

# 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

**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 September 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

Schools have been involved in the resit diet of examinations during August and have been preparing for and holding Progression, Assessment and Award Boards. Preparations for enrolment for 2014/15 entry were completed, with Schools updating programme handbooks, Vision and websites in preparation for the new academic year. The new system for managing programme approvals (Programme Approval Management System - PAMS) is currently being tested by users in Schools before the anticipated University-wide roll-out in January 2015.

### New Approved Learning Partner

A new Approved Learning Partnership with Gubkin University in Moscow will commence in September 2014. This partnership will involve students pursuing the MSc Applied Petroleum Geoscience programme.

### Successes

Dr Mark Hartl, Associate Professor in the School of Life Sciences, hosted the 11th International Congress on the Biology of Fish (ICBF), the biannual meeting of the Physiology Section of the American Fisheries Society, at Heriot-Watt on 3-7 August 2014. Over 440 delegates from 44 countries attended the congress, many of whom are leaders in their respective specialisms of fish physiology, delivering over 350 oral presentations in 27 symposia and presenting over 190 posters. Colleagues from Schools and Marketing & Communications supported this event, which was taking place in Scotland for only the second time.

Dr Nik Willoughby in the School of Engineering and Physical Sciences has been offered £1.13m by the Scottish Funding Council to develop pilot-scale biological downstream processing facilities to bridge the gap between laboratory research and commercial production of biologically-derived materials. This funding covers £500,000 for laboratory infrastructure investment and £630,000 to equip an analytical laboratory. The new facility will be open to all members of the SFC collaborative Industrial Biotechnology Innovation Centre.

## 2. CAMPUS SERVICES

### Preferred Contractor appointment

Bowmer and Kirkland has been appointed as the preferred contractor to build the National Performance Centre for Sport. Their portfolio of projects includes St George's Park, the English Football Association training facility. We will now work extensively with them to develop the project in readiness for them starting on site in February 2015. They are a highly experienced family firm who have a strong reputation for delivering quality projects.

### Commonwealth Games

A number of Heriot-Watt Sports Scholars and graduates competed at the Glasgow 2014 Commonwealth Games with some excellent performances and results:

### Scholar

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Stephanie Inglis

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Kelly Edwards  
*(Competing for England)*

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Lisa Kearney  
*(Competing for Northern Ireland)*

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Patrick Dawson

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Craig McNally

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Kathryn Johnstone

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James Johnstone

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Colin Gregor

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Lucy Hope

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Craig Benson

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Seonaid McIntosh

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Lee Jones *(Graduate)*

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Michael Jamieson *(Graduate-completed 1 year in Sport Science)*

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<b>Sport</b>	<b>Result</b>
Judo - 57kg	Silver Medal
Judo - 52kg	Silver Medal
Judo -52kg	Bronze Medal
Judo -73kg	4 <sup>th</sup> Place
Swimming - 100m backstroke - 200m backstroke	Finalist - 7 <sup>th</sup> Place Finalist - 5 <sup>th</sup> Place
Swimming - 50m breaststroke - 100m breaststroke	Finalist - 6 <sup>th</sup> Place Semi-finalist
Rugby Sevens	Quarter-finalist
Rugby Sevens	Quarter-finalist
Swimming - 4 x 100m freestyle relay - 4 x 200m freestyle relay - 4 x 100m medley	Finalist - 5 <sup>th</sup> Place Finalist - 5 <sup>th</sup> Place Finalist - 4 <sup>th</sup> Place
Swimming - 100m breaststroke - 4 x 100m medley	Finalist - 4 <sup>th</sup> Place Finalist – 7 <sup>th</sup> Place
Small Bore Rifle - 10m Air Rifle	Qualification – 19 <sup>th</sup> Place
Rugby Sevens	Quarter-finalist
Swimming - 100m breaststroke - 200m breaststroke	Semi-finalist Silver Medal

### 3. MARKETING AND COMMUNICATIONS

#### Events

The Zambian Commonwealth Games Director and delegation visited the University to discuss the upcoming event taking place on Saturday 18 October to celebrate 50 years of Zambian Independence.

#### Media Services

The on-line facility for students to pre-book time slots for their document binding is rapidly growing in popularity. The student bureau service provides dissertation printing, binding and large format poster production, all of which are in high demand at this time of year.

#### University Intranet

The Intranet Policy and Procedures were approved by the Secretary's Board in August. These are now available online at: <http://www.hw.ac.uk/documents/intranet-policy.pdf> Roadshows are being set up for the beginning of October to give an overview of the Intranet to all colleagues. The exact dates of these roadshows will follow via the e-news. All colleagues are encouraged to attend and ask any questions they have about the intranet.

#### 4. FINANCE

The financial year ended on 31 July. The year-end Management Accounts disclosed a surplus for the year of £12.5m, approximately 6.5% of turnover. The General Ledger remains open solely for final accounting adjustments relating to the preparation of the statutory accounts. KPMG will commence their audit in late September: initially at Edinburgh Business School on 22 September, and thereafter for the rest of the University and the other subsidiaries on 29 September. A similar timeline has been set for the audit in Malaysia.

The Oracle Finance system is now live in Malaysia. Although all of the key functionality is yet to be used and the volume of transactions is still low, the system is performing well. In early September there will be a member of the Finance Systems Support team in Malaysia to assist in the first major enrolment. As well as assisting in monitoring the interface between SAS and Oracle, they will undertake Accounts Payable training refresher and pick up on any issues since the initial systems training took place a number of weeks ago.

#### 5. GOVERNANCE AND LEGAL SERVICES

##### Information Governance

Members of the team are currently working with colleagues in Schools and Services on a variety of information governance activities to support University business. These include:

- Working with the Head of Risk and Audit Management, colleagues in Information Services and IT managers in Schools to share best practice on IT security and develop a framework IT systems management policy
- Working with Information Services and the Head of Risk and Audit Management to complete a risk and privacy impact assessment to inform a decision to adopt MS Office 365 for staff email
- Development of new webpages to enhance the FOI publication Scheme as a portal to the information the University needs to publish to comply with Freedom of Information law and the Scottish Code of Good HE Governance; this is supported by new guidance for colleagues on external publication requirements
- Contribution of data security briefing to iHR management training
- Preparatory work towards a mobile working policy
- For further information contact Ann Jones, Head of Heritage and Information Governance:  
[a.e.jones@hw.ac.uk](mailto:a.e.jones@hw.ac.uk)

##### Annual Statistics Report

The Annual Statistics Report for 2013/14 is now available online. This can be found at: [http://www.hw.ac.uk/documents/annual\\_statistics.pdf](http://www.hw.ac.uk/documents/annual_statistics.pdf)

#### 6. HUMAN RESOURCE DEVELOPMENT

##### iHR

Phase 1 of iHR is planned to go live for HR and local administrators in late September, with self-service enabled for all colleagues and managers in late October. Self-service briefing sessions have begun across all Schools and Services. Dates, times and venues are being arranged with each School and Professional Service area. Colleagues have been invited to attend a one hour optional briefing session with managers invited to a one and a half hour briefing session. More information is available via the iHR SharePoint site: [https://intranet.hw.ac.uk/ps/hrd/i\\_HR/Pages/default.aspx](https://intranet.hw.ac.uk/ps/hrd/i_HR/Pages/default.aspx)

##### First 100 Days – online toolkit for Managers

Organisational Development has developed a new online toolkit entitled “The First 100 Days – a Toolkit for Managers” that will help managers through their first 100 days in their role. The toolkit covers what it is like to work at Heriot-Watt, and an introduction to the Higher Education sector if this is new to managers. It also describes the role of the people manager at Heriot-Watt and provides tips on ways to develop management skills. It can be accessed at: <https://intranet.hw.ac.uk/ps/hrd/od/first100/Pages/default.aspx>

## 7. INFORMATION SERVICES (IS)

Information Services have commissioned the new networks, telephones and servers for the new Heriot-Watt University Malaysia campus, which is now up and running in readiness for September entrants.

Student facilities in the Edinburgh Campus library have been enhanced for 2014-15, including group and single study rooms, a new service desk and several group-work pods. The library will be open 24x7 throughout Semester 1 and 2 this year, on a trial basis.

Staff email facilities are to be progressively upgraded by migration to Microsoft Office 365, a cloud-based system supported 24x7, which all our students have used for the past year.

## 8. REGISTRY SERVICES

### Careers Service

The Careers Service has purchased a global careers database "Going Global" which provides detailed country-by-country careers information and job opportunities, and should prove very useful both to students in the UK looking to work overseas and Independent Distance Learning (IDL), Approved Learning Partner (ALP) Heriot-Watt University Malaysia and Heriot-Watt University Dubai students. It can be viewed at: <http://www1.hw.ac.uk/careers/global.php>

### Student Service Centre

The Student Service Centre is preparing for the main enrolment event and staff are undergoing refresher visa training.

The Western Union bank to bank payment transfers facility has been launched. Work is ongoing regarding back office reconciliations.

### Student Support & Accommodation

The University student webpages were updated. The new pages have a themed approach, for example "Manage your Studies", "Your Money" and "Your Career", and staff content has been separated out. The pages went live for early September in time for returning students. These can be seen at: [www.hw.ac.uk/students](http://www.hw.ac.uk/students)

### Student Systems Unit (SSU)

The Application Review Centre (ARC) system was used for the main SQA and A' Level confirmation process for the first time, with great success. Admissions has reported a much faster turnaround time this year.

The SSU continues to work with colleagues in Edinburgh and Malaysia to ensure the co-ordination of student systems developments for Heriot-Watt University Malaysia.

Student attendance tracking for Malaysia has been released enabling Heriot-Watt University Malaysia to meet its local statutory obligations.

### Academic Registry

Online enrolment opened for all students (at all campuses, ALPs, IDLs) on 7 August. As at 18 August, ~3,000 continuing students had successfully completed online enrolment. Early enrolment took place at the Dubai Campus on 5 August

Higher Education Statistics Agency (HESA) submission systems are open and work continues on the student returns. This is the first year the University will return additional protected characteristics data to HESA. There is also a new requirement to return more detail on student placements and exchanges. Business processes for this are being developed for future years to maintain more data on student mobility in SAS.

The University has received early notice of a major review of the HESA student record, the first since the changes implemented for 2007/08. This is likely to have a significant impact on reporting and development.

### Quality Assurance

Mapping exercises have been undertaken between the Code of Practice for the Management of Multi-Location, Multi-Mode Programmes and quality assurance processes, and where necessary revisions to various quality assurance processes will be made. As part of the institution-wide mapping activity, each section within the Registry Services Directorate has undertaken, and submitted a written report on, a mapping of their provision for all students of Heriot-Watt to the expectations and principles within the Multi Code.

The University submitted the information set of documents with regard to the Transnational Educational Review of the West Indies in 2014/15 to the Quality Assurance Agency for Higher Education (QAA). The QAA will visit the Edinburgh Campus on 17 September 2014.

### Quality Enhancement

More than 30 responses were submitted as part of the consultation on the draft ELIR Reflective Analysis consultation; the next draft is currently being produced for further consultation.

At the April meeting of the Learning and Teaching Administrators Forum, a number of revisions were agreed to the University's Policy on Special Circumstances in relation to Assessment. The Policy has now been revised and re-named 'Policy on Mitigating Circumstances in relation to Assessment'. The revised policy and application form was approved by the Quality and Standards Committee in July 2014 and will come into effect at the start of the 2014/15 session.

The University's new Academic Mentoring Policy and Guidelines, produced by Student Support and Accommodation, were approved by the Student Learning Experience Committee in July for implementation at the start of the 2014/15 session.

All Academic Policies are available from the Academic Policy Bank at: <http://www1.hw.ac.uk/committees/ltb/ltb-policies.htm>

### Malaysia Campus

**2013/14 programmes:** Full accreditation documentation for five programmes has been submitted to the Malaysian Qualifications Agency (MQA). It is expected that the MQA will conduct programme accreditation visits to Heriot-Watt University Malaysia in October/November 2014, prior to gaining full accreditation. Academic Reviews (Malaysia) have taken place for another two programmes, with the Heriot-Watt University Malaysia Foundation programme review expected to take place in late September 2014.

**2014/15 programmes:** Approval has been received from the Engineering and Accreditation Council (EAC) and the Malaysian Qualifications Agency (MQA) for the MEng Chemical, Mechanical and Petroleum Engineering programmes. Ministry of Education (MOE) approval is expected in September 2014. The MA Business and Finance programme has been rescheduled for delivery in September 2015/16 due to low student numbers and delays in approval by the MQA/MOE.

### Student Union

Preparations were completed for Freshers' week, with 120 Freshers' helpers on duty to make sure Freshers settle in well. The electronic planner and online programme is now live and students are able to download a personalised itinerary which includes social and academic events to their phone or tablet.

The Union also hosted the National Union of Students (NUS) Scotland Gathering on 14 and 15 August, bringing together student officers and staff from Student Unions across Scotland to network, attend debates and workshops.

## 9. RESEARCH AND ENTERPRISE SERVICES (RES)

By the end of July 2014, 22 new awards (for £1.4m) have been made amounting to a total of £28.7m of new funding; this is the total awards for 2013 – 2014.

During Annual Year 2013/14, the Technology Transfer Office concluded 52 new license deals with external partners bringing ~£175,000 of income to the University; with eight license deals signed during August for 2014/15, Heriot-Watt has secured >200 license deals in the last four academic years.

37 company projects have been secured for Engineering design undergraduates by the Enterprise Services Team.

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)