

# 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,**  
Director of Administration and Registrar (Dubai)

## Welcome to the November 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 November 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/minutes.htm](http://www.hw.ac.uk/committees/secretarys-board/minutes.htm)

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

Refurbishment works continue throughout most Schools. On October 22, the Principal unveiled a plaque naming the recently refurbished laboratory, room G.24 in the John Muir building, in honour of Professor Charlie M Brown, who died last year. An oak tree was also planted near the Chaplaincy.

To comply with UKBA regulations overseas students on Tier 4 visas are being monitored on a monthly basis by Professional Services colleagues within Schools.

Schools continue to prepare for REF and supported the Autumn Graduation ceremonies.

### 2. CAMPUS SERVICES

The Scottish National Blood Transfusion Service is to progress plans to build a new £50m national HQ on the Research Park. The facility will incorporate labs, offices and other facilities. Pre-tendering is expected to get underway on 10 December 2012.

A proposal for hosting a Commonwealth Games training camp at the Edinburgh Campus has now been given to all Commonwealth Countries and Professor Andy Walker has spoken directly with a representative from Malaysia.

Membership of sports clubs has again increased this year. There are currently 2200 student members and we are delighted to see so many students taking part in sport.

### 3. EXTERNAL AFFAIRS

Corporate Communications and Media Services teams have been developing communication activities in support of the University's new strategic plan including website creation and a series of open meetings in every campus to update colleagues on the Plan. Colleagues who have been unable to attend the meetings will be able to view the presentation as a podcast in late November. Further details can be found at:

<http://www.hw.ac.uk/internal/strategic-plan/>

#### Events

The launch of the MBA programme in Malaysia, the opening ceremony for the Christina Miller Halls of Residence at the Edinburgh Campus, and the attendance of the University at the Scottish National Party Conference all took place within the past month.

#### Recruitment and Admissions

This is a peak time in the annual cycle for UCAS exhibitions as well as the University Open Days. Visitor numbers for the Open Days were up 17% for the Edinburgh Campus and by 2% for the Scottish Borders Campus.

## 4. FINANCE

Finance have finalised the University's Annual Accounts for 2011/12, which were reviewed by the Finance Committee on 13th November.

Work is continuing to fully implement the Oracle R12 system. A separate communication about progress on the project will be sent out to all colleagues shortly.

## 5. GOVERNANCE AND LEGAL SERVICES

### Heriot-Watt Census

The Equality and Diversity Advisory Group (EDAG) has requested that a staff and students census be conducted to assist the University in gathering essential equality and diversity data.

The exercise is being led by HR and Heritage and Information Services. The census will be open to all University colleagues and students, and will be anonymous and optional, however every effort will be made to encourage both our colleagues and students to participate in this important information gathering opportunity. The data gathered will inform University equality and diversity activities and will be used for monitoring and reporting purposes only. All information will be held in the strictest of confidence in accordance with Data Protection legislation. The online census will be open from Monday 26 November to Friday 30 November.

## 6. HUMAN RESOURCE DEVELOPMENT

### Researcher Development and Knowledge Exchange

The annual conference 'Knowledge Exchange Scotland: Policy, Practice, Impact' took place on 5 October and was chaired by Quentin Cooper from BBC Radio 4. The event was attended by 300 delegates from across Scotland and included a Knowledge Exchange training day for 100 early stage researchers, key note speakers from the Scottish Funding Council, Scottish Government and UK Government, Scottish Enterprise and industry, 40 other speakers in parallel sessions and an exhibition featuring 25 different organisations. Further details can be found at [www.hw.ac.uk/KEScotland/](http://www.hw.ac.uk/KEScotland/)

### Staff recruitment and UK Border Agency processes

To ensure compliance with relevant UKBA policies an audit of our existing staff recruitment processes is now complete and overall the findings are satisfactory. HRD will continue to work with School Administrators and Service Managers to ensure all procedures are well communicated and in place.

### National Pay Review

All the Trade Unions have now balloted their members, with mixed results, and the University awaits decisions on what action will be taken. The University will pay the award as soon as possible after the decision is announced.

## 7. INFORMATION SERVICES

Usage of the Edinburgh Campus Library and PC facilities continues to grow: there were 73,598 visits in October (an increase of 12% in 2010/2011) and the occupancy average in daytime has been 283 visits (an increase of 7%).

Information Services colleagues have installed the network, telephone and computing equipment at Heriot-Watt University Malaysia. PCs and laptops have been installed and configured, and internet connectivity has been established, allowing HWUM colleagues to access systems such as SAS and VISION.

A project to replace the Exchange 2003 email service with Exchange 2010 is underway, with staff mailboxes being migrated in order to provide improved mail services. The process will be completed early in the new year. In the meantime, colleagues experiencing email performance problems should contact the IT helpdesk so that they can be temporarily moved to additional Exchange 2003 servers.

The updated VISION service is now settling down after suffering a number of minor incidents, all now resolved. Up to half-a-million page access per day are being viewed by users, and the Blackboard Mobile Learn app has been used to access VISION from over 3,500 individual devices.

## 8. REGISTRY SERVICES

### Student Support & Accommodation

- Student Funding: in excess of 4,000 student loans have now been processed. An audit was carried out on management of the Hardship Fund by KPMG, and an early indication was given that they were very satisfied with the processes.
- Students requiring Disabled Students' Allowance (DSA) Assessment are at a record high this year, as are students presenting with multiple disabilities.

### Student System Unit

- UK Border Agency (UKBA) Tracking Report has been released. This is an important milestone in the University meeting its UKBA requirements.
- A suite of letter templates for student processes has been released for use by Schools.

### Academic Registry

- A University graduation ceremony was held in Moscow on 19 October 2012 for 64 graduands who successfully completed studies in Petroleum Engineering, and Reservoir Evaluation and Management at Tomsk Polytechnic University. The event, hosted by Her Britannic Majesty's Ambassador to the Russian Federation Mr Tim Barrow, was held in the British Ambassador's Residence.

- The new Survey Management Group will oversee the management and co-ordination of University wide student surveys, focusing on managing the annual schedule to ensure that all Heriot-Watt students have an opportunity to provide feedback on their experience. The working group will be coordinating pre-survey, action planning, dissemination of results, analysis and monitoring progress on feedback actions.
- The 2-d map of centrally timetabled teaching rooms has been completed and has been issued to all Schools. The map can be found at <http://www.hw.ac.uk/timetabling/>

### Careers Service

Around 1,800 students attended the Careers Fair on 18 October. The event included 50 blue chip recruiters including BP, Shell, Standard Life, Swiss Re, Aviva, European Commission, RBS, PricewaterhouseCoopers, Knight Frank and Balfour Beattie. This is one of five fairs the Careers Service will organise during the semester.

### Student Union

- Discussions are underway with ITMO University in St Petersburg about joint entrepreneurial ventures between student societies. The Student Union met with staff from ITMO recently and will host a delegation of students in December.

- Initial meetings have been held with Monash University to prepare a visit to their campus in Australia in February 2013 to explore good practice in mechanisms for representation of students at overseas campuses.

## 9. RESEARCH AND ENTERPRISE SERVICES (RES)

The University was successful in winning new awards for £2.9m, including £1m from the Engineering Physical Sciences Research Council (EPSRC), awarded to Professor Gerald Buller in the School of Engineering and Physical Sciences.

Internationalisation continues with the signature of Memoranda of Understanding with St Petersburg State University and the University of Dar Es Salaam. The 2012 Converge Challenge was a huge success and the three winners has now received funding and support to help spin-out their companies.