

Secretary's Board Bulletin

The School and Professional Service representatives of the Board are:

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Mr Mark Adderley,
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Mr Mike Bates,
Director of Student Recruitment

Ms Philippa Burrell,
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Ms Sue Collier,
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Mr Darren Cunningham,
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Ms Morag Heggie,
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Mr Paul Travill,
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Ms Vivienne White,
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Ms Janice Yew,
Chief Operating Officer and Registrar
(Malaysia)

Welcome to the March 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

UCAS applications are generally up on last year and Schools are busy issuing weekly conversion email communications which in some cases include details of secondary offers.

In February and early March the Schools organised the March Applicant Visit Days. Planning for the April MACS Malaysia Applicant Visit Day will also commence shortly.

The Schools were well represented at the Postgraduate Open Day event held in the Postgraduate Centre in early February. The event was attended by an impressive number of potential applicants from home and overseas markets. It is hoped that the numerous attendees of this event will translate into PG student enrolments for the next academic year.

The web based presence of MACS has been enhanced by a 'Why Study at Heriot-Watt' feature page for each discipline and social media presence of the School has now surpassed a significant milestone having 500+ followers on Facebook and Twitter.

The School has launched a year-long prospect marketing campaign targeted at the recruitment of international students. All Schools are about to update the PG prospectus for 2016-17.

MACS is focusing on Research Impact & Public Engagement planning for events and collation of information/data. It is hoped that the School can use these ideas in relation to how information is collected and stored regarding possible impact case studies for REF 2020.

The work of Self-Assessment Teams is continuing to secure the Athena Swan Bronze Award and MACS are on track to submit by April 2015.

The Languages and Intercultural Studies department in SML is hosting its annual Multilingual Debate on 25 March 2015, in JWC1. The event is an opportunity for the School's honours-level and postgraduate students to apply their simultaneous translating and interpreting skills in a conference environment. It is also an excellent opportunity to showcase the School's work in the area of languages to an invited audience of secondary school pupils from across Scotland and the north of England. There are two debates. The morning session is on the motion "this House believes that expressing humour is a fundamental right in a democratic society". The afternoon session will debate the motion "this House believes that the rise of the machine will end the era of the linguist."

Upcoming events that have been promoted to PhD students include Research Futures Student Workshops, Business Boot Camp, and 'Get Innovating', and colleagues have been encouraged to attend events such as Funding Fundamentals 1 and Publishing your Research, as well as to submit bids for the Principal's Public Engagement Prize by the early May deadline.

2. CAMPUS SERVICES

National Performance Centre for Sport

We are delighted to announce that the building contract for the National Performance Centre for Sport (NPCS) was signed in early March 2015. Work on this world-class sports facility will commence on Monday 13 April 2015 with some pre-site works noticeable prior to that. The NPCS will be home to Scotland's National teams in Football, Rugby, Basketball, Volleyball, Handball and Squash as well as providing exceptional facilities for students, staff and the community. The signing of the building contract has been a major milestone for the project which will open in late summer 2016.

The Campus Services team are currently liaising with Marketing and Communications to inform colleagues and students about the closure of Car Park C by Monday 13 April. The next planned communications activities include a leaflet to be handed out to those currently using Car Park C, informing them of alternative parking, and updated 'Parking on Edinburgh Campus' webpages. A new map is also being produced by Media Services. The leaflet and the car park map can be found at <http://www.hw.ac.uk/documents/car-parking-edinburgh.pdf>

Cameron Smail Library

The initial alterations have been successful and during January we undertook additional improvement works by installing alternative ventilation grilles in the small single study rooms to reduce noise and replaced the pneumatic plant controls in Phase 2 of the Library building with additional Temperature/CO₂ sensors on each floor, with controls integrated to the Building Energy Management System for the building. Work continues to commission and adjust the controls appropriately.

3. DEVELOPMENT & ALUMNI RELATIONS OFFICE (DAO)

The Lyell Centre received a further boost to its funding with a £250,000 donation from the Garfield Weston Foundation, in an application led by DAO. This support marks Heriot-Watt's first collaboration with the Foundation, and brings the philanthropic total raised to date for the Lyell Centre building up to £520,000.

In Aberdeen on the 24 February, we welcomed honorary graduate and Formula 1 legend Ross Brawn on stage with Heriot-Watt graduate and CEO of Wood Group plc, Bob Keiller. In front of an audience of graduates at the Wood Group offices, their conversation focused on Ross' time with F1, and some of the similarities and differences between the motorsport and oil industries.

Current students have just completed the annual telethon campaign when we phone our graduates. Pledges and mailed donations are still being counted, with an estimated amount of around £133,000 expected. These small, regular donations from alumni help form the Annual Fund, which supports bursaries and the Small Grants Programme, and supports student-led projects. More details on the Small Grants Programme can be found at

<http://www.hw.ac.uk/news/staff/annual-fund-call-applications-20847.htm>

4. GOVERNANCE AND LEGAL SERVICES

Information Governance Toolkit

Two new resources for managers and users of information are now available on the Heritage and Information Governance Intranet site in pilot form.

<https://intranet.hw.ac.uk/ps/gls/heritage/InformationGovernance/Pages/default.aspx>

The Heritage and Information Governance team would welcome feedback on the guides and suggestions of additional topics for inclusion. The guides will be formally launched to the University community later in 2015.

The Information Governance toolkit: **Managing my information, a handy toolkit** is one of the cornerstones of the information governance programme.

Taking an information lifecycle approach, the guide aims to empower users to find the answers to frequently asked questions about managing information by providing links to relevant policy, procedures and guidance.

What information needs to be protected and how to do it uses a HIGH (red), MEDIUM (amber) and LOW (green) rating to identify confidential information and vital records based on the level of harm that would result if this information was lost, stolen or accidentally disclosed to others. All members of the University community need to know what steps we each need to take to:

- Protect confidential information
- Communicate it safely
- Retain information only as long as needed by the University
- Destroy it securely when no longer needed

For more information please contact Ann Jones, Head of Heritage and Information Governance:
a.e.jones@hw.ac.uk
+44 (0)131 451 3219

5. HUMAN RESOURCE DEVELOPMENT

Performance Development Review (PDR)

Progress with 2015 PDR meetings, as at mid-February, is a bit slower than this time last year but the first to be collected using the new iHR system. Feedback suggests that the new form is well received, and meetings are being held. However, data is not being input into iHR. Reviewers are strongly encouraged to ensure PDR meetings are recorded in the system.

HR Excellence in Research

Heriot-Watt is amongst the first 10 UK universities to successfully retain their HR Excellence in Research awards from the European Commission. An external review has once again recognised Heriot-Watt's commitment to research excellence through the extensive support we have in place for our research community. The award recognises the positive actions undertaken to enhance the career development of researchers through implementation of the principles of the UK Concordat to support the development of researchers. More details can be found at

<http://www.hw.ac.uk/news/heriot-watt-university-retains-hr-excellence-20572.htm>

HRD new structure

To coincide with the implementation of iHR, the HRD team has also undergone a restructuring to ensure a stronger, more expert and modern HRD service for all colleagues. These changes may mean that your previous HRD contacts have changed – so please have a look at our HRD Intranet pages to find out who to contact for any of your HRD requirements

<https://intranet.hw.ac.uk/ps/hrd/Pages/Who's-Who-in-HRD-.aspx>

6. INFORMATION SERVICES

The Quality and Standards Committee approved the report and action plan following the Academic Related Review of Information Services in November 2014.

As recommended in the Academic Related Review, we are working with Marketing and Communications on a communication strategy to support the promotion of our services.

Information Services staff have visited the Orkney Campus to install a completely new information and communications infrastructure, comparable in specification with that we recently installed at Heriot-Watt University Malaysia Campus.

Audio Visual Services are planning upgrades of teaching technology in several key theatres on the Edinburgh and Scottish Borders Campuses this coming summer.

7. MARKETING AND COMMUNICATIONS

General

The Marketing, Communications and Media Services teams contributed to the success of the official opening of the Malaysia Campus which took place on Thursday 12 February.

The new campus building was officially opened by Her Excellency Vicki Treadell CMG MVO, British High Commissioner to Malaysia, and Dato' Seri Idris Jusoh, Minister of Education II in the Malaysian Government, accompanied by Principal Professor Steve Chapman and Professor Bob Craik, Chief Executive Officer Heriot-Watt University Malaysia. The opening of the Heriot-Watt University campus in Putrajaya is a key milestone in the University's international strategy and will support Malaysia's efforts in becoming an education hub in the region.

Marketing and communications plans are being delivered for Postgraduate recruitment, the National Student Survey, the National Performance Centre for Sport and The Lyell Centre.

Communications

Network, the magazine for colleagues, is now available to view online

<http://www1.hw.ac.uk/ppr/docs/network-spring-2015.pdf>

Changes to its design and content have been made in response to your feedback in the last internal communications survey. If you would like to contribute or provide feedback please email news@hw.ac.uk

Marketing

As well as the current improvements to the Malaysia and Dubai webpages and further developments and enhancements to student webpages, development work for a major project to support the delivery of a new externally focussed digital strategy for the University has started. The project will involve:

- A review of our online presence with potential students and other stakeholders
- Maximising use of online channels and digital innovations into our marketing and communication activities
- Management and measurement of our digital communication channels

Media Services

Work is underway for the next suite of publications including postgraduate brochures and international prospectuses for Dubai, Malaysia and China. A range of promotional materials are being produced for the 2015 Undergraduate Open Days.

Director of Music

The Principal's leaving concert held in honour of Professor Steve Chapman on 26 February featured musical performances by Dr Steve King and the Heriot-Watt Choir and Orchestra, playing Handel's Zadok The Priest, The Keel Row, a Tyneside traditional song, and a choral selection from Gershwin's Porgy and Bess.

8. REGISTRY SERVICES

Office Moves

- Academic Registrar has moved from George Heriot Wing to James Watt room G21
- Student Systems Unit has moved from Lord Balerno Building to James Watt rooms G19/20
- The Admissions Office has moved from James Watt to Lord Balerno Building room G08

Telephone numbers for all staff remain the same.

International Student Re-enrolment

The Student Service Centre completed the re-enrolment of students with Tier 4 visas. 1,565 students have been to the Centre during the month of January and the first week of February. Enrolment was also completed for School of Management & Languages (SML) English Foundation Programme and the REPSOL Spain exchange programme.

Overall, 15% of the expected students failed to turn up for the event and this has been reported to the relevant Schools for action, prior to reporting to UKVI. Take up was as follows:

SLS	85%
EPS	82%
SML	87%
EGIS (SBE)	84%
EGIS (IPE)	78%
MACS	86%
TEX	98%
Orkney	100%

New arrangements for student visa issues are likely to be imposed by the Home Office for 2015/16 students. This is still subject to change but will be reported in due course.

ELIR

The Part 1 of the Enhancement-Led Institutional Review (ELIR) visit took place in January. The ELIR team commented positively on how staff and students engaged with the review. The Part 2 visit took place from Monday 16 March to Friday 20 March, and focused on the following themes:

- Implementation of Strategy
- Collaborative Provision
- Academic Management Structures
- Internationalisation
- Graduate Attributes/Employability
- Postgraduate Research Student Experience
- Independent Distance Learners
- Student Learning Experience

Student Exchange

Preparation for the annual Information Sessions for the 2015-16 cohort of outgoing exchange students is being developed. The provisional date of sessions is 1 April 2015.

A change to the Inter Campus Transfers process is being developed. Students wanting to apply to transfer from the UK to Dubai or Malaysia campuses will apply via the Student Support Centre. Applications should be made as soon as possible rather than leaving it to the previous submission date in May. Provisional confirmation will be given to students of the decision, so they can begin to plan. Information Sessions involving staff from Dubai and Malaysia will be arranged.

Academic Registry

Disciplinary and appeals

- A number of additional Disciplinary Committees have been arranged to review the backlog of disciplinary cases. The focus over the next month will be to clear the backlog of appeals and disciplinary cases
- The Student Conduct Officer will be arranging introduction meetings with appropriate members of staff, reviewing the recording and management of cases and working with colleagues within Quality Enhancement to review how the disciplinary process is communicated to students and what measures can be introduced to improve on it

Course Feedback Survey

- Semester 2 version of the Course Feedback Survey on VISION will launch on 16 March and remain open until 10 April 2015

Quality Enhancement

The enhancement aspect of the Academic Review process is currently being re-designed. Schools will be invited to focus on an area within their School Learning and Teaching Strategy/Enhancement Plan which contributes to the implementation of the University Learning and Teaching Strategy. As part of this, a briefing session on self-evaluation within Academic Registry will be arranged.

Admissions

The Admissions Office continues to support Schools in processing PGT offers and also in returning UG offers to UCAS. To date 40% of decisions have been returned to UCAS, which is well ahead of the number returned (32%) at the same time last year.

Careers Service

Three successful events were held:

- An Insight Day for School of Life Sciences (SLS) students, where separate programmes for Biology and Psychology students enabled them to find out about career options from a series of experts
- A General Fair for finalists, featuring a range of employers from a variety of different industries. This was a new venture but proved a great success with around 550 students attending
- A Fashion and Textiles Fair was held at the Scottish Borders Campus, which attracted 17 organisations and around 180 students

Student Support & Accommodation

The Counselling Service provided a Mental Health Awareness for Staff workshop during 'Wellbeing Week' which took place between 11 and 15 February. Following a good response to the workshop, there are plans to offer a series of sessions for Security and Sports Centre staff.

Student Union

Student elections took place over February and March. Congratulations to the new student officers for 2015/16 who will take up posts on 1 June 2015. Results of the elections can be found at <http://www.hwunion.com/elections/results>

The Student Union President, CEO and Engagement Manager have conducted a study of the representative structures in Dubai. The current representative structure is not functioning as well as expected and the Student Union were asked to review processes and recommend solutions. A briefing paper will be produced shortly.

Learning and Teaching Oscars nominations are open and nominations are flooding in. This year students can nominate their lecturers and support staff online as well as through the normal paper forms. Nominations closed on 13 March and the awards ceremony will take place on 13 May.

9. RESEARCH AND ENTERPRISE SERVICES

16 new awards have been made amounting to a total of £3.9m new funding. The year-to-date figures are now 130 awards for £19.7m total.

Collaboration Agreement with University of Edinburgh for the Centre for Doctoral Training in Robotics and Autonomous Systems (Professor David Lane, School of Engineering and Physical Sciences, £6m).

Licensing & KE Activity – 38 new licenses signed in this academic year returning ~£100K income to Heriot-Watt to date.

Converge Challenge 2015 launched on 26 February and the RES team is supporting Heriot-Watt staff in preparing applications.

10. STUDENT RECRUITMENT

Applications Update

Undergraduate

As of mid-February, overall UCAS applications are up by +4% on the same point last year. There has been growth of +5% for Rest of UK and +10% for international (non-EU) applications. At this stage in the 2014 entry cycle, 93% of overall applications had been received.

Postgraduate Taught

The first detailed PGT applications report for September 2015 entry shows that applications have increased by +26% on the corresponding point in the 2014 cycle. There has also been an increase of +33% in offers made to applicants and +35% in Unconditional Acceptances and +52% in Conditional Acceptances.

UK Recruitment

Conversion Events

Conversion events are being held throughout March and April to allow applicants the opportunity to find out more about the University. Recent off-campus events have been well attended throughout England and Northern Ireland and new events aimed at wider access applicants are being held. A series of on-campus Applicant Visit Days started on 13 March.

Postgraduate Recruitment

An enhanced programme of Postgraduate recruitment and conversion activities is being pursued through the spring. The Postgraduate Open Day on 4 February attracted

over 100 prospective students, around double the number attending the corresponding event in 2014. Around 25 prospective students participated in a Virtual Open Day that ran concurrently. Conversion activities focusing on scholarship provision, application turnaround times and digital marketing are being coordinated through the Postgraduate Working Group.

International Recruitment

China Recruitment Trip

A recruitment trip to China will take place in the second half of March. Representatives from all Academic Schools are involved in the trip which will feature attendance at a major partners conference, partner visits and recruitment exhibitions. A new conversion event aimed at around 1,500 Chinese Postgraduate Offer holders will run in Beijing on Sunday 21 March.

A 'one-team' approach

Following the Global Recruitment & Marketing Workshop in January, further steps are being taken to ensure a 'one-team' approach is being delivered across all campuses. A calendar of events has been developed that coordinates recruitment activities for all campuses. Support between teams has been exemplified by Donna Gall, one of the International Recruitment Officers based in Edinburgh, travelling to Malaysia to help colleagues in Putrajaya for three weeks in March during a peak period in recruitment to the HWUM Foundation Programme.

Updates from the Professional Services Directorates
February – March 2015

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