

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)

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

Ms Ruth Paterson,
Admissions Manager (TEX)

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 January 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

Schools are currently processing UCAS and postgraduate applications, are holding Assessment and Progression Boards and uploading marks following the December examination diet.

The Customer Relationship Management (CRM) project is moving forward, and Schools are working closely with the Recruitment and Admissions team on preparing for the implementation of the first phase, and planning towards the second phase.

Following meetings held last year, Schools are pleased to see that an online payments system should shortly become available, allowing IDL students to purchase courses online.

Recruitment of PhD students to the new NERC Centre for Doctoral Training in Oil and Gas has commenced, and arrangements are being made to recruit to a Centre Manager / Industry Champion role to support the new Centre. The new Centre is based at Heriot-Watt and involves a group of seven core partners (Heriot-Watt, Imperial College, Aberdeen, Durham, Manchester, Oxford and the British Geological Survey) along with 12 associate partners.

2. CAMPUS SERVICES

South-West Edinburgh Community Sport Hub

The South-West Edinburgh Community Sport Hub, based at the Edinburgh Campus, was launched on 29 January 2014. Shona Robison, Minister for Commonwealth Games and Sport, and Stewart Harris, Chief Executive of sportscotland, performed the official unveiling of the plaque to mark the occasion.

Nine sports clubs are part of this initiative. The Hub will work closely with these clubs to increase participation and service delivery. The launch event included a Sport Festival for local primary schools delivered by Heriot-Watt student clubs.

For more information, visit the South-West Edinburgh Community Sport Hub website: <http://www.csh.hw.ac.uk/>

3. EXTERNAL AFFAIRS

Corporate Communications

PR/Events

Key highlights include:

- The visit by Baroness Alison Suttie to the Language Labs in the School of Management and Languages on 3 January
- The visit by Keith Brown MSP, Minister for Transport to the Centre of Excellence for High Speed Rail on 30 January
- The launch of the South-West Edinburgh Community Sports Hub on 29 January
- The communications plan for Scottish Confucius Institute for Business has been prepared

Internal Communications

Principal's Open Meetings were held in Edinburgh and Scottish Borders Campus. A staff booklet covering strategic plan highlights for 2013 was designed, printed and distributed to all staff.

Promotional activities were carried out for the launch of National Student Survey 2014 on 20 January.

Communication plans were prepared for NSS 2014, Athena Swan and the iHR projects.

4. Development & Alumni

The Principal presented an update to the University Executive on the fundraising case for support. This was approved and will now be presented at Court. The current campaign figures stands at £5.3 million.

The annual telethon has started. Current students contact our alumni to raise money towards the alumni fund. This year will be more challenging as the prospect pool contains many non-donors and recently found alumni.

A direct mail campaign to alumni in the US raised \$16,000 (so far) towards the access bursary programme. This total raised from our alumni was matched \$ for \$ by the Board members of the American Friends of Heriot-Watt University.

Media Services

From 1 January, following consultation with staff and union representatives, Audio Visual Services transferred from Media Services to Information Services. This realignment will help to support and deliver the University strategy, in particular, the Learning and Teaching strategy.

Recruitment & Admissions

The main UCAS deadline was on 15 January and Admissions colleagues are now processing over 12,400 applications. This constitutes a 2% increase on last year and an increase of 13% from two years ago.

The Education Liaison team is planning an increased programme of conversion events running between February and April. This will include seven on-campus Applicant Visit Days and eight off-campus events focused on Rest of UK applicants in locations such as London, Manchester, Belfast and Birmingham.

The CRM project has made steady progress with key milestones achieved during January. The Project Implementation team, with representatives from across the University, is working to deliver the new system across all campuses and levels of study.

4. FINANCE

The University's Annual Accounts were approved by Court at its December meeting, and have now been published on the University's website at <http://www.hw.ac.uk/documents/annual-accounts-2013.pdf>. As well as benefiting from a new graphic design treatment, the narrative section of the accounts is now closely related to the University's strategic plan, including reporting on our performance against KPIs.

During February, colleagues will be working to firm up their plans for the next five years, and to input their budgets into Oracle to generate a preliminary view of the University's consolidated five year budget. This will be followed up by a

further round of planning meetings, timetabled for March and April. After these meetings, the next iteration of our five-year financial plan will be presented to the University Executive and Finance Committee ahead of its final consideration and approval by Court in June 2014.

The 'GL Wand' financial reporting tool, to improve our ability to report and enquire from the General Ledger has now been implemented.

5. GOVERNANCE AND LEGAL SERVICES

Heritage and Information Governance

All colleagues need to understand how to:

- manage the information we create and receive in our work for the University
- protect personal data and other confidential information
- comply with freedom of information law

Online modules, providing essential core skills training in these key areas, are now available: <https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/training/Pages/default.aspx>

All colleagues should aim to complete these courses. Direct links to each module are also available:

Data Protection <http://www.icre8.org.uk/org/Courses/lfhe/dpa/>

Freedom of Information <http://www.icre8.org.uk/org/Courses/lfhe/foisa/>

Information Management <http://www.icre8.org.uk/org/Courses/lfhe/im/>

Each course takes about 20 minutes to complete with a short test at the end. When colleagues complete each course, they should print off or save their certificates and file them with their PDR records.

For further information contact Ann Jones, Head of Heritage and Information Governance: a.e.jones@hw.ac.uk

Equality and Diversity: International Women's Week

Work is ongoing to finalise events for International Women's Week from 3 -7 March. Events include unconscious bias training, Interconnect Meet the Professionals event for students, and a gender equality debate. More information can be found on the events website: <http://www.hw.ac.uk/news-events/events/staff.htm>

6. HUMAN RESOURCE DEVELOPMENT

iHR

The University has appointed Symatrix, to help the University implement iHR, the new People Management System. Colleagues will see a single point of information for people data, a new Core HR system and a self-service facility, followed by i-recruitment over the next two years.

Aurora Programme

In 2013 the Leadership Foundation launched the Aurora Programme, a leadership development initiative. The aim is to enable a wider range of women in academic and professional roles to plan and prepare for leadership roles at an earlier stage in their careers. The Aurora programme is in response to research which shows that there are fewer women in the most senior positions in Higher Education than 10 years ago.

The University has 24 participants in the programme, the highest number of participants from Scottish HEIs involved in the initiative. The University has been supporting the programme through selecting participants, volunteering supporters and speakers, setting up an in-house mentoring programme, with mentor training and matching and supporting mentors.

2012-2013 National Pay Review and industrial action

There continues to be intermittent industrial action supported by the Trades Unions. In general, HEI institutions report that there is little disruption to teaching so far, with small numbers taking strike action. EIS and UCU also propose action short of a strike.

The action is in support of last year's pay dispute. The UCEA advice, given the low turnout and Heriot-Watt's desire to pay those colleagues not taking action, was for the University to make the 1% pay award in December payroll. This was completed.

7. INFORMATION SERVICES

A serious slowdown of the central file servers holding staff H: drives occurred between 17 and 21 January. This principally affected centrally managed staff PCs. Student systems, SAS, Vision and email were unaffected. The underlying problem is the age and capacity of these servers and their replacements are currently being installed.

Following a Tender process, a company has been selected to install the IT infrastructure at the Heriot-Watt University Malaysia campus.

8. REGISTRY SERVICES

Student Service Centre (SSC)

Attendance confirmation and ID document checks have commenced for all overseas students holding Tier 4 visas. Students were asked to attend by School and so far, 64% of both SBE and SLS students attended and 77% from SML. EPS and IPE students were scheduled to attend in the final week of January and MACS students in the first week of February.

The SSC has been working with colleagues in Finance and IT to test additional functionality in the on-line payment system. The main benefit of this is students will be able to obtain an automatic print-out by email of fees/charges on their account and any payments made. Once operational, this will remove the requirement for the Student Service Centre to type up and distribute individual receipts. The upgrade is planned to go live during February.

Student Support & Accommodation

The Student Induction and Transition Office has launched a 'Thinking of Leaving?' service in order to enhance support and advice to students with the aim of improving retention rates. Drop-in sessions will be held twice a week and a dedicated email thinkingofleaving@hw.ac.uk has been set up. Various staff and student announcements have been made to promote the service.

Student Systems Unit

A new bulk of admissions upload has substantially reduced the effort required to input ALP applicants into SAS. This has been well received by staff.

Heriot-Watt University Malaysia undergraduate programmes now have online admissions.

Quality Assurance

The Quality Assurance Agency (QAA) conducted a Transnational Education Review as part of a visit to the Dubai Campus on 2-3 February 2014. The QAA is currently also conducting a desk-based Transnational Education Review of the University's provision in the Caribbean. Full reports will be published once available.

Malaysia

The Foundation in Science programme was approved by the Ministry of Education (MOE) on 10 January 2014. It is expected that the Foundation in Business and Design will be approved by the Malaysian Qualifications Agency in early February and approval from the MOE is expected by the end of February/early March.

Three undergraduate programmes to be delivered in 2014 were approved by the Ministry of Education on 30 December 2013 (BEng Mechanical Engineering, BEng Petroleum

Engineering, BEng Construction Project Management). Approval for the remaining 2014/15 programmes is due February/March.

Student Survey Management Group

The University has participated for the first time in the Student Barometer, which is run by i-graduate. The survey covers both academic and professional services. This is the largest survey the University participates in and includes all undergraduate and postgraduate taught/research students on campus, including the UK and Dubai. It excludes final year undergraduate students eligible to participate in the NSS survey. The University received 3,070 responses, which is 27% of the total eligible population. Findings will be published shortly.

Careers

The Service ran a successful Careers Insight event for SLS students attracting over 100 students. A similar event is being organised for Computer Science students.

Student Union

The Student Union has passed its £1500 fundraising target for its nominated charity, Edinburgh Women's Rape and Sexual Abuse Centre during the Charities Week. Various events were held in conjunction with the Sports Union and University staff.

The Student Union commissioned a strategic diagnostic review of the current structure and effectiveness of the Union to inform the organisation's future strategic direction. The Trustees have received the report and circulated it to key stakeholders for consultation. An action plan will be developed in due course.

9. RESEARCH AND ENTERPRISE SERVICES (RES)

By the end of 2013 RES had processed 101 new awards totalling £19.3m of new funding and supported 28 proposals in December (£4.1m). Year to date, the team has processed 219 proposals with a combined value of £42.8m.

The development and implementation of a business plan for the Oil and Gas Innovation Centre continues to be a major focus of the Institute of Petroleum Engineering Business Development team.

The Technology Transfer Office has recovered £29k of royalties; signed 39 licences (forecasting a record year for RES) and co-ordinated a £640K EDF project 'De-Risking the Renewable Energy Supply Chain'.

Updates from the Professional Services Directorates
December – January 2014

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