

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

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

Ms Sheelagh Wallace,
Operations Manager (Dubai)

Welcome to the seventh 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 September and the main outcomes of that meeting are reported in this bulletin.

We welcome your feedback on these bulletins. Contact 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/

1. CAMPUS SERVICES

In addition to the two main residences projects, the Estates team have been progressing a total of 22 projects over the Spring/Summer including: upgrading of the food court in the Hugh Nisbet building, redecoration in Robert Bryson Hall, improvements to thermal insulation and replacement of roof membrane in the Sports Centre, conversion of offices in Student Centre and office alteration in the Edwin Chadwick building.

2. EXTERNAL AFFAIRS

Development and Alumni Relations

David Scott, Senior Development Executive, Nadia Wheeler, Development Administrator and Kate Brook, Research and Proposal Writer joined the Development and Alumni team.

Successful alumni events took place in August during the Edinburgh International Festival including a drinks reception at the Nicola Benedetti concert and the Festival Fireworks dinner.

Events

Several events have taken place throughout this period including the visit of Professor Rolf Heuer, Director General of CERN, the European Organization for Nuclear Research and the graduation ceremony at the Orkney Campus.

Internal Communications

The Cascade, a new monthly communication tool has been launched to help managers improve the frequency and consistency of two-way communication with their teams. Please take time to review this with your teams and pass on any feedback.

3. FINANCE

Statutory Accounts

The detailed timetable for the preparation, audit and approval of the accounts by Court in November has been agreed and published. The accounts are currently being prepared and the University's external auditors have commenced their work.

Oracle R12 Project

Work is continuing to fully implement the Oracle R12 system. It is important that the project team have feedback from users. All such feedback, and any questions or enquiries about Oracle R12 should be submitted to the help desk via email: OracleHelp@hw.ac.uk or phone via extension 3701.

4. GOVERNANCE AND LEGAL SERVICES

Procurement

The annual Procurement Capability Assessment of Procurement Services was carried out by APUC Ltd. This independent service appraisal involves evidence-based scoring across eight high-level criteria. The section's 2009/10 score was 58%, rising to 71% in 2010/11, and now in 2012 it has improved again to 80%, which places the University in the top quartile 'Superior Performance' category.

Secretariat

Current clerks/contacts for general enquiries and communications relating to Secretariat supported committees are:

Lorna Kirkwood-Smith

(Ext: 3631, Email: L.A.Kirkwood-Smith@hw.ac.uk) for Court, Court Emergency Committee*, Governance and Nominations Committee* and the University Executive

Valerie Hallows (Ext: 3399, Email: V.Hallows@hw.ac.uk) for Audit and Risk Committee*, Finance Committee*, Chancellor Selection Committee (short-life), HWU Malaysia Oversight Board*, International Strategy Board and Remuneration Committee*

Julie Brown (Ext: 3365, Email: J.Brown@hw.ac.uk) for Campus Services Management Board and Campus Services Strategy Committee*

Jen Dickson (Ext: 3738, Email: Jennifer.Dickson@hw.ac.uk) for Secretary's Board and Staff Governance Committee*

*Committee of the Court

Health & Safety

A new University Health & Safety Policy was approved by the University Executive on the 23rd August and will now go on to the Court for approval. The attention of the UE was drawn in particular to the respective responsibilities of senior management.

Health & Safety Services have now procured an electronic health & safety management system (Safeguard). This system will enable the University to have effective and central control over the management of all incidents, risk assessment programmes and contractor activity processes across all of the University's sites. A setup project has been initiated to customise the system to the University's requirements and it is anticipated the project will move to a delivery stage in November.

The e-learning programme (WorkRite) for health and safety induction and training has now been configured and system function tests are in progress. The system has been launched in phases commencing 1st September.

5. HUMAN RESOURCE DEVELOPMENT

People

The next Staff Engagement Survey is due in 2013 and the University is considering options for monitoring staff views between surveys. Following discussion at the Secretary's Board, proposals on dates will go to the University Executive.

Global Platform continues to be a recruitment success now with over 50 new staff recruited through that route over the last three years, with 50% of those in the last 12 months.

Pay and Pensions

Now there is no 'default retirement age' the Secretary's Board has agreed to include the early retirement policy in a new Flexible Working Policy, which opens a variety of flexible options for staff. This will now be discussed with the Trade Unions, and the University Executive.

The final pay offer is now being balloted on across the Higher Education sector, and staff should be encouraged to express their views.

Process and Policy

All staff should now have completed their half yearly interim reviews, and be working towards completing their objectives and plans for the end of the year. Managers should not rely on this as the only way to work with their staff – they should be continually looking for ways to have constructive and positive discussions with their teams.

6. INFORMATION SERVICES

The team has begun bringing together the separate skills development programmes, websites, newsletters and other documents authored by the formerly separate Library and IT departments.

The programme to upgrade or replace PCs in Professional Services and centrally managed PC Clusters to run Windows 7 and Office 2010 has been completed.

The new VISION VLE is ready for full service. A licence for the Blackboard Mobile Learn App has been purchased, so that VISION will be accessible from almost any device.

The University's website has been reconfigured to be more mobile-device friendly.

Information Services has been working with the Malaysia project to specify and procure equipment for the temporary campus.

7. REGISTRY SERVICES

All Registry Services sections have contributed to the planning of the enrolment and induction activities for new students including:

- A reception for new students and their parents
- Induction events for international students
- Training in visa checks for main enrolment events
- Discussions with the RBS branch at the Edinburgh Campus to request extension of opening hours and acceptance of

University letters for new students wishing to open bank accounts

Academic Registry

- The team visited Dubai Campus to provide guidance and training to Eikon student services prior to online enrolment and to support the advance enrolment event being piloted for some Schools.
- Nandini Raj, Head of Student Services in Dubai visited the Edinburgh Campus to discuss enrolment, assessment, quality and graduation processes.
- Online enrolment for new and continuing students opened successfully in August.

Careers Service

- The University gained approval from UKBA to offer a Tier 1 'graduate entrepreneur' route to students. This will enable up to 10 students to apply for a one year extension to stay in the UK in order to develop 'world class innovative ideas or entrepreneurial skills' following appraisal by an expert university panel.
- The Career Service's website has been redesigned following feedback from students. Changes include easier navigation and access from mobile platforms as well as a new section for international alumni profiles. The new website can be found at <http://www.hw.ac.uk/careers/>
- A revised careers diary is currently in production which will be distributed to all first and final year students as well as to students in Dubai.

Student Support and Accommodation

- The RUK procedures paper has been developed and bursaries are now being processed; students will receive their first payment on 28 September 2012.
- Information from the Student Loans Company (SLC) is now being received via the SLC portal. SSA is in the process of testing the system, and linking to University systems.

Student System Unit

A number of enhancements have been released including:

- A mass registration facility to enable mass upload of course registrations for students on 'non-standard' programmes including IDL and PGR students
- Enforce UK address functionality. This is a UKBA requirement to store UK addresses for UK-based students.
- Error Check Report for OENR. This provides a range of checks on a student's status as a detailed guide to troubleshooting enrolment issues.

HWU Student Union

Fresher's Welcome was completed. Over 90 volunteers supported the events throughout the week. The International Welcome project plan was concluded with more than 20 International Student Helper recruited. The Student's Union hosted the Drama Society during Fresher's Week for comedy sketches on Scottish language.

The Student Union refurbishment work has been completed in the foyer, the Bar and Zeros.

Health Service

The pre-entry medical history questionnaires returned by new students were screened. Students with medical issues are flagged to enable Medical Practice staff to offer students appropriate medical intervention at the time of registration with the University Health Service.

8. RESEARCH AND ENTERPRISE SERVICES (RES)

RES has continued to process proposals to either companies or government funds with some good outturns for both research and knowledge exchange activity. In particular Heriot-Watt goes into 2012-13 with a pipeline valued at over £4 million of projects already at the discussion phase. As part of the actions to integrate delivery of the University strategy by closer cooperation across professional services, RES staff provided an induction session for new staff in the Development and Alumni team. This helps the two Professional Services sections work together more closely and provide a more effective service to researchers in finding funding and collaborating with industry.

9. REPORT FROM THE DIRECTORS OF ADMINISTRATION IN THE SCHOOLS

The professional services staff based in the Schools (administrative, IT, and technical) have been actively engaged in preparing for the new academic year. Activities include: updating documents, data, systems, and on-line materials as well as preparing induction and semester 1 teaching timetables.

Work continues on admissions throughout the summer for all modes of delivery from Undergraduate and Postgraduate on-campus to Independent Distance Learning (IDL) and programmes offered by Approved Learning Partners (ALPs).

Support was provided for the August resit diet followed by processing of results and convening of Exam Boards. In some Schools the summer is a full teaching semester for specific delivery modes, e.g. programmes offered by ALPs.

Continuing administrative, technical and IT support is provided to research activities during the summer vacation, alongside support for REF preparations.