

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,**
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- Mr Mike Bates,**
Director of Student Recruitment
- Ms Philippa Burrell,**
Director of Administration (EGIS)
- Ms Sue Collier,**
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- 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 May 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

Examinations

Semester 2 examinations commenced on 27 April 2015 and will run for a period of four weeks. Administrative colleagues have been working flexibly to ensure full coverage of the exam process and transportation of exam scripts across the Edinburgh Campus.

Arrangements are in place for over 5,500 examinations to be conducted across 92 countries in line with the University's policy on examinations across international time zones.

Supporting a culture of continuous improvement in Police Scotland

Police Scotland has partnered with the School of Management and Languages in order to support them in their long term goal of embedding a culture of Continuous Improvement within the organisation following the creation of a nationwide, unitary police service in 2013.

Athena SWAN

The School of Mathematics and Computer Sciences and the School of Engineering and Physical Sciences have completed their submissions for a School level Athena SWAN Bronze award.

Dubai and Malaysia campuses

Professor Stephen McLaughlin, Head of School of Engineering and Physical Sciences visited the Dubai and Malaysia campuses in late April. Preparations are underway in Dubai to introduce Chemical Engineering degrees with redevelopment work taking place in the practical class labs.

The Business School has recently received confirmation that the Master of Business Administration programme offered at the Malaysia Campus has received full accreditation by the Malaysian Qualification Agency.

All Energy Exhibition and Conference

Colleagues from the Orkney Campus attended the All-Energy Exhibition and Conference, the largest Renewable Energy Conference in the UK, held at the Scottish Exhibition and Conference Centre in Glasgow on 6 and 7 May.

2. CAMPUS SERVICES

Capital Projects

The following projects are being undertaken:

David Brewster Building

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

Orkney Campus

This project includes upgrading and refurbishment works which comprises, room alterations and upgrading, furniture fittings and equipment, IT infrastructure and IT/AV equipment.

Facility for the Industrial Biotechnology Innovation Centre (IBioIC)

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

Quest Assessment

Following the Quest assessment in March, The Centre for Sport and Exercise (CSE) has been rated 'Excellent'. This rating is the only one of its kind for a UK university and places the CSE in the top 70 of the 600 Quest assessed centres nationwide.

The Quest report particularly highlighted the CSE's integrated management system, E-learning training centre for staff and the excellent systems and initiatives put in place through the Exercise Department and Community Sports Hub.

3. DEVELOPMENT & ALUMNI RELATIONS OFFICE

The Development and Alumni Relations Office took the lead in organising and managing the 25th Anniversary Dinner of the International Centre for Brewing and Distilling (ICBD) which took place on 24 April. This dinner brought together over 350 alumni, students, staff and supporters of the Centre, who enjoyed a beer-matched three course dinner. Speakers included Dr Pearse Lyons, President of Alltech Lexington Brewing and David Frost CMG, Chief Executive of the Scotch Whisky Association. We received in-kind support from Heineken, Tennents, Lexington Brewery, Williams Bros and Stewart Brewing, and the event was sponsored by Diageo. Since the dinner, donations to the ICBD from guests have already been pledged.

4. GOVERNANCE AND LEGAL SERVICES

Museum Makeover

The Museum at the Edinburgh Campus is now closed temporarily to enable work to begin on a new entrance to the museum which will greatly enhance user access and experience of the University's rich heritage.

The project is funded by a £40,000 grant from the Museums Galleries Scotland Capital Fund with support from Campus Services. The project will replace the current entrance, which consists of a single wooden door and door bell, with a glass vestibule with two pairs of sliding doors and backlit display panels which will encourage visitors to enter the museum while creating an environmental buffer to enhance the care of the collections. In order to achieve this, the University must first carry out civil engineering works to upgrade the pathways and ramp to the museum to meet accessibility standards. We would like to thank Estates colleagues for their invaluable support in delivering this project.

The building works, by Marshall Construction, are scheduled to take place over 12 weeks. The path around the north east side of the Cameron Smail Library will close during this period with alternative access along the pathway overlooking the Lawn. We will aim to maintain access to the University Archive by appointment where practical during the construction work and also raise awareness of our heritage through pop-up display panels elsewhere on campus.

The Museum will reopen in the autumn in good time to prepare for the celebration of the 50th anniversary of the University Charter in 2016.

For more information contact Ann Jones, Head of Heritage and Information Governance:

a.e.jones@hw.ac.uk
+44 (0)131 451 3219

5. HUMAN RESOURCE DEVELOPMENT

iHR – please book your holiday!

While use of iHR has been good, there are still significant numbers of colleagues who have not yet booked their holidays through iHR. Taking holidays is an important part of ensuring our health and wellbeing and should be encouraged. In addition, not booking your holiday will have a financial impact on the University as we need to measure and accrue all untaken holidays in our accounts at the end of July. If you have any problems in accessing or using iHR please visit:

https://intranet.hw.ac.uk/ps/hrd/i_HR/Pages/default.aspx

Meanwhile the team is turning to iRecruit, the next phase of iHR to deliver an online recruitment system. The system is nearing completion and testing will start in June.

6. INFORMATION SERVICES

The Edinburgh Campus Library is very busy now that exams have begun, but the pressure is spread across a longer part of the day.

Interviews for the post of Virtual Learning Enhancement Manager took place on 19 May.

The Edinburgh Campus Network Security, Resilience and Performance Review has presented an initial report. In its second phase it will look at School networks in EPS, MACS and EGIS.

7. MALAYSIA CAMPUS

Heriot-Watt University Malaysia welcomed 164 students to the Foundation Programme on 15 April. This intake takes the student population to 650.

An Open Day for prospective Foundation, undergraduate and postgraduate students was held on 23 and 24 May.

The MBA is the first programme to receive full accreditation by the Malaysian Qualifications Agency, after completing the full cycle of admission to graduation. The approval by the Ministry of Education Malaysia has been received for the MA Business Management with Marketing, MA Business Management with HRM and MA Business Management with Enterprise, scheduled to commence in 2015/16. An audit by the Ministry of Home Affairs was carried out, which culminated in the approval to recruit international students extended to February 2017.

The Malaysian Government has rolled out the implementation of Goods & Services Tax (GST) effective from 1 April 2015. Private education falls under the category of tax exempt supply and hence GST cannot be levied. KPMG tax consultants have been engaged to carry out a GST impact assessment.

8. MARKETING AND COMMUNICATIONS

The performance of the website continues to improve with a very large increase (209%) in referrals from social media, and substantial increases in visits, organic search traffic and page views. Traffic to the overseas campus webpages continues to increase, with a 14% increase in traffic to the Malaysia pages.

In March, Minister for Sport, Jamie Hepburn, performed the ground breaking ceremony for Oriam, Scotland's Sports Performance Centre. News coverage included STV, Edinburgh Evening News, and we reached over 31,000 people via social media. Whilst in April Angela Constance, Cabinet Secretary for

Education and Lifelong Learning, visited EPS's newly refurbished Chemical Engineering laboratory, a great opportunity to showcase the new laboratory's superb facilities and to speak to colleagues and students about the innovative 'Engineers of the Future' programme.

Working in partnership with teams across the University, we continued to deliver the new 'Study Space' communication campaign to students and colleagues at the Edinburgh Campus. This included new posters and e-posters highlighting the rooms being made available for study during the exams.

In April, Duncan Hurst, Director of Media Services, was a guest presenter at the 50th annual conference of the Association of College and University Printers (ACUP) in Portsmouth, Virginia. Duncan spoke to a global audience with delegates from the UK, Canada, Australia and all parts of the United States, sharing insights and best practice.

The Media Services team have worked hard to introduce new business processes and systems so as to meet an unprecedented growth in demand.

In 2014 the following service improvements/achievements were delivered:

- A 4.4% increase in the total number of internal orders
- A 28% increase in digital colour prints three times greater than 2012
- A 40.8% increase in digital offset production

A combined marketing, communication and media services task team is developing a 'Global Student' campaign to promote inter-campus transfer and study abroad.

9. REGISTRY SERVICES

Admissions

Arrangements have been made for members of the Admissions team to spend time in Schools to learn how the PG admissions process works. This will be a useful exercise, particularly for the three members of the team who have not previously been involved in direct admissions.

In response to the UCAS 'reject by default' deadline of 7 May, the Admissions Office have been monitoring decisions pending and circulating outstanding decision lists. Approximately 2% of applications received by the 15 January UCAS deadline are still awaiting a response. The Admissions Office are completely up to date with decision processing.

Examinations

Daily exam stress drop-in sessions were held from 27 April until the end of the semester by the Student Support team.

Examination guidelines have been reviewed, updated and distributed across the University. The guidelines have also been published on the web at: www1.hw.ac.uk/registry/examguidelines.htm

Progression and Award results

A new Progression and Award upload has been released. This was identified as the top priority by the SAS Users Group and was put to immediate use, substantially reducing the time taken to enter decisions.

Heriot-Watt University Malaysia colleagues have completed training on marks and grades processing and requested to do another round of training for additional members of staff who will be involved in this.

Quality Enhancement

Student Attendance Policy and Compulsory Withdrawal Procedures have been approved by the Senate and work is being done to disseminate the policy to colleagues.

Following the Enhancement-Led Institutional Review (ELIR), work is underway on addressing student representation for ALP/IDL students which has been identified as an area of development. This will involve identifying and learning best practice from EBS, academic literature and other institutions. It is envisaged that the Learning and Teaching Board will consider recommendations later in 2015.

Student Survey Management Group

It was decided not to participate in the Student Barometer survey following concerns regarding some aspects of the survey run by i-graduate.

Preparing for 2015/16

Preparations for the 2015/16 intake have begun, including a review of the website content and updating various student forms for both financial processes and Academic Registry processes.

Enrolment developments for 2015/16: The main change will be to allow new students to select courses and complete online enrolment in full before arriving on campus. This will mean they gain earlier access to IT facilities and are able to engage earlier. We are also making updates to ensure all the required data is collected including visa details, care leaver data and consent to share data with parents.

Student Union

The Student Union strategic plan has been completed and will be published shortly. The Plan will focus on building community across all campuses. Our vision is to build a strong global student community together for the future.

Our Strategic Objectives are:

- Empower students to shape what we do
- Inspire students to become great graduates
- Enhance student experiences and activities
- Develop our global student community

Jessie Nelmes, President, recently visited the Malaysia Campus to meet with students and support the development of student academic structures.

The Student Union delivered training to support the Dubai Student President again this year. They attended the Union Officer training from 26 to 28 May.

The Volunteer Awards took place on 2 April, the winners were:

- Charity Event of the Year: Muslim Society Food Fair for Syria
- Event of the Year: Trading and Investment Club – Edinburgh Economics and Finance Summit
- Society of the Year: Drama Society
- Best New Society: Pole Society
- Leader of the Year: Alan Konopka

- Volunteer of the Year: Sheona Dorrian
- Newcomer of the Year: Louise Martin
- Group of the Year: Events Crew

The event was well attended by students. Sam Abrahams, former Heriot-Watt student and now Chief Executive of First Aid Africa, delivered the keynote speech.

The Learning and Teaching Oscars received over 750 nominations across six categories. The ceremony took place on Wednesday 13 May in the Student Union. More information at www.hw.ac.uk/news/staff/the-learning-and-teaching-oscars.htm

10. RESEARCH AND ENTERPRISE SERVICES

17 new awards have been made amounting to a total of £730k new funding. The year-to-date figures are now 173 awards for £25m total. This is higher than the previous year (but a decrease of the year before).

A funding Agreement for Industrial Biotechnology Innovation Centre (IBioIC) Equipment was recently signed (Nik Willoughby, School of Engineering and Physical Sciences, £1.1m).

Heriot-Watt staff and students submitted 28 entries to the Converge Challenge 2015. RES will provide on-going business planning support to those selected for Kick-Start or Converge Challenge awards.

11. STUDENT RECRUITMENT

Applications Update

Undergraduate – Scottish Campuses

UCAS applications are up year-on-year by +4% on the corresponding point in 2014.

This breaks down as +2% for Scottish applicants, +4% for EU applicants, +7% for Rest of UK applicants and +12% for International/Non-EU applicants. Wider Access (SIMD 20/40) applications have increased by +7%.

Postgraduate – Scottish Campuses

The latest Postgraduate Taught applications report shows that applications have increased by +15% on the corresponding point in the 2014 cycle. There has also been an increase of +24% in offers made to applicants and +8% in Unconditional Acceptances and +47% in Conditional Acceptances.

Applications breakdown is +4% for Scottish/EU/RUK applicants and +17% for International (non-EU) applicants.

Dubai Campus

The first detailed admissions report for September 2015 entry shows an increase in applications across all categories: Degree Entry Programme (+4%), Undergraduate (+54%) and Postgraduate (+5%).

There has been strong year-on-year growth from 2014 in acceptances, with Degree Entry Programme numbers up from 25 to 57 (+132%), UG programme acceptances are up overall from 83 to 214 (+157%) and PG acceptances 55 to 118 (+114%). (NB: A change in the 'early bird' scholarship deadline from May to March has resulted in earlier acceptances).

Malaysia Campus

The April intake to the Foundation Programme concluded with 165 enrolments and split by 108 to the Science strand and 57 to Business. This was an increase from 67 overall for the previous intake in April 2014, but short of the 203 target.

This additional recruitment now takes the overall campus population to 654.

Student Recruitment Service: Operational Update

Scottish Schools: S6 Induction Events

Between Monday 8 June and Friday 19 June, the University will welcome 1500 final year school pupils to the Edinburgh Campus for the S6 Induction Days. Students are provided with a presentation on Choosing and Applying to University and a tour of the campus. This provides a great introduction to the UCAS process and helps pupils identify key requirements for a strong university application.

CRM Development

A significant amount of development work for PGT post-application communications has been undertaken during April by School Super-Users and the CRM/SSU team. Key communication plans for Postgraduate applicants are being tested.

A CRM Strategy 'away-half day' was held on Wednesday 6 May. Key agenda items included review of progress to date, strategic direction for the CRM system and the prioritisation of workload going forward.