

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,
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Ms Maggie Dunn,
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Ms Morag Heggie,
Director of Administration (EBS)

Mr Andrew Menzies,
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Ms Theresa Merrick,
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Ms Vivienne White,
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Mrs Kathy Patterson,
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Ms Ruth Paterson,
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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 February 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 Edinburgh Business School (EBS) recently hosted an event in Johannesburg to celebrate the achievements of graduates in Africa. The event also celebrated the first graduates from the African Scholarship programme launched by EBS in 2010.

Staff from the School of the Built Environment are preparing for the JBM Accreditation visit for civil engineering programmes in Edinburgh and Dubai.

The School of Life Sciences has recently implemented a new internal structure consisting of four Departments: Environment, Food & Drink, Human Health and Psychology.

Various Schools met with the Student Systems Unit to contribute to the plans for the new online payment system for IDL students.

The Customer Relationship Management (CRM) project is progressing; various members of staff within Schools are acting as 'theme leads' for the different strands of the project.

2. CAMPUS SERVICES

Hospitality Services

February 2014 saw the launch of KeepCups at the Edinburgh Campus, aimed at reducing the volume of one time use disposable cups, whilst raising money for green projects on campus. For every 12oz tea or coffee sold, five pence will be donated to the new fund for green projects. The project aims to raise £1,000 in year one which equates to a reduction of 20,000 disposable cups.

National Performance Centre for Sport

We are currently halfway through Stage D designs and are continuing to make good progress. The University has now received the conditions of award from sportscotland and is advancing towards developing a final draft. This is expected to be signed at a special meeting of Court in April.

3. MALAYSIA

The first Information Day for the foundation programme was successfully held on 15-16 February, with 130 prospective students in attendance. A total of 51 applications have been received against a target number of 45 students. The Campus remains open on weekends for enquiries from prospective students up to the commencement of the foundation programme.

4. EXTERNAL AFFAIRS

Corporate Communications

Key events this month included:

- Society of Petroleum Engineers Distinguished Lecturer Event with Professor Gary Couples on 5 February
- Senior management media training on 7 February

Development & Alumni

Key highlights were:

- The 2014 Telethon has so far raised over £75,000 in donations to the Annual Fund, to support a multitude of projects which enhance the student experience. The campaign will finish at the end of February
- Professor George Davies has agreed to fund the Centre for Retail Excellence for a further three years including additional research scholarships
- A Leadership Lecture was held in collaboration with Diageo and distinguished representatives from the distilling industry. This event attracted 150 students and alumni.

Recruitment & Admissions

The Admissions Office has been processing over 12,500 UCAS applications received by the UCAS deadline of mid-January.

Over 500 Rest of UK applicants have registered to attend Applicant Evenings being held in London, Birmingham, Newcastle, Leeds, Londonderry, Belfast, Manchester and Bristol.

The Postgraduate Open Day took place on 26 February.

An international recruitment trip to Ghana and Nigeria took place in February, the first such trip in several years and reflecting a notable rise in applications from Ghana.

After lobbying from Heriot-Watt staff, the University is now on the Azerbaijani list of approved institutions for funded scholarship students.

A revision to the admissions process for international students has meant a return to the use of integrated offers and single CASs are now being issued for students who require pre-sessional English.

5. FINANCE

The team continues to seek ways to achieve a faster month end close, to ensure that we can consistently assemble and report on the University's financial performance quickly and accurately. Updates will be issued as needed.

A new one-page summary of the monthly management accounts has been produced for each meeting of University Court. This more digestible format may become more widely used, although the traditional full Management Accounts pack will still be available on the intranet.

Following the workshops that have taken place on travel and expenses and purchasing, a series of further workshops is planned on: purchase cards, fixed assets, general ledger maintenance, security and control, budgeting and forecasting, accounts receivable, internal trading, foreign payments, payroll, VAT and inter-company transactions. These are an important part of our plans to develop new policies and procedures, and volunteers are being sought to take part in some of the sessions.

6. GOVERNANCE AND LEGAL SERVICES

Health and Safety

The recent Ernst and Young audit report on health & safety at the University was presented to the Audit and Risk Committee during February. The Committee congratulated the Health & Safety Services Team for a successful audit outcome and the first all green risk audit report received.

ETS English Language Testing

Following evidence of fraudulent TOEIC testing in the UK being presented by the BBC on Panorama the Home Office has suspended all ETS English language testing in the UK. ETS offers both the TOEIC and TOEFL tests. The University has communicated to all applicants that we cannot accept TOEIC or TOEFL, which have been sat in the UK, until the investigation has been completed. Tests taken out with the UK are still acceptable. Further guidance from the Home Office is awaited on this issue.

Roles and responsibilities

A document detailing the roles and responsibilities of ISAO, Academic Registry, Admissions and the Tier 4 Compliance Officer was requested by the Learning and Teaching Administrators Forum. This will be available on the SharePoint site.

7. HUMAN RESOURCE DEVELOPMENT

Performance Development Review (PDR)

All colleagues should be having a Performance Development Review with their reviewer. Although there should be no surprises, the opportunity should still be taken to plan ahead, agree objectives and to review career plans and development opportunities as well as monitoring performance. A series of minor changes to the PDR process have been implemented for 2014, with changes to the wording of rating categories being proposed to for further discussion, and implementation in 2015. Further information can be found at: <http://www.hw.ac.uk/hr/html/pdr/PDR%202014.htm>

2012-2013 National Pay Review and Trade Unions' consultation and industrial action

The Trade Unions have still not accepted the 2013-14 pay award, however following the UCEA advice, and given the low strike turnout and desire to pay those staff not taking action before Christmas, the University made the 1% pay award in December payroll. Discussions have commenced for the 2014-15 pay award, with an initial meeting in Edinburgh on 28 February 2014.

Systems and Processes: i-HR

The iHR project has now successfully completed its first two milestones – gathering requirements and procuring a supplier. Both milestones were completed at the end of January, ensuring the project is continuing to deliver against the plan. More information about iHR and its progress can be found at <http://www.hw.ac.uk/news-events/news/ihr-15746.htm>

8. INFORMATION SERVICES

A recent 'phishing' attack, through which deceptive email messages enable hackers to infect users' PCs with viruses, led to the permanent encryption of important documents. On this occasion Information Services was able to isolate the problem and restore recent versions of the documents affected.

This threat of phishing and other malicious behaviours is constantly with us and colleagues are advised to be extremely sceptical about unexpected or unsolicited emails that ask them to click on embedded links or seek information such as usernames, passwords, pins or account numbers.

Usage of the Book Self Service equipment continues to grow, with 45% of issues now taking place through these popular new systems.

Introductory courses for staff on using Vision have been added to the Power Hours programme.

9. REGISTRY SERVICES

Student Support & Accommodation

Student Support & Accommodation is working with colleagues in Information Services and External Affairs to replace the current student webpages for the next intake of students.

Academic Registry

All UG final year and PG exam requirements for April diet 2014 have been entered into Banner and uploaded into Exam Scheduler.

Dates for June 2014 graduation ceremonies have been approved by Senate Business Committee and published at <http://www.hw.ac.uk/registry/graduation.htm>

A visit by Sahrul Haslan Hassan, Head of Registry and Student Services from Heriot-Watt University Malaysia was hosted in February.

Quality Enhancement

Meetings have been held with Schools to support them in producing their own Learning and Teaching Strategies and Enhancement Plans.

A revised version of the Academic Management Structures, which sets out the terms of reference for key learning and teaching posts and committees in Schools across all campuses, was disseminated in January 2014. All Schools will have the new structures in place from September 2014.

Exchange

The Exchange team recently held the inaugural meeting of the Exchange Forum. This is an opportunity to discuss all matters related to the HWU Exchange Programme. It is intended to schedule the Exchange Forums once every semester.

Careers

The new Student Placements (Academic and Work) Policy, Briefing Paper and Guidelines were approved and disseminated across the University during February 2014.

Student Union

A grand total of £3,035.59 was raised during Charities Week and was donated to the Edinburgh Women's Rape and Sexual Abuse Centre.

Student Union Election nominations for 2014 /15 took place between 5 and 7 March.

The Student Shop has undergone a major review to both improve efficiency and costs, as well as improve the overall service provided.

10. RESEARCH AND ENTERPRISE SERVICES (RES)

RES continues to support Research Proposals with totals for year to date standing at 132 new awards (£21.6m) and 276 proposal applications (£50.2m).

A prestigious Royal Society of Edinburgh (RSE) Enterprise Fellowship has been awarded to Silvana Palacios-Guberti. This was one of only five awards made by the RSE, and is the first RSE fellowship for the School of Textiles and Design.

The Converge Challenge 2014 launched on 26 February, and welcomes applications from all research disciplines across the University. More information can be found at <http://www.convergechallenge.com/en/>

Updates from the Professional Services Directorates
January – February 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