

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,
Director of Administration (EBS)

Ms Lesley Lindsay,
Director of Administration (TEX)

Mr Andrew Menzies,
Director of Finance

Ms Theresa Merrick,
Director of External Affairs

Ms Lorna Morrow,
Director of Administration (MACS)

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)

Ms Janice Yew,
Chief Operating Officer and Registrar
(Malaysia)

Welcome to the September 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 (School of Textiles)

Preparation for the New Academic Year

Studio Accommodation

Work has been carried out in furnishing a separate Studio for the BA (Hons) Interior Design students at the Borders Campus and this will be completed for the start of teaching.

Away Day

An away day for all School of Textiles staff took place on Tuesday 3 September. This is the first in a series of team building events planned for staff to come together and discuss future plans for the School.

Review of Committee Structures

A full review of all committee structures, membership and remit is being undertaken. This is to ensure that committees in the School of Textiles operate more efficiently and that there is a clear link to University committees. An action log from each committee will be provided to the School Management Committee.

REF

This is a busy time for all Schools with tight deadlines to meet. Research Administrator in the School of Textiles worked with colleagues on the completion of REF 5 and REF 3 in time for the final Senior Reading Group on 2 September.

Admissions

A Customer Relationship Management system has now been acquired from Hobsons and a Student Recruitment Project Team has been set up. All Schools have participated in the initial meeting in July and a pre-application workshop and post-application workshop took place in July. Meetings are scheduled to take place on a weekly basis from the end of September until the implementation of this system.

2. CAMPUS SERVICES

Centre for Sport and Exercise

Heriot-Watt University and City of Edinburgh Council have won the bid to host the new National Sport Performance Centre, beating off strong competition from Stirling and Dundee.

The successful bid was announced by Deputy First Minister, Nicola Sturgeon MSP at the University's Edinburgh Campus on Thursday 12 September. Our stage two submission for the NPSC was delivered and presented by the project team to sportscotland on 5th July.

Hospitality

A Costa Coffee outlet has been installed in the Library, opening the week commencing 16 September. A new loyalty card will be introduced for Starbucks.

Estates

The Energy Savings Opportunity Scheme (ESOS) is being developed as part of the UK's implementation of the EU energy efficiency directive. The consultation on the proposal runs until 3 October. It is anticipated that an HE Sector response to the proposals will be developed via Environmental Association of Universities (EAUC) and the Colleges and Association of University Directors of Estates (AUDE).

Estates Services are currently working with colleagues in Procurement Services to establish a set of Framework Agreements for the appointment of Professional Consultants - Architects, Quantity Surveyors, Mechanical and Electrical Engineers, Structural Engineers and CDM Co-Ordinators to assist with project works as and when required.

The Centre for Earth and Marine Technology project is currently progressing through Stage C Stakeholder Consultation with an OJEU tender process for new Design Team on-going. A Draft Stage C Project Plan has been developed by the projects team. Consultation responses are being collated via Sharepoint. Project Management and governance processes have been agreed by both parties. Stage D is due to commence 1st October 2013.

3. EXTERNAL AFFAIRS

Corporate Communications

Fiona Duff has been appointed as the Marketing Officer for Malaysia from 2 September. Fiona will be based in the Scott Russell Building with the Marketing and Communications team.

Revised design for the website

The refreshed website homepage design was launched on Wednesday 21 August and reflects the latest developments in web design and functionality. The hierarchy of content, including quick links, has been informed by analysis of our web traffic to ensure that we highlight and prioritise the most visited pages and provide easy access to information through one click where possible.

The sliding banner provides a great opportunity to promote key messages, including research and news stories, Open Days and specific events such as graduations and key information during the course of the academic year. We have also increased the number of promotional boxes providing additional space for promoting key subjects, events and activities.

Heriot-Watt is still leading the way in the University sector with our mobile responsive design which ensures the site is accessible on all mobile devices. The feedback on the revised design has been very positive so far. We will be carrying out user testing with potential students to evaluate the performance and usability of the site overall in September. This will include focus groups and online surveys, and the results will inform the future developments of the site.

Publications

A suite of eight brochures have been produced and delivered for the 2014 PG recruitment campaign. The development of the brochures has been informed by detailed market research which was carried out with current and potential postgraduate students. The findings supported the requirement for more in depth, detailed information about specific subject areas.

The previous PG prospectus has been replaced by one generic and seven individual School brochures. The content includes interviews with our leading academics showcasing Heriot-Watt's world leading research, individual graduate case studies, information on career opportunities and all relevant programme information. A new PG web pages have been designed to complement and enhance the printed text with video interviews with academics, profiles of graduates and current students, as well as links to social media channels, online chats.. This campaign is the first of its kind at the University and we will be carefully monitoring its effectiveness and success.

A suite of UG leaflets to reflect the 2014 UG prospectus design has been produced ready for the 2014 recruitment cycle. The Chinese UG/ PG prospectus for 2014 is now available.

Recruitment and Admissions

Clearing

Following the release of the Scottish Highers and A-Level results, R&A has seen a very busy clearing and confirmation period. This has included processing thousands of UCAS applications in liaison with Academic Schools and fielding hundreds of call on the clearing phone lines. Following an intensive few weeks, the University has met institutional targets for Wider Access, Rest of UK and International recruitment at undergraduate level. Scottish & EU numbers have exceeded target.

International Foundation Programme

The University Executive has approved in principle the development of a Heriot-Watt International Foundation Programme to run from September 2014 onwards on the Edinburgh Campus. This will replace the programmes offered through the Study Group ISC. A detailed proposal is due to be finalised shortly.

4. FINANCE

Management of student debt is often challenging; at the beginning of 2012/13 debt levels had been running on average at £1.3m above the previous year. As the year progressed and the full functionality of Oracle R12 became available we moved to a position where the student debt outstanding was lower than we might normally see at the year-end. This was a particularly pleasing result.

Ongoing Finance system developments include:

- Process workshops will shortly be set up and run with a view to developing improved processes and procedures across all finance activity. Finance staff and School Financial Controllers, will be engaged to support this development work. The workshops will drive process improvements, the benefits of which will be discussed with and communicated to end users
- System development work during the transition phase and into the future will continue to identify opportunities for improving business processes and securing efficiencies. This will be linked to a more robust change management process to ensure users are engaged in the development process and in securing business benefits

- A training plan - building on the feedback from Financial Controllers and other users, and a review of help desk enquiries - will be set up focussing on key areas where training requirements have been identified, including coding and general system operation
- A wider review of system access/security will be conducted through the process workshops referred to previously
- The Financial Regulations and finance policies and procedures will be updated
- The schedule of forecast benefits will be reviewed and the current status documented. This will recognise that there are significant challenges that will need to be addressed at a strategic/University level in terms of culture change in order that efficiencies are secured. The lessons identified in this report, and those highlighted during ongoing development work, will be shared with the Project Support Office to ensure that lessons learnt are applied to future projects

5. GOVERNANCE AND LEGAL SERVICES

Freedom of Information

The number of requests for information under FOI and Environmental Information continues to rise year on year. By the middle of August 104 requests had been received, compared with 89 by the same time in 2012. Of requests received so far this year, 44% are from journalists, 32% are from members of the public and 11% are from companies.

Health & Safety – Safeguard

The Safeguard system is now live at the Dubai Campus and also at Jean Muir Student Village, Scottish Borders Campus. We have started the roll out of the risk assessment module slightly ahead of schedule and risk assessment data for Estates Services, School of Engineering and Physical Sciences, School of Textiles and Design, and Jean Muir Student Village are now live on the system. We are currently working on risk assessment processes for Dubai Campus.

Equality & Diversity – Events

Planning is underway for a range of events over the 2013-14 academic year. These include marking World Mental Health Day (10 October 2013), Wellbeing Week (February 2013) and International Women's Day (8 March 2013).

Internal Audit Programme 2013-2014

The Audit and Risk Committee has approved the internal audit plan for the period 2013/2014. The internal audit timetable runs from September each year and the following reviews will take place during this period:

- TRAC
- Estates
- Strategic and Operational Planning
- Fundamental Financial Controls
- Oracle Analytics
- Budgetary Control
- Health and Safety
- Research
- Project Management

6. HUMAN RESOURCE DEVELOPMENT

Centre for Academic Leadership and Development

A "Celebrating Success in Engagement" reception was organised by the Centre for Academic Leadership and Development (formerly Academic Enhancement) to highlight two of its longest - running activities aimed at fostering knowledge exchange engagement amongst the Heriot-Watt research community:

- 'Enterprising Researcher Summer School' – where more than 50 PhD students and research staff from all Schools participated in workshops ranging from technology commercialisation and entrepreneurship to financial literacy and understanding markets.
- Principal's Public Engagement Prize – Prizes have this year been awarded by the Principal to academic staff and PhD students from the Schools of the Built Environment, Life Sciences and Engineering and Physical Sciences. The Winner of the Individual Award and Overall Winner of the 2013 competition was Dr Grant Wright from the School of the Built Environment

i-HR project

A project has now commenced to consolidate the existing 'people' systems into one, and ensure it is fit for the future and provides a single point of truth. Julie Dickson is heading up the HRD team, and Dr Anwar Mohamed is the Project Manager. The initial stages of this project will focus on the production of detailed requirements and plans, and will focus on delivery of data consolidation.

7. INFORMATION SERVICES

We are delighted to announce a suite of service enhancements for the 2013-14 academic year, including:

- Expanded student study space in Edinburgh and Dubai libraries
- New Book Self-Issue and Return systems at the Edinburgh and SBC libraries
- A new reference library at Heriot-Watt University Malaysia
- The Microsoft Office365 cloud-based email system for taught students worldwide
- Multi-Function Devices for student PC lab printing at Edinburgh
- New Staff Cards to be issued upon request at Edinburgh library
- Username/password secured printing on MFDs on the Edinburgh Campus
- Eduroam updated at Edinburgh and being deployed at Scottish Borders and Dubai campuses
- Updates to the University and IS websites and Vision VLE

8. REGISTRY SERVICES

The new University Policy and Procedures for complaints have been approved by the University Executive and came into effect on Friday 30 August 2013. The policy and procedures apply to any complaint received relating to Heriot-Watt University activities. More information on the new policy and procedures is available at

<http://www.hw.ac.uk/registry/complaints.htm>

Student Support & Accommodation (SSA)

Two Student Induction & Transition Officers have started work in the new area of Student Induction and Transition. They will be working closely with colleagues in Learning and Teaching to improve services in this area. Their initial work will focus on supporting the growing number of students from SIMD 20 and 40 areas and working up some form of Induction programme for September 2013 entrance. The Disability Service has seen a significant increase in the numbers of new entrants disclosing a disability. It is mainly in students with learning difficulties such as dyslexia, but there are also increasing numbers on the autistic spectrum.

Academic Registry

- The Freshers' Reception was held on Saturday 7 September for new students and their families
- Online enrolment opened for all students at all campuses and ALPs/IDLs on 8 August. 25% of new students have part enrolled; 20% of continuing students have enrolled
- Annual records processing carried out to create records for next academic year for continuing students, prior to enrolment.
- The updated version of the University's timetabling software has been installed for the Dubai Campus and campus timetablers have been trained in its use
- Production of assessment results letters for November 2013 graduating students have started
- Preparations have taken place for graduation ceremony in Moscow for IPE Tomsk students in October 2013

- West London College: the interim report has been submitted to the Quality Assurance For Higher Education (QAA) for the 'Review of Educational Oversight' which evaluates progress against the College's QAA Action Plan from last Autumn
- QAA is undertaking a Transnational Education Review of provision in the United Arab Emirates in 2013/14, which will include the University's Dubai Campus. At present, documentation is being compiled for submission to QAA. The QAA review team will visit the Dubai Campus over two days in February 2014
- Documentation is currently being compiled for the re-accreditation of the University's ALP programmes by the Accreditation Council of Trinidad and Tobago
- Arrangements are being put in place for the Student Barometer survey in Autumn 2013. This is the first time the University will participate in this external benchmarking survey. The survey will include all undergraduates (except final year undergraduates who are eligible to participate in the NSS survey) and postgraduate (taught and research) students on Edinburgh and Dubai campuses. It will be the largest survey run within the University, with around 11,000 students being invited to participate. The survey covers both academic and non-academic provision

Updates from the Professional Services Directorates

August – September 2013

Careers Service

Career Service has produced a careers diary containing details of its events such as job fairs, as well as useful jobhunting tips. It distributed to all final year students.

9. RESEARCH AND ENTERPRISE SERVICES (RES)

In 2012-2013, 243 awards were made and research grants/contracts totalled £35.3m. Significant awards/proposals included the first NERC Fellowship held by Heriot-Watt (>£500k, Hennige, School of Life Sciences), and new EC project for the Nanosafety group in School of Life Sciences (Qnano, £170,697).

The Technology Transfer Office secured 53 licenses for 2012-2013 with 26 income generating-bringing ~£200K to Heriot-Watt.

Supporting the Scottish Funding Council (SFC) Outcome Agreement, the University signed its first Easy-Access IP deal with a Scottish SME. A workshop on Easy-Access IP was organised on 4 September with representatives from all 19 Scottish HEIs, Universities-Scotland and SFC.

The final 10 contestants for the Converge Challenge 2013 were announced. The winners of Converge Challenge '13 have been announced at the awards dinner on the 24th September. More information can be found at <http://www.hw.ac.uk/business/collaborate-with-us/converge-challenge.htm>

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