

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

Mr Mike Bates,
Director of Student Recruitment

Ms Philippa Burrell,
Director of Administration (EGIS)

Ms Sue Collier,
Director of Governance and Legal Services

Mr Darren Cunningham,
Director of Administration (MACS)

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 & Interim Director of RES

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

Mr Paul Travill,
Academic Registrar Designate

Ms Sheelagh Wallace,
Director of Administration and Registrar
(Dubai)

Ms Vivienne White,
Director of Administration (TEX)

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

Welcome to the December 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.

This month includes a special section for iHR – self-service. We hope you find this interesting and useful.

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 have been involved in preparing for the December diet of examinations. The roll-out of the time-zones policy has resulted in an increase in the number of examination papers to be produced. During the examination period in December administrative staff in student-facing offices are required to work flexibly to support the extended working day.

SML is exploring, with colleagues in Campus Services, the feasibility of co-locating administrative teams into more coherent groupings. This will be based on the repurposing of existing space in the Mary Burton Building.

EPS and MACS have appointed a design team for the new £2m Centre for Robotics to be located in, or close to, the Earl Mountbatten Building. Feasibility studies will take place once all stakeholder requirements have been assessed.

EPS is looking to relocate and renovate the School Store in the Perkin Building to accommodate the arrival of a new professor in Material Chemistry.

Professor Robert MacIntosh, Head of the School of Management and Languages, delivered his inaugural lecture entitled 'Strategy: How to play the game' on Wednesday 10 December in the Postgraduate Centre auditorium, Edinburgh Campus.

2. CAMPUS SERVICES

A range of five Projects is being undertaken at various stages of development including laboratory, engineering, workspace, and teaching space:

Development of Robotics Laboratory and Workshop - School Engineering and Physical Sciences

As referred to in the School update, this project comprises extension and alterations to existing workshop and laboratories in the Earl Mountbatten Building to form a bespoke robotics facility.

FlexBIO Facility for IBioIC - School of Engineering and Physical Sciences

This project comprises the refurbishment and alteration to existing workshop and laboratories in the John Coulson Building to form a bioprocessing research facility.

Extension of Clean Room Facilities, David Brewster Building - School of Engineering and Physical Sciences

The scope of works comprises the extension and refurbishment of clean room facilities to provide a modern and centrally timetabled clean room facility.

Refurbishment of Laboratories, David Brewster Building - School of Engineering and Physical Sciences

The scope of works comprises the refurbishment of laboratories to facilitate decant of teaching laboratories to allow extension of a new clean facility.

Alterations, ICIT, Orkney Campus for Head of School of Life Sciences /Director of Campus Services

The project team is now managing approved upgrading and refurbishment works which comprises room alterations and upgrading, furniture fittings and equipment, IT infrastructure and IT/AV equipment.

3. GOVERNANCE AND LEGAL SERVICES

Project Support Office

A schedule of meetings was arranged to advise Deputy Principals, Directors of Administration and Directors of Professional Services of the new access arrangements for the Project Register. These were well received and all Secretary's Board members now have access to their own register in SharePoint to review and update their projects. Updates and amendments can now be made at any time by the Project Sponsor. The Project Support Office (PSO) can also give access to the Project Manager for each project on request from the Project Sponsor.

This new facility provides real-time access to project management information for University governance bodies and senior managers based on the information provided by Project Sponsors and Project Managers.

Following a suggestion made by a user of the new system, a 'Closed' worksheet has now been added to the project registers. Each register now has a 'Projects' worksheet to record live projects, a 'Proposals Pipeline' worksheet and also a 'Closed Projects' worksheet. This ensures that the full project lifecycle can be recorded and no information is lost on completion of a project. As suggested by another user this allows the success of projects to be recorded and the benefits, some which may only accrue sometime after the formal closure of a project, to be recorded and monitored.

As initiatives are approved and move from Proposal to Project to Closed the Heriot-Watt Project Management Methodology and toolkits are available at all stages. For assistance and guidance on the correct elements of the methodology to apply and how best to utilise these please contact the PSO at ps@hw.ac.uk

4. HUMAN RESOURCE DEVELOPMENT

Performance and Development Reviews

The Combined Joint Negotiating & Consultative Committee has recently agreed some minor changes to the PDR process for 2015. While conversations should have been taking place all year, the final meetings and paperwork will be due in early 2015. A simplified form and changes to the way ratings are recorded should make the process easier for all colleagues. Now is a good time to be reviewing progress against your objectives agreed at the start of 2014 in preparation, and looking at development opportunities for 2015.

Development Opportunities

At Heriot-Watt we are committed to enabling all our colleagues to be the best they can be. Organisational Development and other departments provide high quality training, management, leadership and skill development programmes. Please check the website for details, and note that Organisational Development courses are scheduled according to demand. If you would like to attend a course that is not currently scheduled please contact organisational.development@hw.ac.uk

More information can be found at <https://intranet.hw.ac.uk/ps/hrd/Pages/Development-Calendar.aspx>

Academic Leadership and Development (ALD) Opportunities:

ALD continue to support Learning and Teaching and Research Intensification through the success of its various, high quality programmes for the academic community, including Research Futures, LEADS, PG CAP, Heriot-Watt Engage, Scottish Crucible, Heriot-Watt Crucible and Heriot-Watt Exchange, and more recently:

- Academic Publishing Symposium: <http://www.hw.ac.uk/news-events/news/staff/ald-hosts-academic-publishing-symposium--19424.htm>
- Supporting a number of Enhancement Theme projects addressing 'Student Transitions' projects. More information can be found at <http://www.hw.ac.uk/research/ald.htm>

Industrial Action Short of Strike

UCU balloted for industrial action and action short of a strike in response to the proposed approach to changes to the benefit structure of USS. Although the members agreed to action, this has now been suspended until January. Heriot-Watt will continue to ensure that appropriate measures have been taken to minimise the impact that the industrial action may have on students and work with the sector and the Students Union to find the right path.

5. INFORMATION SERVICES (IS)

Information Services underwent an Academic-Related Review in November. The review panel expressed:

- Confidence in Information Services' ability to provide an academic service that effectively contributes towards a high quality student learning experience
- Confidence in the management of development plans and the likelihood that they will achieve academic-related objectives as set out in the Information Services' strategic plan

Services and facilities are very busy; September footfall at the Edinburgh library was 61,436, a daily average of 2,427, with 3,332 enquiries and help requests processed by Customer Services.

6. MARKETING AND COMMUNICATIONS

Events

Following the opening of the NERC Centre for Doctoral Training (CDT) in Oil and Gas on 29 October, the Secretary of State for Scotland, Alistair Carmichael visited the centre on 10 November.

The former First Minister, Alex Salmond, and Lord Smith of Kelvin, Chairman of Glasgow 2014 Commonwealth Games, visited the sportscotland Institute of Sport (East), Centre for Sport and Exercise on 6 November.

A monument to the Scottish Government's continued commitment to having no higher education tuition fees was unveiled by the former First Minister Alex Salmond at the Edinburgh Campus on 18 November.

Development and Alumni

Work with the Moffat Scholarship is coming to fruition, with £50,000 of funding received, in order to support a PhD student in the School of Management and Languages. This funding, along with other funding secured recently from Baillie Gifford towards PhD research in the School of Engineering and Physical Sciences and other support, brings the total pledges over the past six months to over £600,000.

Development and Alumni have held a number of Schlumberger Scholarship Information Sessions for students. These are to encourage women currently studying in their third year or above in an engineering course to apply for funding worth up to £1,750 per year.

Director of Music

Excelsior per Cantum, the University Chamber Choir, was invited to perform at the Edinburgh Universities Remembrance Service at the Playfair Library on Sunday 9 November, representing all the universities.

7. REGISTRY SERVICES

Student Support & Accommodation

The Student Induction and Transition Office worked with Schools and other Professional Services to implement an enhanced model for new student induction in 2014. The Student Learning Experience Committee has now approved enhanced proposals for 2015, recognising that effective induction and transition programmes are key factors in student retention.

The Counselling and Support Service has extended its group work programme and begun operating a support group for students with social anxiety.

Student Systems Unit

The first phase of the multi-campus data protection has been released. This is the framework which enables Heriot-Watt to restrict colleagues to the student and applicant data appropriate to their campus jurisdiction. This is an important milestone in the reduction of risk related to breaches of data protection legislation.

Quality Enhancement

The University has now submitted to QAA Scotland its Enhancement-Led Institutional Review (ELIR) Reflective Analysis, Case Study and Briefing Papers.

Guidelines have been issued to Schools on Sharing External Examiner Reports with Students

Exchange

Following the British Council's announcement to significantly reduce Erasmus+ Programme grant levels for 2014-15, a paper produced by the Academic Registrar and Exchange Office was communicated to all Schools summarising the issues and options available to minimise possible shortfalls to impacted students. The funding strategy agreed involved utilising all funds permissible from pre-Erasmus+ funding received by the University and applying maximum virement rules permitted by the EC. This provided sufficient monies for all eligible outgoing students to be funded with the Erasmus grant for at least eight months of their placement period. The University also agreed to underwrite the funds to pay students due to the delay in the grant being forwarded by the British Council to HEIs. Unfortunately the utilisation of all funds to meet outgoing student mobility means that no funding can be available through the 2014-15 Erasmus+ programme for student work placements and staff mobility. The Exchange Office has provided feedback to Universities Scotland and British Council on this issue. The British Council responded highlighting the classification used to determine reduction sizes of Erasmus grant per institution and reasons for delays of the reduction announcement and grant receipt. The Academic Registrar has requested further analysis of the classification from the British Council.

West London College: Quality Assurance and Compliance

A replacement appointment has now been appointed to the WLC-HWU post of Quality Assurance and Compliance Officer. The new postholder will take up position on

17 December 2014. An induction visit will be held at the Edinburgh Campus in early January 2015.

Careers Service

A successful engineering fair was held with 44 employers attending and around 800 students. The service launched a new employer networking dinner for engineering students with oil and gas employers. This attracted 54 students and eight employers, who found the evening very useful and enjoyable.

The current round of recruitment for the Careers Mentoring Programme is underway and is attracting good numbers of industry-based mentors and student mentees.

Student Union

A Working Group consisting of Trustees, Student Officers, Union staff and NUS representatives has been preparing a new set of democratic structures over a number of months. The new Bye Laws were passed by the Executive Committee in November and they introduce a raft of changes to the way the Student Union engage students in democratic processes. The roles of the Sabbatical Officers have also changed as follows:

- President – this is now a fixed remit of Academic and Internationalisation
- Vice-President Community – this is now a fixed remit of student activities and events
- Vice-President SBC – this is unchanged from the existing role
- Vice-President Support and Diversity – this is a NEW role

The processes relating to student engagement come into force immediately. The changes to Sabbatical Officer roles will come into effect from 1 June 2015.

The Student Union hosted its second Puppy Room on Wednesday 18 November. The event was incredibly successful with all slots being booked up in record time. The Puppy Room is part of the Union's Exam Stress campaign. Exam Stress Packs were issued in December.

8. RESEARCH AND ENTERPRISE SERVICES (RES)

23 new awards have been made amounting to a total of £ 2.7m new funding. The year-to-date figures are now 50 awards for £6.6m total.

Statoil, BP, ConocoPhillips, OMV, Total and E.On joined the NERC Centre for Doctoral Training (CDT) in Oil and Gas as industrial sponsors of the Training Academy, committing a total of £960k (John Underhill, Institute of Petroleum Engineering).

Knowledge Transfer Partnership agreement with Tritech International Ltd (Dr Keith Brown, School of Engineering and Physical Sciences, £137k).

Heriot-Watt spinout pipeline is growing with four opportunities in development. The University has secured funding from Scottish Enterprise High Growth Spinout Program for Horizon Proteins (Dr Nik Willoughby, Institute of Biological Chemistry, Biophysics and Bioengineering). A second project is being subject to final contract negotiation (total value to Heriot-Watt >£1.1m). These will enable formation of two new companies from Engineering and Physical Sciences in 2015/16. Terms were agreed with Strathclyde University enabling spinout of Mironid Ltd who will commercialise the outcome of a Scottish Enterprise program in drug discovery (Professor Dave Adams, Chemistry).

9. STUDENT RECRUITMENT

Customer Relationship Management (CRM) system

Following the April launch of the Customer Relationship Management (CRM) system, a team of School and Professional Service staff has been further developing the system for enquirers and applicants to the University. Over 34,300 contacts are now registered on the system. Prospective students now receive digital communications from the University with information on degree programmes, student life, accommodation and other key aspects of the University.

Work has been on-going through the Autumn to further develop post-application communications to prospective students and ensure that full use is being made of the CRM system across the University.

Open Days 2014

The Autumn programme of Open Days at the Edinburgh and Scottish Borders campuses has concluded. Over 4,300 visitors attended the Open Days and initial feedback has been very positive. A full evaluation of the Open Days through visitor feedback is being conducted and will be reported through the Secretary's Board. The Student Recruitment Service would like to thank colleagues across the University for their support in making these important events a success.

Postgraduate Recruitment Review Workshop

A workshop was held on Monday 17 November and attended by around 20 colleagues from Schools, Student Recruitment and Marketing & Communications. The workshop focused on challenges to successful postgraduate recruitment and proposed solutions for 2015 entry. Issues discussed included the current challenges of the UK Postgraduate market, development of Pre-Masters Programme, Application Turnaround times, UK Visa Restrictions and Scholarship provision. A report on the workshop, including issues for further consideration, has been submitted to the Secretary's Board.

iHR – self-service is now live for all colleagues

The iHR Project Team is delighted to confirm that iHR self-service went live for all colleagues in November.

What's in it for me?

Self-service enables us all to validate, view and update our own personal information. For the first time we can see information held about us and update it instantly.

In addition iHR is now the official annual leave recording system and from the end of November you should request annual leave through iHR and your request will then be forwarded to your manager for approval. iHR is also the official system for recording sickness absence and other types of leave (paid and unpaid). This should remove a number of forms, paper-based systems, wall planners etc.

The Absence Calendar enables you and your colleagues to share when you will be away from work (but without breaching any confidential information such as the reason you are away).

What's the reason the University decided to invest in a new HR system?

The University has a number of business systems holding people information. iHR joins up those systems providing a single point of truth for people information. Through interfaces, iHR passes data to the payroll provider and the University's IT systems, ensuring one source of personal information for all employees.

What are people saying about iHR?

It's too soon to be able to gauge any long-term impact. However here are a few comments already received:

An employee said:

"It was very easy to make the change [to my personal details]."

An academic head said:

"I've been able to approve annual leave by email. It all seems really straightforward."

Mark Adderley, HRD Director said,

"I'm very excited that we've been able to implement iHR, a long awaited system improvement and a key pillar of the HRD Strategy, to provide an excellent level of basic HR services across all our campuses, with better processes, data and information that underpins the University strategies."



Where to get Help!

If you have a query about iHR, please contact your line manager in the first instance.

He/she may need to authorise your request or may be able to answer your query before contacting anyone else.

You can login to iHR via the iHR intranet site, it also contains lots of information which will continue to be updated regularly so please keep visiting.

If you cannot find resolution to your query through the above routes, please email ITHelp@hw.ac.uk

How to access iHR

If you haven't already logged in to iHR there are a number of ways you can access iHR:

- Use the new 'Access and Help iHR' link to iHR from the Staff intranet Homepage- next to the links to Vision and People Finder (on the right hand column) or click here https://intranet.hw.ac.uk/ps/hrd/i_HR/Pages/default.aspx

- Navigate directly to the iHR intranet through Home>Professional Services>Human Resource Development>iHR

- Use the iHR desktop icon (available on most desktops)

The iHR project team will be moving to Phase 2 in the New Year, which is to implement an online Recruitment tool for both internal and external applicants. Watch out for more information next year.

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