

# 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

**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 May 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](mailto: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

Examinations for Semester 2 started on 28 April with the PGT and final year exams continuing for a two week period, followed by a further two weeks covering the first to third year students. Exam start times have been synchronised for the different time zones across all campuses.

Some Schools, in conjunction with Recruitment & Admissions, have been heavily involved in the implementation of the new Customer Relationship Management (CRM) system. The CRM system will assist in helping to achieve higher conversion rates by streamlining the pre and post application processes.

Superusers and administrative colleagues attended the appropriate training offered by Hobsons over a two day period at the beginning of April.

As the CRM system will be directing potential students to the postgraduate webpages, these have been updated to ensure that they provide a robust source of information.

Schools are considering the possibility of making submissions at department level for an Athena Swan Bronze or Silver Award.

## 2. CAMPUS SERVICES

### Queen's Baton Relay

The relay will visit Edinburgh Campus on Saturday 14 June. A special event open to the University and local communities has been organised with sporting activities taking place throughout the campus. Displays will be set up for visitors to look at and find out information about Heriot-Watt sports, South West Community Sport Hub and the National Performance Centre for Sport. Heriot-Watt clubs and organisations will also be attending the event to promote their sports and opportunities in the area. You can register for this event [here](#).

### Club Development

Attendance at the club AGMs by the Sports Union occurred to ensure any questions or queries could be answered and nominations and voting was fair. Club development meetings were carried out over the course of a week with the incoming and outgoing committees for 2014/15. All members were inducted by their club and also by the Sports Union. Five new student coordinators have been recruited for Football, Gaelic Football, Hockey, Rugby and Squash.

### Student Experience

As of the academic year 2014/15 we will have two post graduate students working with industry (Heart of Midlothian and the SFA) developing applied research whilst gaining related work experience. This has proven to be a fantastic model for providing talented students with the opportunity to combine further study with work placed learning.

We would like to remind all colleagues that our Hospitality Services department should be the primary suppliers of all catering services within the University. Our award winning Head Chef Jamie Jack and his team can provide a wide range of high quality food and drink to meet all catering needs and budgets.

Hospitality Services should be the first port of call for all catering needs, ahead of any external company. This not only ensures that money stays within Heriot-Watt, but also ensures that food safety standards and liquor license requirements etc. are all met.

If you are unsure whether Hospitality Services can provide what you need, please talk directly to Thomas Day, General Manager Hospitality Services, who will be happy to help. Thomas can be contacted on extension 3668 or [t.k.day@hw.ac.uk](mailto:t.k.day@hw.ac.uk)

### 3. EXTERNAL AFFAIRS

#### PR/Events

Events held recently include:

- Oil and Gas Academy of Scotland Scottish Parliament Reception
- Multilingual Debate – Dr Alasdair Allan MSP, Minister for Learning, Science & Scotland's Languages-Gaelic CPD certificate presentation
- ICBD Futures Lecture
- Edinburgh International Science Festival – Simon Singh with The Simpsons Lecture and Techno Threads
- Modern Alchemist lecture

#### Development & Alumni

The Campaign total has now reached 25% of the overall total of £30 million.

A number of major gifts have been confirmed, including £50,000 from the Moffat Charitable Trust in support of PhD Scholarship in the School of Management and Languages.

#### Recruitment & Admissions

The Admissions team has finished processing around 13,000 applications received by the main UCAS deadline. Applications have maintained last year's record high level.

The new Customer Relationship Management (CRM) system went live on 30 April, with 75 staff trained during two days in April.

The International Recruitment team has been conducting an intensive round of recruitment events in markets such as Saudi Arabia, China, India, USA and Nigeria.

A series of seven Applicant Visit Days concluded in April, with around 2,000 applicants, parents and other guests attending these events.

### 4. FINANCE

Having reached the end of Spring Planning meetings for Academic Schools and Professional Services the Finance department is currently working to formulate a consolidated five-year financial plan that is comprehensive, financially sustainable, consistent with the University's Strategic Plan and supported by narrative to aid its interpretation by stakeholders.

With the impending completion of the new campus in Malaysia we are currently finalising arrangements, in line with our plans, to supplement our initial financial investment to ensure that there is sufficient funding in Malaysia to meet the costs of the campus fit-out and the early phase of its operation.

A new upgraded online payment system is now live. Although this system is focussed on collection of 'centrally generated' fees, this will provide the springboard for a University-wide card acceptance system. We are also working to provide the full suite of Oracle Financials in Malaysia for implementation by August 2014.

KPMG, the University's external auditors, were on site during April 2013 to undertake their interim review for financial year 2013/14. We will receive feedback in due course and they will report formally to the Audit & Risk Committee in June.

### 5. GOVERNANCE AND LEGAL SERVICES

#### Health & Safety

Health & Safety Services are, in collaboration with Estates Services, developing a framework to support the management of contractor activities. This framework consists of a suite of operational procedures supported by training programmes for staff, enhanced induction processes for contractors through the University's e-learning system WorkRite and detailed control measures linked through new modules in Safeguard for the appointment of new contractors and issue of permits to work.

#### Procurement

The Operational Procurement team is now scheduling regular review meetings to improve the contract and supplier management aspects of procurement, using enhanced spend analyses and supply chain segmentation to consider risk and sustainability as well as other commercial supply issues.

#### Risk & Audit Management

The service has been reviewing the current online travel risk assessment and consulate request forms. We are pleased to advise that we will be shortly launching a new online travel risk assessment. The new online service combines the assessment and the consulate request process in one online form.

## 6. HUMAN RESOURCE DEVELOPMENT

### National Pay Review

National pay negotiations have continued, with the universities making a full and final pay offer of 2%. The offer also includes an increase of 2.2% to the first point on the pay spine and an offer of joint work to examine the use and usefulness of the first pay point on the 51 point scale.

The Trade Unions are conducting consultations with their members over whether to accept the pay offer.

### Systems and Processes

The project to implement a new iHR system is making good progress. iHR will deliver a secure, self-service online system enabling all colleagues across all campuses to keep their personal information accurate and up-to-date.

### Performance Development Review (PDR)

Following last month's update, PDR continues to see increasing participation with rates still significantly higher than the same time last year at 68% (vs 38%), and completion rates likewise at 58% (vs 9%). Thanks to all those who are either reviewing, countersigning or recording even more effectively than 2013.

## 7. INFORMATION SERVICES (IS)

The globally reported 'Heartbleed' vulnerability has not been relevant for Heriot-Watt information systems. IS have publicised precautions staff and students should take with other systems they might use.

Staff and student Home Directories (H: & S: drives) have now been moved to the new file servers and over 100 servers have been migrated to the associated new virtual infrastructure.

Usage of Book Self Service equipment continues to grow, with 50% of issues now taking place through these new systems.

## 8. MALAYSIA CAMPUS

### Registry & Student Services

67 new students began their Foundation Programme on 14 April. Visit the HWUM Facebook page for more information and photos of the event at <https://www.facebook.com/hwumalaysia>

### Human Resources

44 staff are now in post. Recruitment is underway for academic staff to teach the July 2014 Foundation Programme and UG programmes and for professional services staff.

## Campus Services

We are on track to start teaching from the new building from the start of semester in September 2014. In light of the successful recruitment strategy for the Foundation Programme, space demands have increased and additional space has been booked in the Putrajaya International Convention Centre (PICC), located close to the new campus. The PICC will be used to teach the July intake of the Foundation Programme.

21 students have checked into student residences. Shuttle buses are now in operation linking students from the student residences to the Putrajaya Train and Bus Terminal to the Campus.

## Marketing & Student Recruitment

An information weekend was held on 29 -30 March to meet 300 prospective students. Sessions on Engineering were fully booked by prospective students.

## Information Services

The library is acquiring new books and the IT team is compiling the software requirements for programmes scheduled to commence in September 2014. Library opening hours were extended to 9pm for exam preparation.

## 9. REGISTRY SERVICES

### Student Systems Unit

Recent statutory upgrades to UCAS and HESA have been released, along with a suite of Faculty Self-Service enhancements agreed with the SAS Users Group.

### Academic Registry

Two colleagues from the main Registry Office travelled to the Malaysia Campus to provide support for the first Foundation Programme intake enrolment on 14 April 2014. During the visit a full programme of relevant Academic Registry and Student Records/SAS training was provided to the HWUM Registry team.

### Quality Enhancement

Meetings with the Directors of Professional Services involved in the Learning and Teaching Strategy are currently under way, with the discussion focusing on how they can support the implementation of both the University and School Learning and Teaching Strategies.

### External Partnerships

The new ALP contract template and guidance has been approved and is available on the web: <http://www1.hw.ac.uk/quality/alps.htm>

### Student Survey Management Group (SSMG)

An audit of University student surveys has been carried out and this has helped to identify areas where there may be a lack of useful feedback, duplication of feedback requests (and survey fatigue) and to provide an opportunity to share data and identify best practice. The results of this audit are available to view on the intranet site: <http://intranet.hw.ac.uk/ps/registry/ar/unisurveys>

In planning for a student survey, sufficient lead-in time should be built in to ensure that the survey can be considered in advance by SSMG. The group can also offer recommendations on timing and communications.

### Senate Services

The Postgraduate Studies Committee has approved a set of guidelines on higher risk postgraduate research programmes. The guidelines outline procedures for consideration of applicants and monitoring processes.

### Student Service Centre

The upgrade to the online payment system to provide automatic email acknowledgement when payments are received, as well as the ability to print out full transaction reports of student accounts, is now live. There has already been a slight reduction in requests to the Student Service Centre to produce manual receipts and full transaction copies of accounts, and this is expected to be of particular benefit over the busy summer and early autumn period when students are paying tuition and accommodation fee deposits and instalments.

### Student Union

The Trustee Board has appointed a new Student Trustee. Grace Dela Cruz is an undergraduate student and will take up the role at the end of May. A postgraduate Student Trustee is also being appointed.

The Student Union has commissioned research into the perceptions and expectations school pupils have of the student experience at university and what role the Student Union plays in it. The research will inform further research with our current students and ultimately influence the new strategic plan.

## 10. RESEARCH AND ENTERPRISE SERVICES (RES)

By the end of March 2014, 169 new awards have been made amounting to a total of £ 23.8 million new funding (year-to-date). RES supported a further 55 proposals in February, with a value of £ 10.6 million. The year-to-date figures for proposals are now 372 applications (£68M). Converge Challenge 2014 closed on 2nd May and all staff have been encouraged to apply with a business idea.

Updates from the Professional Services Directorates  
April – May 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](mailto:ProfessionalServices@hw.ac.uk)