

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,
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Mr Andrew Menzies,
Director of Finance

Mrs Kathy Patterson,
Academic Registrar and 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 Vivienne White,
Director of Administration (MACS)

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

Welcome to the August 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

International Foundation Pathways

Recruitment for the new International Foundation Pathways has picked up in the last couple of weeks and so far 21 applications have been received. This is a pleasing start considering the programme approval came late in the recruitment cycle.

Examinations

Preparation for the resit diet is underway, in particular exam timetables and preparation of papers. Off-campus exam packs are being prepared ready to send to the Institution of Civil Engineers (ICE) for delivery to global exam destinations.

New Approved Learning Partner (ALP)

The School of the Built Environment (SBE) is in the final stages of approving a new ALP arrangement with La Salle University in Barcelona. The intention is to recruit students for the MSc Construction Project Management and MSc Quantity Surveying in September 2014 and then MSc Architectural Engineering and MSc Structural & Foundation Engineering in January 2015. The School are looking forward to working with La Salle.

European Network of Housing Research (ENHR) Conference

Having won the bid to host the ENHR conference this year (30 June to 4 July 2014), Professor Mark Stephens, SBE's Institute for Social Policy, Housing, Environment and Real Estate (I-SPHERE), led the organising committee. The conference received

sponsorship from the Scottish Government and the Joseph Rowntree Foundation (JRF). The opening address to the conference was given by Deputy First Minister Nicola Sturgeon and Julia Unwin (Chief Executive of JRF) chaired the closing session. The conference attracted a record 500+ delegates from 25 countries.

Royal Society Summer Science Exhibition

Professor Woodward, Director of the Institute for Infrastructure and Environment in SBE, attended the Royal Society Summer Science Exhibition (30 June to 6 July) with a team from Heriot-Watt, Atkins Global, Laing O'Rourke and HS2 with input from the National Skills Academy for Railway Engineering. Overall the event went well and the stand was viewed by approximately 15,000 visitors.

Fifth International Conference on Lean Six Sigma

The University hosted the **Fifth International Conference on Lean Six Sigma** (Lean Six Sigma provides organisations with a systematic approach to enhance profitability and overall business performance) at the Edinburgh Conference Centre on 30 June to 1 July. This international conference, organised by Professor Jiju Anthony, attracted around 75 academics and practitioners and was very well received. The conference was followed by accredited training programmes in Lean Six Sigma: Yellow Belt (two days) and Green Belt (five days).

2. CAMPUS SERVICES

Hospitality

Five new coffee vending machines have been installed throughout the various schools and in the library. The new machines will shift from the current instant product to provide a significant improvement of higher quality coffee beans.

Salix Energy Efficient Loan Scheme

New LED energy efficient corridor lighting has been installed throughout the campus residences. New campus street lighting is also currently underway which will see the replacement of more than 400 luminaires by early October. This new technology has evolved rapidly in recent years and will have an important impact, both environmentally and financially.

High Performance Sport

In partnership with the Scottish Football Association (SFA), the University will register a full time PhD student with the School of Life Sciences supported by a stipend from the SFA. This student will be supervised by Heriot-Watt staff and be embedded within the performance school structure within Scotland. This represents a significant step forward in Heriot-Watt creating and disseminating knowledge relating to high performance sport with a major partner in the National Performance Centre for Sport (NPCS) development.

3. EXTERNAL AFFAIRS

Development and Alumni

Events

Recent income generating successes have included:

- £24,000 donation from the RS Macdonald Charitable Trust for i-print: "Combining Engineering and Stem Cell Biology to Enable Synthetic Retina Transplants"
- £50,000 donation from the Moffat Charitable Trust to create a research PhD Scholarship to empower women in the workplace by providing new research knowledge on the working lives of women within the tourism sector
- £85,000 in reclaimed Gift Aid for additional projects

Watt Club

After the elections in June, we welcome onto the University Court Trish Gray as one of our Alumni representatives (replacing Keith Wallace), and we welcome Somya Grover, Suhani Kapoor and Anna Chawinga to our Watt Club Council.

Media Services

Flagship publications are progressing as planned with the designs of both the Dubai and Chinese (e-publication) prospectuses nearing completion along with the new international prospectus template currently being populated with content for the Malaysia prospectus. A suite of updated Undergraduate Leaflets is also near to completion.

Investigations into alternative solutions to facilitate anonymous marking have now been completed and a paper identifying potential solutions will be submitted to the Academic Registry Working Group for evaluation.

Director of Music

The annual week-long music course on the West coast of Scotland has just concluded and 36 hardworking amateur musicians attended, including 12 Heriot-Watt students. Concerts were held at Ardtornish House, Iona Abbey and St. Giles Cathedral.

Recruitment and Admissions

International

Conversion activities continued through July (e.g. web chats via the CRM) and preparation for confirmation and clearing activities was undertaken to maximise intake.

Work has continued in launching the new International Foundation Pathway which is on track to recruit to target for September 2014. This is focused on promotion through our agency and embassy networks.

Following successful recruitment of approximately 50 students for September 2014, it has been confirmed that the Brazilian 'Science Without Borders' scheme will be extended for a further three years. Work is ongoing to ensure Heriot-Watt can maximise recruitment from this opportunity, which will notably be channelled in future through the new Brazilian Strategy Working Group that will report into the International Strategy Board.

The Summer English Pre-session programme has recruited 431 students with an intake yet to come for the three-week option.

Recruitment from China is particularly high this year, in keeping with projections for an increase in this key market to full degree programmes.

A review of Heriot-Watt University's agency policy is also underway, in liaison with colleagues in Governance and Legal Services. This review is being conducted in advance of the re-issuing of contracts to all agents later in the year. It is intended that Heriot-Watt will seek to streamline the number of agency partners we work with and simplify commission rates.

China and East Asia offices

The China & East Asia Office team and the Indian In-Country Manager are visiting Scottish campuses during w/c 25 August. The team will be meeting with colleagues from around the University to provide updates on the Chinese and Indian markets and ensure that they are fully briefed in promoting Heriot-Watt University throughout China and India.

Education Liaison

Domestic recruitment activity in July has focused on the following activities:

- Attending 25 large UCAS RUK recruitment events throughout England that ran through June and July
- Running the 'Brightest Watts' summer school with 65 Scottish school pupils about to enter S5. This week-long event aims to introduce University life to these students through a relaxed and informal programme whilst also supporting key links with local schools

Admissions

Updates to Admissions tutors and others on Clearing arrangements were circulated. Additional updates have included changes to English Language qualifications - notably TOEFL or TOEIC certification which will not be accepted beyond September 2014.

A visit in September to the Malaysia Campus has been scheduled to support colleagues in the development of admissions processes using Banner and the CRM.

4. FINANCE

With the financial year ending on 31 July, Finance colleagues around the University moved into a phase associated with the completion of the July Management accounts; the production of a set of Statutory Accounts; and from 22 September, the external audit of those accounts ahead of their planned approval by the University Court in December.

Schools and Professional Services areas were recently reminded that any transactions between Heriot-Watt University and its subsidiary companies or other entities (Heriot-Watt University Malaysia, Edinburgh Business School, Heriot-Watt Trading, Heriot-Watt Services, Sports Village and Heriot-Watt University Dubai) should be approved in advance by the recipients. This must be done to avoid disputes and delays in processing. School and Services have also been reminded of the necessity to clear 'on hold' invoices. Of the £500k currently on hold, many are on hold due to the related Purchase Order not being receipted.

5. GOVERNANCE AND LEGAL SERVICES

Training

Procurement have purchased in advance a series of training packages from the Higher Education Procurement Academy covering a range of procurement topics, such as compliance with the Bribery Act. After familiarising ourselves with the content we will seek to roll this training out to requisitioners and other relevant personnel across the University, as these are one-year unlimited user site licences. We will give access to our overseas campuses too.

Data Protection Policy

Following its approval by Court on 23 June 2014, the revised and updated Data Protection Policy has been published on the University Information Governance and IT Policies web page:

www.hw.ac.uk/staff/policies-governance/procedures/information-records.htm

Direct links to the Data Protection Policy and its supporting procedures are here:

www.hw.ac.uk/documents/heriot-watt-university-data-protection-policy.pdf

Obtaining informed consent for recordings and images of people:
www.hw.ac.uk/documents/data-protection-obtaining-consent.pdf

Responding to requests for personal data:
www.hw.ac.uk/documents/data-protection-responding-to-requests.pdf

A communications programme to raise awareness of data protection do's and don'ts and our wider information governance toolkit will be launched in the autumn.

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

6. HUMAN RESOURCE DEVELOPMENT

National Pay Review

The 2% pay offer is now agreed and will be paid in August, the earliest for many years.

iHR

Phase 1 of iHR is well underway. Training and testing has taken most of the summer, with the HR team in particular providing the majority of test time. As testing approaches its last few days, things are looking positive for a 'soft launch of iHR' and 'pilot' of self-service to HRD and parts of Information Services in September. Full rollout to all staff will be in September/October so that all holidays can be booked in the new system for the new holiday year.

Joint Heriot-Watt-BGS Exchange Event

Nearly 40 research leaders from Heriot-Watt University and the British Geological Survey (BGS) came together at an inaugural 'Heriot-Watt-BGS Exchange Event' aimed at developing innovative ideas for research collaboration within their new, joint research institute – the Sir Charles Lyell Centre.

www.hw.ac.uk/news-events/news/heriot-watt-bgs-exchange-event-fosters-lyell-17695.htm

7. INFORMATION SERVICES (IS)

Information Services are heavily involved in preparing for the opening of the new Heriot-Watt University Malaysia campus. Network and server equipment, pre-configured in Edinburgh, has been delivered. The new building's internet and telephone connections are installed and functioning. Edinburgh IS colleagues were onsite from 28 July, supported by contractors, to install and set up servers, networks, WIFI and telephones.

Contractors have begun to enhance student facilities in the Edinburgh library, including the refurbishment of study spaces, improving the service desk and adding a new Group Study Room.

Technology has been supplied for the new Oil & Gas Information Centre (OGIC) in Aberdeen.

8. REGISTRY SERVICES

Student Service Centre

Around 287 students successfully enrolled for the six week pre-session English course on 14 July. Arrangements with colleagues in the School of Management and Languages worked well and student feedback on the day was positive.

There has been an increase in the number of transcript/certification requests this month, with over 180 being processed in the first two weeks of July.

Student Support and Accommodation (SSA)

The project to upgrade and improve the current student webpages is on target for launch at the beginning of September. This project is being undertaken by SSA on behalf of the Registry Services, Information Services and External Affairs directorates.

There has been an 18% increase from last year in the number of new UCAS applicants declaring a disability.

Student Systems Unit (SSU)

SSU is continuing with testing of the Programme and Monitoring Approvals System (PAMS) and student systems updates for the main August enrolment event.

Academic Registry

Requests for off-campus examinations were processed in accordance with the management of examinations in different timezones policy.

Preparation and scheduling for the Resit diet examinations taking place in August (600 exams for 3,000 students over seven days), taking into account timetabling constraints for off-campus examinations. Resit examination timetables were published on 18 July.

Quality Enhancement

The first draft of the Enhancement-Led Institutional Review (ELIR): Reflective Analysis document is now available for all Heriot-Watt University colleagues to review and comment on. This core document is required to be submitted prior to the ELIR of Heriot-Watt University in January/ March 2015. The draft can be found at [Reflective Analysis](#).

Quality Assurance

The basic information set of documentation was submitted on 10 July 2014 for the Transnational Educational Review of the West Indies in 2014/15 by the Quality Assurance Agency for Higher Education (QAA). The provisional dates for the overseas visit to the University's Approved Learning Partners in Trinidad and Jamaica are 10-22 November 2014. There are several stages of the process to be completed ahead of the visit and the QAA has drawn up an outline schedule as follows:

Selective visits to UK institutions
September 2014

Overseas visit to West Indies
10-22 November 2014

Reports published
May 2015

The University will receive further information from QAA in due course.

Careers Service

As part of the recent partnership agreement between Heriot-Watt University and Santander, the Careers Service will be collaborating with Development and Alumni to establish student/graduate placements with local small to medium-sized enterprises.

Student Union

The Student Union has been awarded funding under a Scottish Government scheme to provide work opportunities for unemployed graduates with disabilities.

The Student Union has secured funding for another Community Jobs Scotland post at the Scottish Borders Campus. The scheme enables the Union to offer skills and work experience to a long-term unemployed young person for 26 weeks. The new post will support the work of the new SBC President to establish a social enterprise for Fashion and Textiles students and promote health and wellbeing campaigns.

The Freshers' Helper volunteer programme continues to go from strength to strength. 122 student volunteers have been recruited this year and a further 20 Union Ambassadors to volunteer at the Union throughout the year.

A new Student Union website has been pre-launched and is currently under testing and refining the content. The new site is designed to be smart phone enabled, as data shows this is the most common device used to access our online materials.

A review of all salaried staff grades and salaries is underway. The aim of the review is to map the Union onto the University scales to provide greater clarity for staff and Trustees. The cost implications of this review have been included in the Student Union's five year financial plans.

9. RESEARCH AND ENTERPRISE SERVICES (RES)

The first Research Management and Administration System (RMAS) sprint meetings were held with Worktribe and the University of Edinburgh.

By the end of June 2014, 21 new awards have been made amounting to a total of £27.2m new funding (year-to-date).

By end of year the Technology Transfer Office will have recovered in excess of £184k in income of which £164k is from new and existing royalty agreements, beating our target for this academic and financial year.

Converge Challenge won a first prize in a poster competition at the UK-wide PraxisUnico conference.

The Defence Science and Technology Laboratories (DSTL) funded PhD was awarded (Buller) £160k.

10. REPORTS FROM COURT, SENATE AND THE UNIVERSITY EXECUTIVE

The Court, Senate and University Executive have not met since the last edition of the Secretary's Board Bulletin. Reports will continue in future months.