

Secretary's Board Bulletin

Edinburgh
Campus
Masterplan
and Space
Optimisation

Student
Systems
Revitalisation

Website
Enhancement
project



Podcast: **Highlights from the June 2015 meeting**



Ann Marie Dalton
Secretary of the University
(Chair)

Welcome to the new Secretary's Board Bulletin

I am delighted to introduce the new-look edition of the Secretary's Board Bulletin.

We have made changes to its design and content in an effort to improve the way we communicate with you.

The content of the new bulletin includes, along with the summaries from the services, short features on the most relevant outcomes of our monthly meeting. These highlights are accompanied by a podcast which will make it easier for you to access the latest updates from the Board.

At the June meeting, we discussed the latest investments in the estate along with

systems to support teaching, research and the student experience.

The new Edinburgh Campus Masterplan was presented to the Board. The Strategic Masterplan sets out the guidelines for investment and development of facilities over the next decade. A three-year programme aimed at improving our student administration systems and enhancements to our website are also reported in this edition.

We hope you enjoy this refreshed version. Please send your ideas and comments to **ProfessionalServices@hw.ac.uk**

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Edinburgh Campus Masterplan and Space Optimisation

In addition to various projects, Campus Services has been working over the last 18 months on the Edinburgh Campus Strategic Masterplan and the Space Optimisation project.

The Masterplan provides the context and guidelines for additional investment and development of facilities over the next decade at the Edinburgh Campus. It recognises the strong historic framework of the campus and the need over time to renew some of the existing amenities as well as developing new facilities within a high quality campus environment for students, staff and visitors.

The objectives of the Strategic Masterplan are:

- to provide an update to the previous Masterplan of 2001
- to provide a Guide for the University's future growth and investment decisions
- to ensure a clear strategy for the management and improved quality of the estate

A masterplan document has been prepared following extensive technical and design work and internal and external consultation. A final draft has been presented to the University Executive and Court.

Space Optimisation

As part of the Space Optimisation project, a rolling programme to upgrade the quality of learning and teaching spaces on the Edinburgh Campus will be carried out over the summer.

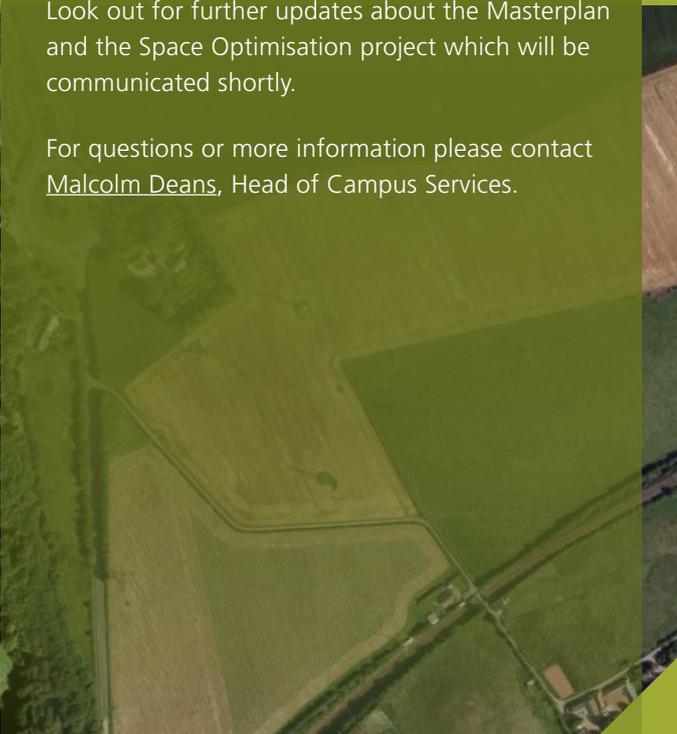
16 rooms have been included in the schedule of work in James Naismith, Mary Burton, Earl Mountbatten, David Brewster, William Perkin and Scott Russell buildings.

In broad terms the projects include upgrades to audio visual provision, redecoration, re-carpeting, replacement ceilings and lighting and new furniture. The agreed scope of work is aimed at maximising the impact.

Work will commence in mid-June and will be complete by the end of July 2015.

Look out for further updates about the Masterplan and the Space Optimisation project which will be communicated shortly.

For questions or more information please contact [Malcolm Deans](#), Head of Campus Services.



Student Systems Revitalisation



The University's student administration system (SAS/ Banner) has been used for around eight years. Whilst it has adapted and grown in use, the needs of the University have dramatically changed since the original implementation.

To help us understand the scale and scope of possibilities for improvement, the University commissioned a system health-check. This took place in March 2015 and involved stakeholders from across the University.

As part of a change programme we will consider our business processes, data and workflows and how administration can be simplified. We will be putting at the heart of the work, an improved experience for students, applicants and staff, and ensuring both process and systems meet our global campus needs and the use of data within the University and by external organisations.

The whole student lifecycle will be included in the review focused around the key priority areas:

- Admissions, Recruitment and CRM
- Examination Board Management
- Student Experience, Communication and Tracking
- Student Finances Integration
- Data Structures, Reporting and Compliance
- Integration with other University systems

A report will be presented to the Strategic Information Systems Group towards the end of June. It is expected that the revitalisation programme will take around three years to complete.

For questions or more information please contact [Paul Travill](#), Academic Registrar.

Website Enhancement project



The current website was launched in 2010. The last significant update was in 2014 with the move to a mobile responsive design and an update to the homepage layout. In March this year, this same homepage design was implemented for the Dubai and Malaysia campus sections of the website respectively. This provides more, dynamic options for promoting key content areas such as news and research stories, recruitment events such as Open Days, and includes more calls to action for example to sign up for regular communications or participate in web chats on specific topics.

A comprehensive review of the structure, content and look and feel of the website is a key component of the wider digital strategy, the scope of which is currently under development. In the meantime, work continues to ensure the website is kept current and continues to perform efficiently. To this end, the Marketing and Web teams are working on a number of improvements for launch in September 2015.

The purpose of these is to provide:

- A better mobile experience - a third of all traffic to our website in the past year was from mobile and tablet devices and this is increasing all the time
- Faster loading times – resulting in increased user engagement
- Modern user experience – to ensure the design is on trend, user friendly and performs well against all criteria

The main visual change will be a new homepage layout, including navigation design, with some changes to other page templates, including new banner images. The content will remain largely the same, as will the look and feel (colours, fonts, etc).

For questions or more information please contact [Martyn Spence](#), Director of Marketing and Communications.

1.

REPORT FROM THE DIRECTORS OF ADMINISTRATION IN THE SCHOOLS

The University has begun a review of the School of Life Sciences (SLS). The objectives of the review are twofold:

- to ascertain whether the right structures are in place to remove the barriers for relevant interdisciplinary collaborations
- to determine if there is sufficient managerial and administrative support for the scale of activities that supports the University's strategic vision

It is felt by senior management that SLS remains too small and diverse following the last review held in 2009, and various avenues need to be investigated to help the School to obtain its optimum structure to support and grow the academic subjects in Life Sciences.

Recent successes of SLS include:

- Dr Stephen Euston and colleagues have been awarded two Innovate UK grants totalling £1.25m and a Biotechnology and Biological Sciences Research Council grant of £400k
- Dr Michaela Dewar, Assistant Professor in Psychology won the Elizabeth Warrington Prize from the British Neuropsychological Society
- Two postgraduate research students, namely Flora Kent and Clara MacKenzie, were first and third prize winners respectively of the P1 Marine Foundation National Student Awards

Successes in other Schools include:

This year's Learning and Teaching Oscars recognised Heriot-Watt colleagues across all of our Schools for their excellent teaching and support. Congratulations to all winners.

A well-attended thought leadership event hosted by the School of Management and Languages was held on 27 May entitled 'Can Scotland play a leading role in redefining Heritage'. Participants were from both academia and the heritage sector.

2.

DUBAI CAMPUS



The Learning and Teaching Oscars were held on Saturday 23 May. This year there were five awards and the winners were:

- **Guiding Hand Award** - *Dr Welcome Sibanda*, SML
- **Feedback Award** – *Dr Fadi Gaith*, EPS
- **Switched On Award** – *Mr Nabeel Ahmed*, SML
- **The Refreshing Award** – *Dr Santoosh Abraham*, SML
- **The Thinkers Award** – *Ms Teresa Lojzer*, Degree Entry Programme

Professor Ammar Kaka, Vice-Principal, visited China on 8 – 13 May as part of a 'Dubai Week in China'. Professor Kaka was invited by the Knowledge and Human Development Authority (KHDA) to promote Dubai as an education hub.

Dr Al Barwani, founder and Chairman of MB Holdings, visited the campus to talk to students and alumni. Dr Barwani graduated from Heriot-Watt University in the late 1970's. He was also awarded an honorary degree from the Dubai Campus in recognition of his distinguished career and outstanding entrepreneurial contribution to the success of the international oil and gas industry.

During his visit, Dr Barwani confirmed that he would financially contribute to two Omani PhD students, during their studies. The support of PhD students would continue indefinitely.

3.

GOVERNANCE AND LEGAL SERVICES



Health and Safety

A new student induction DVD focussing on fire safety in residences has been developed by Health and Safety Services. This resource has been developed for use at all University Campuses and has been issued to relevant Services.

Health and Safety Services are developing new procedures to incorporate the recent changes in the Construction (Design and Management) Regulations 2015.

The changes within the regulations put further responsibilities on the University as a Client in construction projects, requiring Health and Safety Services to provide enhanced support to the various sites underway at the Edinburgh Campus.

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

The University has responded to the Home Office, confirming acceptance of their invitation to be allowed to receive batches of BRPs on behalf of students and then distribute these BRPs as part of the enrolment process. The Home Office have distributed additional operational guidance to participating institutions at the end of May 2015.

4.

HUMAN RESOURCE DEVELOPMENT



National Pay Review

A full and final offer was made as part of national pay negotiations. The offer provides a general pay uplift of 1% from 1 August 2015 on all points, save for points 1 to 8 where higher base increases have been offered (of up to 2.65%), enabling the lowest point 1 to address the Living Wage claim.

iHR: Performance Development Review

The vast majority of PDR meetings have now been held and recorded in iHR, however there are still fewer than this time last year. Recording the data is absolutely confidential so please do use iHR to record them.

iHR: Holidays

While only small numbers of colleagues have not yet logged on to iHR, there are still significant numbers who have not yet booked holiday through iHR. This will cause a problem in July, when all accrued holiday will be recorded and reported in our financial accounts. Please do use iHR to record holidays – it is simple and a significant help to your colleagues.

Employee Counselling Service

Our Employee counselling service has ceased to trade. HR are putting in place alternative individual support, and if there are any questions or concerns about it please do contact HR.

5. INFORMATION SERVICES

The Edinburgh Campus Library has now reverted to vacation opening hours after 24x7 opening throughout Semester 1 and 2. This trial has been very popular with students and facilities were widely used. We propose to make a change to 24x7 opening throughout the semester as a permanent enhancement to our services.

We interviewed for the vacancy of Virtual Learning Enhancement Manager on 19 May and the post has been offered.

We welcomed Kevin Yeoh, Head of Information Services in the Malaysia Campus who visited the Edinburgh Campus during the first week of June.

6. MARKETING AND COMMUNICATIONS

The Communication team supported a successful visit to the Institute of Petroleum Engineering (EGIS) from senior Australian academics and administrators from Charles Darwin University including Vice-Chancellor, Professor Simon Maddocks.

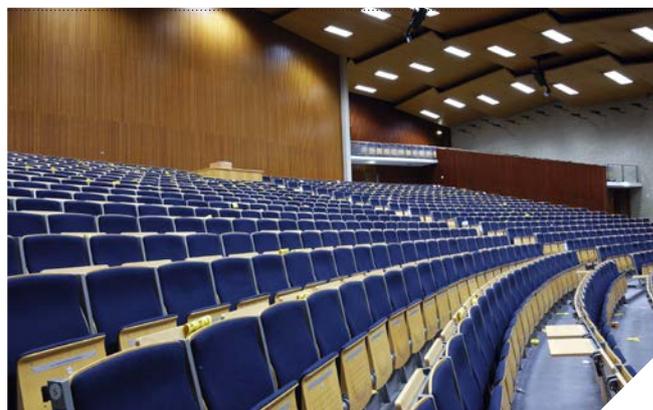
The traditional end of year concert on the 9th May was not only a great musical success but also raised over £1,200 for the Nepal Earthquake Disaster.

This month over 35 staff from across the University enjoyed a thought provoking presentation on latest developments in social media given by internationally recognised expert, Tracy Playle.

With professional support from our teams, the School of Textiles and Design have selected [The Roundhouse](#) to help develop a clearer proposition and enhanced marketing.

Our postgraduate prospectus has been shortlisted in the annual HEIST awards for education marketing. The winners will be announced in July 2015.

7. REGISTRY SERVICES



External Funding Award

We have been successful in securing competitive funding (£10,000) from the Higher Education Academy Scotland for developing and publishing an Enhancement Case Study. The University's Learning and Teaching Strategy will be used as the Heriot-Watt Case Study.

New and revised academic policies

Two have recently been issued:

- Revised Student Attendance Policy and revised Compulsory Withdrawal Procedures
- Key Principles (Academic and Business) for Additional Entry Points in the Academic Year for Campus-Based Programmes

Documentation is available on the Academic Policy Bank www1.hw.ac.uk/committees/ltb/ltb-policies.htm

Student Conduct: Discipline, Appeals and Complaints

The Student Conduct Officer is beginning a series of training and updating for staff in Schools and Professional Services on the use knowledge and understanding of the discipline and appeals procedures, and the reporting of issues through SharePoint Discipline and Appeals logs.

8. RESEARCH AND ENTERPRISE SERVICES



RES supported 44 research proposals in April, with a value of £10.8m. The year-to-date figures are now 468 proposals for £96.4m total. This is an increase in value on the previous year (but a decrease of the year before).

GALP Energia from Portugal joined two Joint Industry Projects run by Professor Mehran Sohrabi of EGIS-IPE: Carbonated Water Injection, Phase 3 (£114k), and Improved Characterisation of 2- and 3-Phase Flow (£160k).

28 Heriot-Watt staff and students submitted to Converge Challenge 2015 deadline with five staff and two student applications progressing to the final 30. RES will support these applications with the aim of securing at least one 'Converge Top 10' spot for Heriot-Watt in August and spinout thereafter.

9. STUDENT RECRUITMENT

Applications

Scottish Campuses

Undergraduate acceptances rates remain on track to make target in key categories for September 2015.

At Taught Postgraduate level applications are up 15% on this time last year, and offers are up 23%.

Dubai Campus

Compared to the same time last year, Undergraduate applications and acceptances are up across all Schools (up 34% and 169% overall respectively); Postgraduate Taught applications are 2% down overall although acceptances are up 115% owing to the changed 'Early Bird' scholarship deadline.

Malaysia Campus

Focus is on the July Foundation Programme intake, acceptances have increased to 63 from 31 at the same point last year, albeit with a long way to go until the programmes start on 27 July. Similarly, looking ahead to the Undergraduate and Postgraduate Taught intake for September, acceptances are also considerably higher than at this stage last year.

Student Recruitment Activities

CRM

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. A revised strategy will be circulated shortly incorporating key issues arising from the session.

UK Recruitment S6 Induction events

Between Monday 8 June and Friday 19 June, the University will welcome ~1500 final year school pupils on 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 positive introduction to the UCAS process and help pupils identify key requirements for a strong university application.

The School and Professional Service representatives of the Board are:



Ms Ann Marie Dalton,
*Secretary of the University
(Chair)*



Mr Darren Cunningham,
*Director of Administration
(MACS)*



Mr Andrew Menzies,
Director of Finance



Mr Paul Travill,
Academic Registrar



Mr Mark Adderley,
Director of Human Resources



Mr Malcolm Deans,
Director of Campus Services



Mr Derek Penman,
Director of Administration (EPS)



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



Mr Mike Bates,
Director of Student Recruitment



Ms Maggie Dunn,
Director of Administration (SLS)



Mr Campbell Powrie,
Director of Administration (SML)



Ms Vivienne White,
Director of Administration (TEX)



Ms Philippa Burrell,
Director of Administration (EGIS)



Dr Liz Fellman,
*Director of Research
and Enterprise Services*



Mr Mike Roch,
Director of Information Services



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



Ms Sue Collier,
*Director of Governance
and Legal Services*



Ms Morag Heggie,
Director of Administration (EBS)



Mr Martyn Spence,
*Director of Marketing
and Communications*