

Secretary's Board Bulletin

Welcome
Dr Alicia Greated

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Systems



Welcome to the December edition

This month the Board discussed the recent computer outage which prevented some of our colleagues from accessing their PCs. Please accept our sincere apologies as we appreciate that this caused a lot of inconvenience for some of you.

I was delighted to welcome Dr Alicia Greated, Director of Research and Enterprise Services, to her first Secretary's Board this month and I ask you to join me in welcoming her into the Heriot-Watt community.

We were also excited to discuss the next phase of the investment in our information systems across the University. You can find out more about this project in the features section.

Summaries from the Services and a video are also included to make it easier for you to access the latest news from the Board.

Finally, I would like to wish everyone a happy and peaceful Christmas. Thank you all for your continued hard work throughout the year and I hope that you are able to enjoy some rest over the holidays.

We appreciate your feedback so please send your ideas and comments to ProfessionalServices@hw.ac.uk.

Ann Marie Dalton
Secretary of the University

We appreciate your feedback so please send your ideas and comments to

ProfessionalServices@hw.ac.uk

Welcome Dr Alicia Greated

We are delighted to welcome our new Director of Research and Enterprise Services, Dr Alicia Greated, to Heriot-Watt.

Dr Greated joined us on 30 November. Her previous position was Head of the Newton Programme Management Team at the Department of Business, Innovation and Skills (BIS), leading on the effective delivery of the Newton Fund, a £375 million research and innovation fund.

We are confident Alicia will make a great difference to the leadership and delivery of support for research across the University. More details about her experience can be found at: <http://www.hw.ac.uk/news/heriot-watt-appoints-new-director-of.htm>



Apology for Computer Outage

We would like to apologise to everyone affected by the unplanned computer outage in November, which left some colleagues unable to use their PCs. We have resolved many of the issues caused and have now finished reinstalling software on over 370 affected PCs.

Colleagues should now be able to work normally and use the standard software installed. If you are, however, still experiencing problems please log them with the Helpdesk at ITHelp@hw.ac.uk and they will be resolved as soon as possible.

Again, we apologise unreservedly for the disruption that this unfortunate incident has caused. We have begun a lessons learned exercise to ensure that this doesn't happen again but would caution all colleagues to always ensure that their work is backed up. Documents saved to your PC's H: (Home) or S: (Shared) directories are stored safely on our duplicated fileservers and backed-up frequently, but documents kept on your PC's built-in C: drive must also be manually copied to another device to protect against accident, theft, flood, fire or system failure.

If you have any queries about the computer outage, please contact the IT Helpdesk at ITHelp@hw.ac.uk or email [Mike Roch](#), Director of Information Services.

Investment in Information Systems

We are in the fortunate position to have circa £1 million to spend on improving Heriot-Watt's Information Systems this year. This month's Board discussed the next phase of this investment which will significantly enhance our systems across the University.

This investment will enable us to deliver a new Estates Management System and improve our Student Record System which is used in each of our campuses, across the world. Some enhancements will be made to both the Library Systems and those systems which produce our numerous prospectuses. Further investment will also be made to our University website.

There will be fine-tuning work carried out on the relatively new iHR system and we are also introducing a new Incident Control System.

This programme also represents an investment in the working environment of each of our colleagues across the University. It is notable that in the recent Employee Engagement Survey, 73% of staff reported that they have "adequate resources and facilities for their role: Office equipment (including IT)" whereas in 2011 only 66% reported this.

For any further questions on our investment into our information systems please contact [Mike Roch](#), Director of Information Services.



1.

REPORT FROM THE DIRECTORS OF ADMINISTRATION IN THE SCHOOLS

In addition to students who will sit exams at the Edinburgh, Dubai and Malaysia campuses, over 8,500 students will sit examinations at centres around the world in December.

The School of Mathematical and Computer Sciences launched its [Research Impact Video Series](#) which showcases its broad range of research topics. The videos are available to view on the [School webpages](#) and [YouTube channel](#).

The final cohort of 25 students to be offered full scholarships to complete the MBA by distance learning under the African Scholarship scheme has been selected. Since its launch in 2009, 192 students have been enrolled under this scheme.

Following research conducted throughout 2015, Edinburgh Business School has embarked on a project to roll out e-assessment. This will be introduced on a phased basis over the next three years.

At the March 2016 exam diet, students who take examinations at one of seven selected exam centres will be offered the choice of using computers rather than pen and paper to sit their exams in a timed and invigilated environment. Each subsequent diet will see an increase in the choice of subject exams available and an increase in the number of locations where online exams can be taken. It is envisaged that, by December 2018, students will be able to take any of the subject exams, in a wide choice of locations and in any of the five languages currently available.

2.

CAMPUS SERVICES

Oriam

Work on site is progressing in line, and in some areas, slightly ahead of the contract programme. The completion date remains 8 August 2016.

Marketing campaign

The Union photo shoot for six Oriam sporting shots was completed on Thursday 12 November. All photos included models from Heriot-Watt student clubs and will be used for Oriam's marketing materials and webpages. It has been great to see the support and excitement about the project filter through to the Oriam team and clubs.

3.

GOVERNANCE AND LEGAL SERVICES

Tier 4 Attendance Monitoring

A new Banner interface to collect Tier 4 Attendance Monitoring data has been launched across all Schools and the Student Service Centre. Instructional documents and training sessions have been provided during October and November.

The new interface allows Schools to tailor their schedule of 'attendance events' to provide a better fit with different students' timetables. It also collects data more accurately and allows Schools to provide more detailed information about whether student absences are authorised or not.

Schools are in the process of providing the details of their schedule of attendance events to the Tier 4 Compliance Officer. Reports from Schools suggest that the new interface is user friendly and an improvement on the previous interface. Changes to the way data is input and reported have been designed to make the information more robust and transparent for audit purposes.

4.

HUMAN RESOURCE DEVELOPMENT

Employee Engagement Survey

The Employee Engagement Survey results are now with Schools and Services for managers to work with colleagues to prepare action plans. We strongly encourage you to participate in the definition of your local plans. The results of your discussions will be consolidated and presented back to University Executive, Staff Committee and Court, and tracked between now and the next survey. Some key HRD activity will be around greater explanation and support for promotions processes.

Pride and Ambition Dinner: Thursday 21 January 2016

The Principal has agreed to host the next in the series of staff events at Hermiston House entitled 'Pride and Ambition' on the evening of 21 January 2016. This event focuses on the contribution to the University's International strategy and is part of the 'Creating Pride and Belonging' employee engagement initiative approved by the University Executive.

HW Engage

HW Engage, in collaboration with a number of colleagues, coordinated [IllumiNations](#), the Scottish closing ceremony of the International Year of Light on Wednesday 2 December at the Edinburgh Campus.

5.

INFORMATION SERVICES

As we approach the end of Semester and the examination period, all our libraries are very busy, with the Edinburgh Campus library well occupied during 24/7 opening. Additional study space is available at the James Watt Study Hub and classrooms may also be used when not timetabled for teaching.

6.

MARKETING AND COMMUNICATIONS

We contributed to the success of a range of key events during a very busy month. Our work included supporting graduations in Edinburgh, Malaysia, Dubai, Singapore and Hong Kong as well as coordinating the 10th anniversary celebrations in Dubai; the dinner for Lord Penrose and the formal re-opening of the Museum and Archive at the Edinburgh Campus.

The announcement of the Queen's Anniversary Prize Award to the Institute of Petroleum Engineering has received considerable news coverage and communication planning is underway to ensure we receive the maximum benefit from this prestigious award. Other top news stories this month featured 3D Stem cell printing, the announcement of our new head of MACS and a Heriot-Watt student and alumnus being installed as Governor of Edinburgh Castle.

Working in partnership with colleagues across all campuses, the University's new campaign to encourage global student mobility, Go Global, has been launched to colleagues and students.

Music continues to play an important part in the life of the University with the Chamber Choir representing all Edinburgh universities at the Remembrance Service at the Playfair Library. The Choir and Orchestra also recently performed Bizet's Carmen at the Edinburgh Campus.

Our website has seen a 20% increase in users from the UAE and a 48% increase in site visits from a mobile device (21% of all sessions) compared with last year. The trend noted last month for increased visitor traffic from China continued with a 35% year on year increase in visitors.

Finally, specialist digital marketing trainers Picklejar gave a presentation on the use of video on digital channels to colleagues from across the Schools and Services. This was followed by hands-on training for colleagues on how to produce their own short videos using freely available software.

7.

REGISTRY SERVICES

Quality Assurance

Annual Monitoring and Review information has been issued to all Schools. A revised process has been introduced which includes: The incorporation of the Degree Entry Programme (Dubai) and the Foundation Programme (Malaysia) into the process; the merging of the Annual Monitoring and Review Meeting and Learning and Teaching Strategy Meeting into a single Annual Discussion Meeting.

Learning and Teaching/Enhancement

Arrangements are now underway for the first Thematic Review of key learning and teaching matters: Technology-Enhanced Learning and Teaching.

The Registry is developing a research proposal with a PhD student in SML and with SML colleagues, which will focus on enhancing the global student experience.

Student Surveys

Two versions of the Student Survey Framework briefing papers have been produced and circulated: 16A: Academic Student Survey Framework and Process; 16B: Annual/Welcome Surveys and Student Panel (<http://www1.hw.ac.uk/committees/lb/lb-briefing.htm>)

Student Systems Unit

PAMS is in the process of being rolled out. Temps have made good progress through populating the data and the first School has been trained in the use of the system.

Student Union

The Student Union has launched its 'Change One Thing' campaign as part of its new communication strategy. The campaign encourages students to raise an issue relating to the Union or University that they would like to see changed. Students are able to vote suggestions online. The Union will take forward popular suggestions for action. Feedback thus far has ranged from small changes to the commercial services in the Union to requests for more water fountains in academic buildings.

8.

RESEARCH AND ENTERPRISE SERVICES

The largest, industrially sponsored research contract ever awarded to Heriot-Watt has been approved and signed. The Abu Dhabi Oil Company is providing funding worth £4.1 million to fund five years of research into Enhanced Oil Recovery Studies led by Professor Mehran Sohrabi, Director of the Centre for Enhanced Oil Recovery and CO2 Solutions in EGIS.

For the month (November 2015) to date the University has been awarded over £4.8 million in new research grants or contracts. This covers 11 projects and five Schools. Over the same period there were 41 projects approved for submission by RES. The projects came from 36 Pls in five Schools.

Three Converge Challenge alumni have won Young Edge prizes worth £42,500 at the 12th Scottish Business Awards Festival of Entrepreneurship. One of the winners was Turtle Pack, a Heriot-Watt student start-up, which has been awarded £10,000 to develop a flotation device that helps children learn to swim.

9.

STUDENT RECRUITMENT

Open Days

The annual series of Open Days, two at the Edinburgh Campus and two at the Borders Campus concluded on 28 November. The number of visitors has increased from last year, continuing the trend which has doubled between 2010 and 2014.

Recruitment Exhibitions

Student Recruitment staff have concluded the intensive autumn round of UCAS recruitment exhibitions, School visits and other off-campus events throughout Scotland. This included a week-long tour of schools in the Highlands and Islands with colleagues from other Scottish universities.

Indian Recruitment

In November, representatives from the Dubai and Malaysia campuses joined Heriot-Watt's Indian In-Country representative to conduct a tour of recruitment exhibitions throughout India. Recruitment to UK universities from India has dropped significantly since 2012, notably as a result of the removal of post-study work options. As Heriot-Watt is able to offer an alternative study option in Dubai and Malaysia the University has maintained its overall number of Indian students and not seen the drastic decline experienced by other UK institutions.



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 Derek Penman,
Director of Administration (EPS)



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



Mr Mark Adderley,
Director of Human Resources



Mr Malcolm Deans,
Director of Campus Services



Mr Campbell Powrie,
Director of Administration (SML)



Dr Alicia Greated,
*Director of Research
and Enterprise Services*



Mr Mike Bates,
Director of Student Recruitment



Ms Maggie Dunn,
Director of Administration (SLS)



Mr Mike Roch,
Director of Information Services



Ms Vivienne White,
Director of Administration (TEX)



Ms Philippa Burrell,
Director of Administration (EGIS)



Ms Morag Heggie,
Director of Administration (EBS)



Mr Martyn Spence,
*Director of Marketing
and Communications*



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



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



Mr Andrew Menzies,
Director of Finance



Mr Paul Travill,
Academic Registrar