

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 Vivienne White,
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 December 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

All participating Schools reported they successfully met the REF submission deadline.

The November graduations went very well and the Schools would like to thank colleagues in Registry Services for their work in supporting these events. Schools are now actively working on annual programme monitoring, school plans, learning and teaching strategies, admissions targets and budget planning for 2014/15.

In response to the Student Learning Experience Committee's review of processes over the academic year, the Directors of Administration have held discussions on the issue of workload during the Summer period and preliminary recommendations for consideration have been submitted to the Committee.

Discussions have taken place regarding the setting up of a University 'exam workflow' system that would help to align and secure the process of exam paper approval and preparation across all campuses. Schools continue to work on ensuring academic alignment across programmes, irrespective of campus location.

A PGT Working Group has been established, which involves all Schools, to coordinate recruitment and marketing activities. The first meeting has taken place and discussion included identifying the main PG markets for a media campaign (RUK, Brazil, India, Kazakhstan and Azerbaijan and EU (in particular, Greece, Norway and Germany) and the format of future PG Open Days.

2. MALAYSIA CAMPUS

Registry and Student Services

Student induction was held for 64 new students who commenced the 2013/14 MSc programmes (MBA, MSc Energy, MSc Renewable Energy, MSc Construction Project Management and MSc Petroleum Engineering).

Preparations for the January 2014 intake to the MSc Business Psychology and MSc International Business Management are underway.

UG programmes due to commence in 2014/15 have been submitted to the Ministry of Education, Malaysia for approval.

Human Resources

35 colleagues are now in post. Recruitment is underway for academic staff to teach the Foundation Programme due to commence in April 2014.

Finance

The financial year 2103 audit of accounts has been completed. An interim accounting system has been set up pending the full implementation of Oracle at the Malaysia Campus. A review of the business model and proposed portfolio is currently in progress.

Marketing and Student Recruitment

The Malaysia Campus Facebook page has been launched at <https://www.facebook.com/hwumalaysia>

Information Services

The library is processing 750 books for circulation. IT Services including eduroam are available to students.

Campus Services

Construction of the campus building is in progress. An options appraisal for student accommodation is being completed.

3. CAMPUS SERVICES

National Performance Centre for Sport

Following the successful bid to host the National Performance Centre for Sport, the Scottish FA, currently based at Stirling University, has decided to move the Women's National Performance Centre to Heriot-Watt from 2014.

The programme, which is funded jointly by Winning Students, the Scottish FA and Heriot-Watt, will see the most promising young player's base themselves at the Edinburgh Campus, training daily within University facilities.

Capital Projects

Major projects currently being developed include:

- The Residences Phase 2 (2016)
- The National Performance Centre for Sport
- The Centre for Earth and Marine Technology (The Lyell Centre)
- The Space Optimisation Project

A range of business as usual projects is at various stages of development, including laboratory, engineering, workspace, and teaching space in the Schools.

4. EXTERNAL AFFAIRS

PR/Events

Key highlights are:

- The visit by Baroness Kramer, Minister of State for Transport to the Centre of Excellence for High Speed Rail on 1 November
- The launch of Dubai's new PhD courses by Scottish Minister for International Relations, Humza Yousaf MSP on 12 November
- The launch of the 25th anniversary year of the International Centre for Brewing and Distilling, with DOA on 12 November
- Support to the School of Textiles and Design on its Guest Lecture series at SBC

Internal Communications

Designed and launched the Internal Communications Survey.

The Principal's 'Open Meetings' with colleagues have been held in Orkney, Dubai and Malaysia and Edinburgh.

Development & Alumni

Working closely with the US Friends of Heriot-Watt University to prepare the first US mail fundraising campaign which will be sent to 1,000 alumni in North America.

Successful Watt Club Dinner in Toronto which was attended by the Chancellor. The London Watt Club Dinner was on 5 December with alumnus Dr Adam Crozier.

Recruitment & Admissions

A new paperless admissions system was launched in November. The Applicant Review Centre (ARC) provides a paperless UCAS Admissions process for the first time. The project was delivered through collaborative working from staff in Recruitment & Admissions, the Systems Support Unit and Schools.

The Student Recruitment - Customer Relationship Management (CRM) project is now working on the implementation stage since the appointment of a Project Manager. Bruce Duff took up post in October and is leading a wider team from across the University tasked with implementing the system.

The University's Wider Access activities were profiled at the Scottish Parliament in October at a Universities Scotland event to inform MSPs on the wide range of activities undertaken by HEIs.

Director of Music

The sold out John Archer Memorial Concert was very successful, with 155 performers taking part.

5. FINANCE

Having been approved by the Finance and Audit Committees, our year-end accounts will be presented to Court for approval on 16 December 2013. The narrative is rather more extensive than in previous years, with a particular innovation being a report on progress against the strategic plan, including KPI information.

We are currently working to upgrade and roll-out the 'GL Wand' financial reporting tool, to improve our ability to report and enquire from the General Ledger. This tool will be available to accountants in the Finance Department and to Financial Controllers in Schools before Christmas.

The finance team and colleagues around the University are currently participating in the preliminary round of planning meetings in preparation for the development of the next iteration of our five-year financial plan. Finance colleagues are also working on a series of statutory returns that all fall due by the end of the calendar year, notably the HESA return, the Scottish Funding Council Financial Statements Return and the Transparent Approach to Costing (TrAC) return.

6. GOVERNANCE AND LEGAL SERVICES

Travel Insurance: additional benefits for staff and students

We are pleased to advise that the travel insurance arrangements currently in place for all international travel has been extended to business trips within the UK. This includes student travel for the purposes of study, research and field trips. There is no additional cost for this extension. We are working to amend and update the current online travel risk assessment to accommodate this change and also update the travel insurance handbook.

Athena SWAN

The University was formally presented with the Bronze Athena SWAN Award at the Athena SWAN Awards event. Work is underway to establish Self-Assessment Teams across all the Schools.

Home Office

Mock audits of Tier 4 student files took place in Schools/Institutes. Initial indications are very positive with a few minor queries being followed up. We wish to thank all concerned for their engagement with this very critical compliance and records management process.

7. HUMAN RESOURCE DEVELOPMENT

Industrial Action

We would like to thank all colleagues who helped to ensure the minimal disruption to our activities and the provision of services to students, during the strike action by UCU, EIS, Unite and Unison on 3 December.

Pay: Cost of Living Award for colleagues (Grades 1-10)

All colleagues covered by JNCHES pay bargaining will receive a 1% pay increase in their December pay backdated to August 2013. The University regrets that the pay dispute is still ongoing, but supports the recommendation from UCEA to implement the pay increase in the interest of the overwhelming majority of staff who are playing no part in this dispute. For more information about UCEA visit www.ucea.ac.uk

Performance Development Review (PDR)

Following a review of PDR, in which a number of colleagues were involved, a small number of changes have been proposed and will be implemented in the 2014 PDR cycle. These will go to the University Executive and CJNCC and include:

- Clearer guidance for the process including the role of the Counter-Signatory
- More emphasis on discussion and development rather than 'the rating'
- Changing some of the words in the rating definitions
- Removing the need for an interim PDR meeting

New People Management System (i-HR)

Workshops have started to develop the detailed specification for a new i-HR system. Participants in these workshops represent a wide cross-section of Schools and Professional Services across the University, to ensure that colleagues are properly involved, informed and empowered in understanding the process and using the system and data. Thanks to all those who have participated so far.

8. INFORMATION SERVICES

Key highlights:

- We are discussing the upcoming National Student Survey 2014 with Schools and various enhancements to our ways of working with them are emerging from this
- Procurement of the ICT infrastructure for the HWUM Campus is on schedule, with eight companies bidding. A contract is likely to be placed in the New Year
- IS staff are supporting several University projects including the new iHR system, new Student Recruitment CRM, the Centre for Earth & Marine Technologies and enhancements to Vision.

9. REGISTRY SERVICES

Careers

The Careers Service has conducted around 2,000 career consultations with students.

150 employers have participated in campus events with a combined student attendance of over 4,750

Student Support & Accommodation

An increasing number of student harassment cases have arisen featuring anonymous and offensive postings about other students on Facebook sites. The Heriot-Watt logo is being used and therefore the sites could potentially be seen as associated with the University. SSA has been working with Information Services and Corporate Communications to shut down some of the sites and has offered support to students.

The International Student Advisors Office has been in touch with Heriot-Watt University Filipino students to offer support following Typhoon Haiyan.

Student Systems Unit (SSU)

The SSU is pleased to announce the release of the Application Review Centre (ARC). This is a key development in SAS with the following benefits:

- Improved efficiency of decision-related communications between Schools/Institutes and Recruitment & Admissions
- Resolution of areas of concern raised by the REAL working group regarding the processing of UCAS applications
- A number of shadow systems will be made redundant

Academic Registry

Semester 2 draft teaching timetables were published to staff on Friday 8 November with final teaching timetables due for publication to staff and students on Friday 20 December.

The 4-Part Code of Practice for the Management of Multi-Location, Multi-Mode Programmes has been finalised (<http://www.hw.ac.uk/quality/policies.htm>). This document pulls together previously approved policies and procedures. A key principle for describing the University's approach to its multi-mode/location activity has also been approved: "identical academic standards; diversity of learning experiences". A Briefing Paper has been produced and disseminated (<http://www.hw.ac.uk/committees/ltb/ltb-briefing.htm>).

The end of semester course feedback surveys was launched on 20 November in VISION. This year a new survey and new system have been introduced, developed by Information Infrastructure Services in collaboration with the Student Learning Experience Committee and with support from Corporate Communications. The new system provides an easy and quick way for students to provide feedback about their courses

HWU Student Union

Rowan Russell was elected as Vice-President and formally took up post on 8 November. Rowan is responsible for Academic, Campaigns and Welfare activities.

A meeting with Student Support & Accommodation and the Chaplaincy took place at the beginning of December to discuss how the University can collectively meet the needs of students who stay on campus during the Christmas period.

In the run up to the exams the Student Union opened Zero° as study space during the exam period and ran an Exam Stress campaign. The Union conducted a survey in Leonard Horner Halls regarding catering facilities and has presented findings to the appropriate departments. There is a call for improvements to be made for students on catering cards.

10. RESEARCH AND ENTERPRISE SERVICES (RES)

To the end of November the University has secured 76 awards (totalling £8m) and 155 applications (£34.3m)

Significant awards/proposals include £1.5m in EPSRC grants in two awards to the School of Engineering and Physical Sciences. The Enterprise Creation team concluded this year's Converge Challenge Europe hosting the finals of the Open Innovation Business Challenge at the Royal Society of Edinburgh. Teams competed from Belgium, France, Germany, Ireland and the UK.

Updates from the Professional Services Directorates
November – December 2013

I hope you enjoyed reading this edition of the Secretary's Board Bulletin. Should you have any questions or comments please get in touch: ProfessionalServices@hw.ac.uk