

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)

Dr Liz Fellman,
Director of Research and Enterprise Services

Ms Morag Heggie,
Director of Administration (EBS)

Mr Andrew Menzies,
Director of Finance

Mr Derek Penman,
Director of Administration (EPS)

Mr Campbell Powrie,
Director of Administration (SML)

Mr Mike Roch,
Director of Information Services

Mr Martyn Spence,
Director of Marketing and Communications

Mr Paul Travill,
Academic Registrar & Deputy Secretary

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

Ms Vivienne White,
Director of Administration (TXT)

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

Welcome to the April 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's issue features an additional section about embedding gender equality within Professional Services, including information about the Athena SWAN Professional Services SAT.

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

Foundation Pathways

Recruitment for the Foundations Pathways is now well underway after a sluggish start. The School of Energy, Geoscience, Infrastructure and Society (EGIS) is starting to receive a steady trickle of applications and also receiving referrals from Admissions Tutors where the applicants meet the mainstream programme entry requirements but do not have the level of English required. This is heartening and shows an increase in the awareness of the Pathways in the University.

Meanwhile, the first cohort of the Foundation Pathways is nearing the end of the year with 12 of the remaining students receiving conditional offers for their chosen mainstream programmes with Heriot-Watt. Many of the students have applied to other universities for insurance purposes which have introduced the Foundation Pathways to admissions teams in Strathclyde, Bristol and Queen's universities.

Leverhulme Bid

Work has begun on the Leverhulme Research Centre for Risk Understanding and Management proposal (working title), with MACS leading. The proposed centre will bring together a critical mass of researchers across Heriot-Watt University, the University of Edinburgh and the British Geological Survey to tackle all aspects of the understanding, management and mitigation of risk. The initial proposal meeting took place on 24 March 2015 with representatives from MACS, EPS, SML, SLS and EGIS. If successful the bid would bring in £10 million over 10 years.

School of Energy, Geoscience, Infrastructure and Society

Following the establishment of the School of Energy, Geoscience, Infrastructure and Society on 1 August 2014, the Head of School established an 'EGIS Change Programme' project to align the working practices across the School. EGIS staff continue to work collaboratively to meet the objectives of the project.

Sustainability Event

The Research Team in EGIS took the lead in organising an event about Sustainability on 18 March 2015. The event involved presentations from students at Heriot-Watt University and the University of Edinburgh, and is an example of collaboration under the strategic alliance between the former School of the Built Environment and ESALA (Edinburgh School of Architecture and Landscape Architecture).

Health & Safety

An induction training video presentation, jointly developed by the University's Health & Safety team (Jeanette Reid) and Dr Lorraine Boak (from the Institute of Petroleum Engineering's Flow Assurance and Scale Team research group) was previewed on 9 March to EGIS Safety Officers. Feedback received will be incorporated into refinements to the presentation, before the video is officially launched and uploaded to the University's Health and Safety webpages.

2. CAMPUS SERVICES

Space

Campus Services are taking immediate steps to improve the facilities available to students at the Edinburgh Campus, in addition to the Library which remains open 24x7.

These improvements include:

- 31 rooms across the campus which will be open for students to use for private study until 10pm. These rooms are signposted with 'Study Here' signs
- Opening the James Watt Centre between 10am and 3pm. Cafe Facilities are also available in this area.
- Information Services staff will be located in the James Watt Centre to help with any queries, and other colleagues will be on hand to help redirect students as needed

Library staff are regularly monitoring space and usage. The library currently has 780 seats, which will be increased to 800 shortly. Future study space needs at the campus are already being actively considered and over the summer we plan to increase the study space in the Edinburgh library by a further 10%. Options for creating longer term study space provision and suitable facilities are a key part of the planning for future estate development.

ORIAM

On Friday 27 April, the Minister for Sport, Jamie Hepburn MSP, performed the ground breaking ceremony for Oriam, Scotland's Sports Performance Centre at the Edinburgh Campus.

The Minister was accompanied by Professor Julian Jones, Acting Principal, Louise Martin, Chair of sportscotland and representatives of Oriam's partners, funders and stakeholders, as well as some top Scottish athletes.

The ceremony also launched Oriam's new name and brand, with a vision of Scotland's future as a dominating force in world sport and a mission to enable athletes to reach their fullest potential and to grow the nation through sport.

Keep up to date on Oriam's progress by visiting their website:
www.oriamscotland.com

3. DEVELOPMENT & ALUMNI RELATIONS OFFICE (DAO)

The latest issue of Heriot-Watt's alumni magazine, 'In Conversation', has been released as a digital-only, interactive edition. In addition to more regular communications via social media and email, the magazine is an important piece in our communications strategy to keep our graduates engaged with the University. It allows us to go into depth about the wide range of people that make up the University's graduate body, and promote the University's good news stories. You can read the issue at <http://bit.ly/1Bq4EuW>. Planning for another edition for later in 2015 is already underway.

4. GOVERNANCE AND LEGAL SERVICES

Changes to Approved Secure English Language Tests

The Home Office has provided the sector with an update to its list of Secure English Language Tests (SELTs). The global list of approved test providers and test centres is being reduced from 6 April 2015, with IELTS being the main test that is acceptable as a SELT. Certain Trinity College London English tests, completed in the UK may also be accepted as a SELT. As a transitional arrangement, where a test from the previous, longer SELT list has been passed prior to 5 April 2015, this may still be used as proof of English language ability for applications until 5 November 2015. Applicants who are nationals of majority English speaking countries, who have completed degrees in majority English speaking countries or who have gained a grade C or higher in the Heriot-Watt University Pre-Sessional English Programme, can still be exempted from the requirement to complete a SELT test. Updated guidance documents for staff and prospective students are being updated to reflect these changes.

Changes to Arrangements for the Collection of Biometric Residence Permits (BRP) for Tier 4 Students Entering the UK

The University continues to monitor communications from the Home Office regarding changes to arrangements for Tier 4 students collecting visa documents when they arrive in the UK from overseas. Students will be issued with a 30 day 'vignette' sticker in their passport to allow them to enter the UK; they will then be expected to collect their Biometric Residence Permit (BRP) from a designated Post Office branch. This new arrangement was introduced for students from Pakistan on 18 March 2015 and, subject to confirmation from the Home Office, students from other countries will be required to follow the new process in a staged implementation from Mid-April 2015 31 July 2015. A working group of University staff is making preparations to minimise resultant disruption to enrolment events for the 2015/2016 academic year.

NHS Surcharge

The new Health Surcharge for temporary migrants and overseas students will be introduced from 6 April 2015. The surcharge will be £150 per year for students and will be paid at the point that a visa application is made. The surcharge is mandatory and may not be substituted by private health insurance.

5. HUMAN RESOURCE DEVELOPMENT

Development

The University is committed to helping all Heriot-Watt colleagues to be the best they can, and encourages personal development. Information about training and development opportunities can be found on the Development calendar at <https://intranet.hw.ac.uk/ps/hrd/Pages/Development-Calendar.aspx>

For specific academic development opportunities please visit: <http://www.hw.ac.uk/research/ald.htm>

Do take the opportunity in your PDRs to discuss potential development for 2015.

Performance Development Reviews 2015

All colleagues should be meeting with their managers to spend time discussing their performance, development and careers. The relevant forms and guidance can be found at: http://www1.hw.ac.uk/hr/pdr_index.php

Managers are strongly encouraged to record their meetings in iHR.

iRecruitment update

With iHR now in place, the project team is in full flow planning the implementation of iRecruitment, or Phase 2. The requirements have been signed off, including approval routes for vacancies. The supplier is now building the system and we are planning testing and training with a view to launching the module in the Summer.

Step Count Challenge

The 2015 Challenge is underway, with 16 teams across the University now participating. Do watch out for teams or individuals walking the campus over the next few weeks, and join in where you can. We should all be encouraged to keep fit and healthy and to take advantage of the weather in the coming weeks!

6. INFORMATION SERVICES

Information Services has been proactively promoting and advertising study spaces beyond the Edinburgh Campus library.

The post of Virtual Learning Enhancement Manager is about to be advertised.

A Network Security, Resilience and Performance Review of the whole Edinburgh Campus network will be conducted during the next few months. This review will inform network updates and enhancements, especially in the context of replacing the currently telephone systems during 2015-17.

7. MARKETING AND COMMUNICATIONS

This month we hosted the media launch of the Scottish Government's Economic Report, attended by the First Minister for Scotland, Nicola Sturgeon, and the Deputy First Minister, John Swinney. After the launch, they visited the IB3 Laboratory to see the innovative research by Dr Will Shu on 3D printing and heard about its potential benefits to health.

Recent musical highlights include an outstanding concert to a full St Giles Cathedral by the University Orchestra, the Heriot-Watt Chamber Choir filling Rosslyn Chapel at their 14 March concert and the last of a series of lunchtime concerts which have seen the best audiences in their 16 year history.

Enhanced marketing with colleagues in Malaysia combined with improvements to the use of digital channels and our website content for Malaysia are delivering improved results, with a 66% increase in web traffic to Malaysia webpages.

Building on the results of the internal communication survey last year, our new online magazine for colleagues, 'Network', has been very well received by readers across the world. The next edition will be out in early Autumn.

In response to research into user needs we have published a refreshed landing page for the UG prospectus, which includes a subject A-Z. To allow us to capture user data and start proactive communication through the CRM system the new design also includes two promotional buttons with calls to action to apply and to register.

In partnership with colleagues in Dubai and Malaysia work has commenced on sourcing in-country printing, with an aim to reduce overall production costs, including shipping of printed products for our overseas campuses.

8. REGISTRY SERVICES

Relocation of Offices

The move of teams reported last month has now taken place. Phone numbers for staff remain the same:

- The Admissions Office has now moved to room G08, Lord Balerno Building.
- Student Systems Unit has now moved to the James Watt Building, next to Recruitment

Admissions Office

The team has been restructured in that there is no longer an undergraduate and postgraduate divide. The aim is that all members of the team will be able to deal with any type / mode of admission, and irrespective of campus.

Student Scholarships

It has been agreed to create a Scholarship Manager role, to be based in the Registry, to co-ordinate and streamline the (many) scholarships offered by the University. At present there is no easy way for students to find out about scholarships, as these are administered by different teams across the University. This role will be advertised and appointed shortly.

Revised application forms and deadline dates have been published on the web in respect of the three Scholarship schemes which are administered within the Admissions Office. These are the PG Funded Places, the Saltire Scholarships and the Carnegie Cameron awards. The allocations and approved programmes for the PG Funded Places will remain the same as 2014. The first deadline for these has been set as 1 June.

Graduation/Awards

The schedule of dates for 2015 has been approved. These are all now published on the Academic Registry website at

<http://www.hw.ac.uk/students/studies/graduation.htm>

Student Registrations for ceremonies in June are now open and should be submitted via the Student Service Centre.

Quality Enhancement

The Part 2 of the Enhancement-Led Institutional Review (ELIR) visit took place from Monday 16 to Friday 20 March 2015. The University received the highest result in terms of an unqualified effectiveness judgement.

The draft policy on Feedback on Assessment (Coursework) will be submitted to SLEC/QSC/Senate for approval and implementation from 2015/16. It is proposed that there will be a maximum three week turnaround for all formative feedback on assessed coursework.

Amendments to the Mitigating Circumstances policy will be considered at SLEC/QSC/Senate for approval and implementation from 2015/16, together with a consultation with Schools on a standard template for dealing with MCs, these modifications aim to make the process more student-facing and transparent for them.

Erasmus Programme

Interim reporting for 2014-15 Erasmus student and staff mobility has been completed. 176 mobilities have been recorded at this interim stage, an 11% increase from last year. Funding Applications for 2015-16 Erasmus student and staff mobility have been submitted to the European Commission. The decision on the grant award is expected in May 2015.

Student Surveys

Course Feedback Survey launched on 16 March.

The Postgraduate Taught Experience Survey will launch on 27 April and remains open until 16 June 2015. Participants will include all campuses/ALP and IDL students, but exclude EBS ALP, EBS IDL and West London College students.

Student Systems

A two day 'health check' of Banner was completed in March by Ellucian, the suppliers of the system. Colleagues from Professional Services and Schools were involved. Ellucian will be producing a series of recommendations on getting the most from our student systems. These recommendations will then be fed into discussions on development priorities to make long term improvements to the student and academic systems.

Testing has been completed for marks and grades processing, including the production of Assessment Results Letters (ARLs) for the Malaysia Foundation Programme (MFP).

HESA preparations

Development and data quality work for the 2014-15 student HESA returns has been taking place, including the collection of Exit Award recommendations from Schools.

A late change was made by HESA this year, to add a new area to the submission to capture information on PG Research students who are in receipt of funding from CDT and DTP partnerships. This makes a more explicit link with the partner institutions involved with supervision. Work has been taking place with RES and School colleagues to identify relevant students and partnerships as this is not currently held centrally.

HESA have extended the period of consultation on the reporting of students in receipt of funding from pan-Scotland graduate schools in particular (e.g. Scottish Graduate School for Social Science).

Various management information reports have been produced to support colleagues around the University, including support for widening access strategies, annual finance activities, Equal Opportunities reporting, ELIR student data and TNE QAA reviews, as well as smaller ad-hoc requests for data.

Student Union

The Learning and Teaching Oscar nominations have now closed, and this year 723 nominations have been received from students for staff covering all Schools. The shortlist was announced on 30 March and the ceremony will take place on 13 May in the Student Union.

9. RESEARCH AND ENTERPRISE SERVICES

New awards have been made amounting to a total of £1.9m new funding. The year-to-date figures are now 130 awards for £21.7m total. This is down on the previous year (but an increase of the year before).

Collaboration Agreement on Quantum Technology Hub led by University of York was signed by all parties (Professor Gerald Buller, School of Engineering and Physical Sciences, £2.2m).

Five new licenses were signed in March bringing the total to 43 this academic year, returning approximately £100k income to Heriot-Watt to date.

10. STUDENT RECRUITMENT

Applications Update

Scottish Campuses

Undergraduate

As of mid-March UCAS applications have increased by +4% on last year, breaking down as follows:

- Scottish applications have increased by +2%
- SIMD 20/40 applications have increased by +6%
- EU applications have increased by +1%
- Rest of UK (RUK) applications have increased by +6%
- International (non-EU) applications have increased by +14%

Postgraduate Taught

Applications are up +21% on this time last year, with international (non-EU) applications up +23%, offers are up +31% (international non-EU +34%). Strong increases are recorded for EGIS, SML and MACS at this comparatively early stage in the cycle.

Dubai Campus

Overall applications to the Dubai Campus are up by + 10% (1096 in March 2014 to 1208 in March 2015). Year on year acceptances have increased from 68 to 173.

Malaysia Campus

The key focus for recruitment is on the April Foundation programme which commences in the middle of the month. Following the release of school results in Malaysia, applications have increased significantly and as of 31st March there were 164 accepted students, up from 45 at the corresponding date in 2014.

An intensive recruitment campaign has included Open Days being held on campus, notably during the last weekend of the month. It is anticipated that recruitment will continue to grow steadily through early April.

Key recruitment activities in March included:

UK Recruitment

UK Recruitment: Applicant Visit Days are underway, will continue into April and are being attended in good numbers.

New conversion events aimed at SIMD 40 (Wider Access) applicants in Glasgow and Edinburgh have been held and attracted around 100 attendees.

The SML Multilingual debate took place on 25th March with around 900 Language students from secondary schools attending from throughout Scotland and the North of England.

China & East Asia Office

A delegation of 12 colleagues, including representation from all Schools, participated in a 10 day programme of partner visits throughout China.

This also included a new PGT Conversion Event in Beijing held on 22 March, which attracted 40 applicants to talk to academic staff. The visit has succeeded in allowing all schools to pursue new and expanding partnerships with Chinese Universities.

Embedding gender equality for Professional Services via Athena SWAN

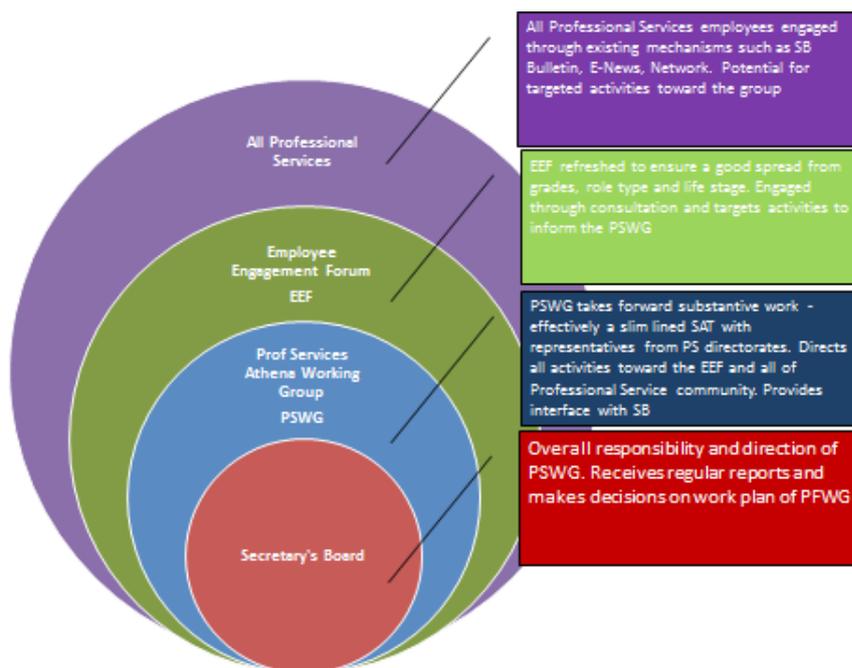
Athena SWAN is the UK-wide charter which recognises commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) in higher education and research. Heriot-Watt has held a University-wide Bronze Athena SWAN Award since Nov 2013. The next stage has been to consider discipline-specific issues and each School has established a Self-Assessment Team (SAT) which reports into the relevant School Management Board to take forward self-assessment of its own culture, practices and processes. The aim is to establish a three-year action plan aimed at improving gender equality. Once this phase is completed, each school will make an application for its own Athena SWAN award.

In its 2013 Bronze Athena SWAN action plan the University committed to rolling out Athena SWAN values to Professional Services staff. In the last few months the Athena SWAN Charter has extended its remit to cover non-STEMM academic disciplines and Professional Services staff, meaning that all Charter members will be obliged to consider these groups as part of any Athena SWAN award application.

At its last meeting Secretary's Board considered how the University might best support roll-out of the Athena SWAN values to Professional

Services staff. It was agreed that a Professional Services SAT would be established, equivalent in status to the School SATs, reporting into Secretary's Board. Consultation with staff would be channelled through a refreshed Employee Engagement Forum and existing communications mechanisms. Areas that the Professional Services SAT would consider and consult on

include recruitment, development (e.g. appraisals, training, promotions), contract type and turnover, sustainable careers (e.g. flexible working, career breaks) and general culture. It is acknowledged that some Schools have included Professional Service colleagues in their School SATs and the work of the Professional Services SAT will complement this.



The timeline for the Professional Services self-assessment process will reflect the need to develop a Professional Services action plan prior to the University's application for renewal of its University Bronze in November 2016. The Secretary of the University will lead the SAT. For further information please contact Sue Collier s.collier@hw.ac.uk in the first instance.