well throughout the Summer period. It is expected that the trial will continue into the autumn term to engage with the new cohort of students coming to the University.

The demolition of Residences 1 and site clearance works are complete, as are the works on the roads/footpaths and lighting columns. Landscaping is weather dependant but currently has an anticipated final completion date of 4th October 2013.

Centre for Sports and Exercise (CSE)

The CSE hosted the British Universities and Colleges Sport Conference in early July with delegates from all over Britain attending. The conference was a big success and included an awards dinner and trade show.

This Summer CSE is again working in partnership with Kings Camps to provide children's sports camps. They have been very popular, with around 60-100 children attending each week.

3. EXTERNAL AFFAIRS

Communications

- Lothian Buses and Edinburgh Airport have given their backing to the Capital's bid for the National Performance Centre for Sport at Heriot-Watt University
- The second Internal Communications Forum was held to launch a review of internal communication channels
- Work carried out by Corporate Communications and Pagoda PR generated significant press coverage for the following developments:
- The launch of new Centre of Excellence for High Speed Rail with a Memorandum of Understanding with engineering consultancy, Atkins
- The £6m EPSRC grant awarded to Professor David Lane in partnership with University of Edinburgh to develop world-leading research in robotics and autonomous systems

Development and Alumni

- The last few weeks have been focused on data management and cleaning. Over 10,000 records have been either added or cleaned on Raisers Edge in order to increase effective communication
- The Chancellor wrote to all of the June 2013 graduates to personally welcome them to the Watt Club
- The recently refreshed Alumni magazine 'In Conversation' was posted to 50,000 of our alumni worldwide. In addition, a monthly version has been launched and sent to those with email addresses

- A number of high profile alumni and honorary graduates have joined the Go Edinburgh bid, including Sir Stuart Rose, Adam Crozier, Audrey Baxter and Tanni Grey-Thompson

Media Services

Media Services is engaged in delivering an extensive refurbishment programme at the Edinburgh Campus, including the conversion of JWC1 for teaching, the redevelopment of two labs in Henry Prais Building plus two further labs in John Muir Building, the conversion of two EBS pods into group study areas and the redevelopment of the electronic signage within the Edinburgh Business School.

Recruitment and Admissions

Brightest Watts Summer Week

Sixty secondary pupils attended the Brightest Watts Summer Week at Heriot-Watt in July, exploring future careers in science, engineering, technology, design and business management. The fifth year pupils, who all volunteered to attend the Brightest Watts week during their summer holiday, are drawn from schools across Edinburgh, the Lothians, Forth Valley, Borders and Fife.

Confirmation and Clearing – August 2013

With over 13,000 UCAS applications received for September 2013 entry (the highest number recorded), final preparations are underway for the confirmation and clearing period in August. Admissions colleagues are working with colleagues around the University to ensure all preparations are in place as the Scottish Higher and A-Level results are published. The University will not have any places available in the UG Scottish and EU

categories but will be considering applications from Scottish SIMD 40 (Wider Access) students as well as from Rest of UK and International students. Relevant press listings are being prepared.

International Recruitment Planning Workshop

A two-day planning workshop was held at the Dubai Campus for the international recruitment team based in five countries. Colleagues from China and East Asia, and India offices, Dubai, Malaysia and UK campuses met together for the first time to plan more closely integrated recruitment and marketing activities for the next recruitment cycle.

4. FINANCE

The incremental improvements in the University's Management Accounts have continued. This improvement in timeliness provides a good foundation for our year-end processes.

We continue to make progress on the embedding of the Finance System. Finance colleagues and School Financial Controllers continue to meet at the monthly "Oracle Forum" to discuss progress and emerging issues. In the coming weeks, as part of a forthcoming series of process reviews, we hope to run a number of Purchasing Workshops, aiming to identify opportunities for streamlining and improving purchasing processes, as well as promoting a consistency of approach. We also hope to make available, for all users, the online training and help facilities for Oracle Procurement.

The work on rationalising and simplifying the Malaysia Business Planning model is progressing to plan. We are currently exploring the use of the rationalised model for planning and forecasting in Dubai.

The July payroll saw automatic enrolment go live for existing colleagues who are not currently members of one of the university's pension schemes. New colleagues will be routinely auto-enrolled as they join the University. Colleagues who choose to opt-out will, by law, be re-enrolled on a three-yearly basis.

5. GOVERNANCE AND LEGAL SERVICES

Home Office Tier 4

The Home Office has recently established the Higher Education Assurance Team (HEAT). This team will carry out all audits of higher education institutions in the future. The University has been approached and asked to participate in the HEAT familiarisation exercise that UUK is coordinating. This comprises hosting HEAT on-campus on 27 August to update on the structure of the UK HE system as well as providing an overview of the Institution and how our student processes work.

Scottish Code of Good Higher Education Governance

This code, published on 18 July 2013, requires all universities in Scotland to comply with its main principles and guidelines. The Code came into force on 1 August 2013 with universities working during the 2013/14 academic year to implement the required changes.

Project Support Office (PSO)

The PSO is available to assist and support those involved in projects and those looking at planning initiatives. We would be delighted to discuss where we might be able to help and we can be contacted via this email address: ps@hw.ac.uk

Project Master List: a draft template is being developed and was presented to the Secretary's Board. This includes information about a small number of projects for illustrative purposes only. If you are aware of other projects please contact the PSO via ps@hw.ac.uk so that the information can be collated and added to the report.

PSO SharePoint Site: a basic SharePoint site has been developed for the Project Support Office at <http://intranet.hw.ac.uk/ps/gls/ps/Pages/default.aspx>

At present it contains the existing project management methodology templates. Further content will be rolled-out as the service develops.

6. HUMAN RESOURCE DEVELOPMENT

I-HR Project

The Secretary's Board and University Executive have agreed to start a project to replace the numerous, outdated HR systems. This will be done in a number of phases over the next two years. The project brings together HR, Finance, IT and Project Support Office working collaboratively to deliver the new system on time and to budget.

Performance Development Review

The completion rate of PDR meetings continues to improve, with rates slightly up compared to the same time last year. Internal Audit has completed a review of PDR, including a sample check of PDR forms in services and schools. The draft report will form the basis of a broader review with colleagues and Trade Unions. Any changes agreed would hopefully be implemented for the 2014 cycle.

2012-2013 National Pay Review

The recent 2013 pay award offer of 1% has been rejected by all Trade Unions who are now consulting with colleagues on what action they may wish to take.

Principal's Public Engagement Award

The 'Celebrating success in engagement' reception celebrated two successful activities fostering knowledge exchange engagement amongst the Heriot-Watt research community, the 'Enterprising Researcher Summer School' and the 'Principal's Public Engagement Prize'.

7. INFORMATION SERVICES

The library print collection, comprising 130,000 items at the Edinburgh and Scottish Borders Campuses, has been tagged in preparation for the launch of a new Self Issue and Return service in the new Semester.

The migration of all colleagues and PhD students to the Exchange 2010 email is effectively completed.

Work progresses on a new email service for taught students and on the introduction of Multi-Function Devices (printing/photocopying/scanning) to student PC facilities.

8. REGISTRY SERVICES

Academic Registry Services is working on drafts of the new Complaints Handling Policy and Procedure for approval, which is required to be operational across the University (and all Scottish Universities) from 30 August 2013. This is to ensure University's compliance with new legislation published by the Scottish Public Services Ombudsman (SPSO).

Student Service Centre (SSC)

Successful enrolment of 323 Foundation English students at the beginning of July, which was double the number compared with 2012.

Student Systems Unit (SSU)

All online enrolment functionality for this year has now been released, including updates for the new Malaysia Campus, course-registration approvals, protected characteristics and self-service PIN reset functionality.

9. RESEARCH AND ENTERPRISE SERVICES (RES)

Academic Registry

- Preparation, scheduling and publication of the August resit exam timetable has taken place (~600 exams for ~2,700 students over seven days) for Edinburgh, Dubai, SBC, IDLs and ALPs
- Allocation and publication of individual exam timetables are now available to download from the web and are now accessible via Vision
- The upgraded version of the University's teaching timetable software 'Enterprise' has been implemented and all Edinburgh School timetablers and room bookers have been trained in its use
- The early enrolment event at the Dubai Campus resulted in 78 students enrolling. 39 part-enrolled on 2 July. The event was supported by Rachel Bourhill who visited the Dubai Campus to assist with pre-enrolment data, quality checks and preparations, and to provide general SAS and Academic Registry processes training

Careers Service

New employers have been attracted to Career Services events. The expanded SML Employability Day will be attended by Abercrombie and Fitch and Morgan Stanley. Employer events are also being expanded, with two planned for this autumn: one for Construction Management and Surveying students and one for Urban Planning and Property Development.

Graduate destination data:

The University's 2012 first degree graduate destinations, as measured by the DLHE survey, exceeded the benchmark set by HESA by 3%, with 94% entering work or further study.

Student Union

Details of Freshers' Week 2013 are now available online at

www.hwunion.com/freshers.

Nearly 100 student volunteers have been recruited this year to help with the event. The Student Union will shortly be launching a new personalised e-planner for new students. This will replace the usual printed programme.

The Student Union has been successful in bidding for Community Jobs Scotland funding for a Community Development Assistant in the SBC office. This post is fully funded for six months and will be open to young, long term unemployed people in the Borders. The post holder will work with the SBC President to establish a volunteer programme for SBC students to visit local care homes and retirement accommodation to run activities such as arts classes, as well as expand the hugely successful volunteering programme for students to create window displays for charity shops.

A range of in-house training has been launched for Student Union colleagues and officers. This training includes mental health, fundraising, campaigning and finance for non-finance colleagues. Discussions are taking place with Scottish Women's Aid to deliver a programme of workshops on domestic violence.

Depending on the success of these courses and capacity, the Student Union may open these up to University colleagues, but would welcome feedback on whether this would be of interest.

To date the University has secured £33.9m in awards (220 awards). In June 10 awards were received with a total of £469k new funding.

RES supported 37 proposals in June, value £5.7m, giving a running total for the year to date of £147.8m (481 proposals).

RES has worked with the Library to draft new guidelines and policies on open access to University's research outputs and responding to Research Council UK funding (RCUK) requirements.

The Technology Transfer Office is on target for ~30 signed licenses for 2012 – 2013 with total income recovered of >£190K from royalties and other sources. Heads of terms have been agreed on four licenses with negotiation continuing on a further 10.

Updates from the Professional Services Directorates
July – August 2013

Please send any questions or
comments to
ProfessionalServices@hw.ac.uk