

# 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

**Ms Philippa Burrell,**  
Director of Administration (SBE)

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

**Mr Malcolm Deans,**  
Director of Campus Services

**Ms Maggie Dunn,**  
Director of Administration (SLS)

**Ms Morag Heggie,**  
Director of Administration (EBS)

**Ms Lesley Lindsay,**  
Director of Administration (TEX)

**Mrs Gillian McFadzean,**  
Director of Research & Enterprise Services

**Mr Phil McNaul,**  
Director of Finance

**Ms Theresa Merrick,**  
Director of External Affairs

**Ms Lorna Morrow,**  
Director of Administration (MACS)

**Mrs Kathy Patterson,**  
Academic Registrar & Deputy Secretary

**Mr Derek Penman,**  
Director of Administration (EPS)

**Mr Campbell Powrie,**  
Director of Administration (SML)

**Mr Mike Roch,**  
Director of Information Services

## Welcome to the sixth edition of the Secretary's Board Bulletin, the monthly communication from the Secretary's Board.

The Secretary's Board is the forum for the leaders of all the Professional Services across the University to meet and work together to ensure we are delivering integrated services across the University to support teaching, research and the student experience.

The Board met at the beginning of July and the main outcomes of that meeting are reported in this bulletin.

We welcome your feedback on these bulletins. Contact [Review2012@hw.ac.uk](mailto:Review2012@hw.ac.uk) with your comments or suggestions.

Minutes of the Secretary's Board meetings can be found at: [www.hw.ac.uk/committees/secretarys-board/](http://www.hw.ac.uk/committees/secretarys-board/)

### 1. CAMPUS SERVICES

The Centre for Sport and Exercise successfully achieved four stars for the Healthy Body Healthy Mind Award from the National Union of Students and Scottish Student Sport. This was the highest rating of award obtained across all Scottish Universities.

Transition Heriot-Watt has completed its first Halls Re-Use scheme with a large amount of kitchen equipment, clothing and stationery collected.

Work continues on the new residencies at both the Edinburgh and Scottish Borders campuses. Both projects are currently running behind schedule, but the new estimates for finish dates should not have any impact on student occupancy.

Hospitality Services has been involved in finalising furniture needs for the new residences. The operational management team visited the Edinburgh Campus residences project to start the procurement of equipment for service areas.

Estate Services is managing 27 varied projects around the Edinburgh Campus which are scheduled for completion before the start of Semester 1.

### 2. EXTERNAL AFFAIRS

Marketing and Communications and Media Services teams contributed to the success of the graduation ceremonies at the Edinburgh and Scottish Borders campuses. Some of the activities delivered include:

- Production of graduation booklets, signage and decoration
- Event and press management for honorary graduations
- Production and delivery of live webcasts and DVD of the graduation ceremonies
- Handing out alumni pin badges to each graduate
- For the first time, a video kiosk was deployed to record feedback from students, families, and members of staff about the graduation ceremonies and experiences of time spent at the University.

#### **Development and Alumni Relations**

Cara McCoy joined the Development and Alumni team as Senior Development Executive.

Several alumni events have taken place throughout June including a business networking session, a wills workshop for staff and alumni led by Pagan Osborne, and meetings with major donor prospects.

#### **Publications**

The design of a number of printed publications is underway, including the 2013/14 Chinese, Undergraduate and Postgraduate prospectuses, the Strategic Plan and the Malaysia corporate brochures. The Summer edition of Network is now available to all staff.

A new contract for the installation of a new fleet of print, copy and scan devices together with a print

management solution has been awarded to Xerox UK. The new contract will leverage the University's hardware and IT investment, maximise cost savings, increase productivity and reduce carbon footprint. Media Services will manage the contract on behalf of the University.

### 3. FINANCE

#### **Five year plan development**

The Finance and Planning teams presented the draft plan to the Finance Committee at the start of June and the annual update of the five year plan was then approved by Court on Monday 25 June. Budget holders and their financial controllers have received a signed statement of their budget for 2012/13.

#### **Statutory Accounts**

The design of a new set of financial statements for the year to 31 July 2012 is underway. A detailed timetable of the plan, from year end activity through external audit and approval of the accounts by Court in Autumn, has been agreed and published.

#### **Oracle R12 Project**

The project team delivered over 30 courses through May and June on a range of Oracle R12 topics. Approximately 90% of staff have received training on the requisition process and a significant number took advantage of the refresher training offered on this module.

The purchase requisitions and purchase orders are now ready for live usage as well as the internal marketplace where staff can order 'on line' catering services from Hospitality Services. In the months ahead this functionality will be

made available to other Professional Services functions to offer their services to colleagues across the University.

All questions or enquiries about Oracle R12 should be submitted to the help desk in the first instance via email: [OracleHelp@hw.ac.uk](mailto:OracleHelp@hw.ac.uk) or phone (ext. 3701).

#### 4. GOVERNANCE AND LEGAL SERVICES

Some aspects of Equality and Diversity, UKBA and Legal Services are now located in this directorate. Work is starting to establish a Project Office.

##### Secretariat

Secretariat is working with Heritage and Information Governance to develop a framework for managing the University's corporate policies and procedures.

##### Health and Safety

Robert Lundrigan joined the University as Fire Safety Adviser on 11 June 2012.

The Head of Health and Safety Services visited the Dubai Campus in early June to conduct an evaluation exercise to establish the current status of health and safety compliance.

##### Audit and Risk

Audit and Risk is currently working towards the renewal and inception of insurable risk programmes for the UK, Dubai and Malaysia campuses. A number of Risk Management Workshops were delivered for staff

and 98% of attendees indicated a clearer understanding of the process and objectives.

#### 5. HUMAN RESOURCE DEVELOPMENT

##### People

'Creating Pride and Belonging', the University's employee engagement strategy, has been approved by the Secretary's Board. The strategy pulls together activities to:

- Create an environment where all staff understand the University purpose and goals through formal and informal structures
- Encourage personal development through PDR and training
- Ensure that all staff have a voice through two-way communications
- Live out all University's values through actions like the Spirit of Heriot-Watt awards.

A number of Crucible events took place in June including the final lab of Scottish Crucible 2012 hosted by the University of Dundee and a Civic Reception at the Discovery, a Heriot-Watt Crucible Alumni event for all past participants from Heriot-Watt, Edinburgh and the Moredun Research Institute.

Six interdisciplinary research projects were selected for funding by a Heriot-Watt Crucible Project Selection Panel. Academic Enhancement will also be running a special 'European Crucible' at the Euroscience Open Forum ESOF2012 in Dublin in July with support from the Scottish Government and Scottish University partners.

##### Process and Policy

With the Leadership Excellence Framework in place, the University is now looking at improving recruitment through more consistent recruitment and appointment processes.

#### 6. INFORMATION SERVICES

A unified website and programme of Student Study Skills courses are being developed by Information Services staff for the new session.

Usage of the Edinburgh Campus Library continues to grow: during Semester 1 and 2 there were 404,606 visits (an increase of 14% in 2010/11), including 34,490 overnight visits during 24/7 opening (an increase of 37%).

The new version of Vision is now available to academic staff in order to prepare for the new session via <https://hw.blackboard.com>. The old version will continue in service until the end of 2012.

Blackboard Learn Mobile, a product that will enable staff and students to access Vision from mobile devices, has also been procured for the new session, as have mobile apps related to the Voyager Library catalogue.

PCs in centrally managed labs, including the Library, will be upgraded to Windows 7/Office 2010 this summer.

### 7. REGISTRY SERVICES

The UKBA Audit Visit (Tier 4 Students) took place on Friday 8 June 2012. The auditors interviewed students and checked online and paper student records. A more detailed audit will take place in October/November. The visit has provided the University with a useful early insight into the areas that can be improved (e.g. attendance monitoring, up-to-date UK addresses).

#### Academic Registry

A total of 1500 students graduated in the summer graduation ceremonies between Friday 15 June and Friday 22 June. Around 6500 visitors attended the events at the James Watt Centre at the Edinburgh Campus.

#### Student System Unit

- To reflect changes in University policy, students are now automatically assigned by SAS to re-assessments. This is expected to significantly reduce effort expended on processing these requests.
- A number of changes to online enrolment (OENR) have been brought forward to support early enrolment commencing 9 July, including changes to support a statutory return to the Government of Dubai's Knowledge and Human Development Authority.

#### Student Support & Accommodation

Derek Davidson has joined us to cover Christine Johnston's maternity leave.

#### Student Union

- The Student Union has seen a healthy growth in new societies as a result of continuous work on student activities this year.
- The Hub annual statistics shows a 107% increase in student usage from 2009 to 2011 as a result of the relocation to the Hugh Nisbet Building.
- The Student Union has been shortlisted for the National Union of Students Access Challenge Award as a result of work with Disabled Go and Attitude is Everything. A Special Commendation was also given to the Student Union in the Union of the Year category for the 2012 NUS Awards.
- Freshers' week planning with Sports Union, Chaplaincy, University Services and Transition Heriot-Watt is now underway.

### 8. RESEARCH AND ENTERPRISE SERVICES (RES)

Support was given to four Scottish Funding Council Innovation Centre bids led from Heriot-Watt and to 40 bids where University staff participated.

The first round of Research Exercise Framework (REF) selection meetings was completed. The REF steering group is now in a position to have an accurate understanding of the numbers of eligible staff. The last meeting of the Research and Knowledge Exchange Board Focus was on REF Impacts.

The Research Funding Analysis Report showed spend continuing to grow. Awards in 2011/12 already total £20M and proposals have grown significantly above £100M. The Scottish Enterprise (SE) Proof of Concept programme has awarded funding to a joint project with

Strathclyde University. Significant commercial interest is being demonstrated for projects from the School of the Built Environment and the School of Engineering and Physical Sciences.

RES has trained more than 40 Technology Transfer officers during the academic year 2011/12 and is currently hosting Technology Transfer officers from Charles University in Prague, Czech Republic, providing a 16 lecture seminar series on 'Best Practice in Research Commercialisation'.

### 9. REPORT FROM THE DIRECTORS OF ADMINISTRATION IN THE SCHOOLS

Administrators in the Schools have been working on a number of different activities in June and July:

- Supporting graduation events
- Finalising progression board actions
- Dealing with progression enquiries from students
- Supporting Postgraduate June resit diet
- Planning for online enrolment
- Reviewing all supporting materials for online enrolment.

The main focus of the Edinburgh Business School activity during this time of year is the examination diet. In the first week of June, over 8000 students applied to sit 12786 exams in 317 examination centres in 132 countries.

Please send any questions or comments to  
[Review2012@hw.ac.uk](mailto:Review2012@hw.ac.uk)