# College Forum Meeting Minutes

## **College of Arts Humanities and Social Sciences, Undergraduate students**

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|  **Date**: **27/11/23** | **Time:  3:00 PM** |  **Location: Room 3D Cardiff Students’ Union** |
|  Chair:  |  Noah Russell |
|  Minutes:  |  Chhavi Jain |
|  **Apologies:** |
| Staff: | Student reps: |
|  | * Kaitlin Mills (ENCAP)
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|  **In Attendance:**  |
| Staff: | Student reps: |
| * Noah Russell (VP Undergraduate)
* Michaela Hennessy (Academic Representation Coordinator)
* Rob Gossesdge (AHSS Undergraduate Dean)
* Sian Lewis (Education Manager)
* Nicola Jones (Library Services)
* Paul Jones (IT Services)
* Ella Ferris (Senior Student Advisor)
 | * Eleanor Smith (SHARE)
* Lili Thomas (LAWPL)
* Amelia Hamilton (LAWPL)
* Saleh Alhemeiri (CARBS)
* Aoife Stoner (LAWPL)
* Fiona Reid (MLANG)
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|  **Update on Actions from the Previous Panel:** |
| N/A |

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|  **Rep Feedback: CARBS** |
| 1. Saleh Alhemeiri (SA) noted that they had a productive Student Staff Panel, they highlighted issues that students were facing such as the stress students face during examinations and the impact of AI on the courses in CARBS.
2. SA and other student reps have also raised an issue regarding low response rates among first year student which relates to stigma and lack of motivation surrounding feedback actions.
3. SA and other unmentioned student reps from CARBS have had a meeting with ‘Tom’, and have made an action plan to increase student communication rates.
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|  **Action/Key Decision: Who: Noah Russell When: N/A** |
| * Noah Russell (NR) would like to schedule a meeting with the CARBS student representatives, to address the issue further.
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|  **Rep Feedback: LAWPL** |
| 1. Lili Thomas (LT), student representative for LAWPL, raised issues regarding the lack of study spaces highlighting that their building is the only building not to have them.
2. LT explains that this year has had positive and larger volumes of feedback from students. However, third year students ‘suffer’ the most regarding examinations. Overall, students prefer MCQ’s as an examination method.
3. Another issue in LAWPL, is due to the large cohort, staff is unable to maintain the standard of support. LT describes the necessity for investments to keep up with the increasing student populus.
4. Emails sent by staff to all LAWPL students regarding multiple career paths confuse students according to LT especially 2nd and 3rd year students. LT suggests that technology can aid in the resolution of this issue and the option for students to opt in for these emails.
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|  **Action/Key Decision:**  **Who:** 1. **Rob Gossesdge**
2. **Paul Jones**
3. **Sian Lewis**
4. **Nicola Jones**
5. **Eleanor Smith**
6. **When: ASAP**
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| 1. Rob Gossedge (RG) suggests that dividing the problems caused or impacted by the large cohort sizes would help in coming up with solutions. He highlights that many schools have limited study spaces, and LAWPL has a dedicated floor in the Arts and Social Sciences Library (ASSL) for students to study.
2. Paul Jones (PJ) states that the issue regarding the emails depends on what system staff and students use.
3. Sian Lewis (SL) mentioned that Jon Forbes has been invited to meetings, and Michaela will follow up on this; furthermore, there are general advisors in the CSL for Student Futures, allowing individuals to explore these options and make appointments via the intranet.
4. Nicola Jones (NJ) emphasizes that there is no particular/reserved area for LAWPL students however there is a LAWPL collection on the first floor of the ASSL. Students can use all libraries.
5. LT compliments the personal tutor system.
6. Eleanor Smith (ES), SHARE student representative, noted a similar career experience email confusion, resolved promptly, suggesting a potential solution for LAWPL email issues.
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|  **Rep Feedback: MLANG** |
| 1. Fiona Reid (FR) provided an overview of various feedback areas addressed by school representatives, highlighting effective communication levels and student support.
2. Issues surfaced for final year and year abroad students concerning global opportunities, encompassing challenges in communication and funding. The cohort is actively gathering testimonies, supported by school staff.
3. MLANG students are successfully adopting JP as MLANG facilities are small.
4. Some final year students noted that global opportunities support was insufficient, relying on student cases instead. They noted that there was not a dedicated email address. Delays in funding were reported, and the Spanish and Japanese departments are collaborating to address these concerns with the school.
5. Regarding employability, there's a perception of gaps in specific MLANG careers, with some students experiencing a lack of information.
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|  **Action/Key Decision:**  **Who:** 1. **Rob Gossedge**
2. **Noah Russell When: ASAP**
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| * RG suggested to send an email to him and Noah to discuss this further.
* Michaela Hennessy (MH) offered support to the Rep with gathering data from fellow students.
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|  **Rep Feedback: SHARE** |
| 1. ES stated that a recent training session they noted evolved into a feedback session, focusing on module enhancement and addressing the challenge of managing a high volume of emails, particularly for evening classes with 40 students.
2. Efforts are underway to enhance engagement by advertising and displaying information. Despite improvements, there remains a concern about students not accessing or engaging with feedback. Additionally, SHARE is showing increased activity and organization, marked by a higher number of SSPs and representatives, presenting an overall positive outlook for the year.
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|  **Action/Key Decision:**  **Who:** 1. **Michaela Hennessy**
2. **Noah Russell**
3. **Rob Gossedge When: ASAP**
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| * Noah, Michaela, and Rob discussed scheduling a meeting to discuss setting up a Joint honors student forum.
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| **Staff Updates:**  |
|  **AHSS Undergraduate Dean (Rob Gossedge)** * This year the college have implemented a unified timetable system, eliminating clashes for all 1,300 students by week 3, a significant improvement from the previous year.
* Addressed a delayed small group teaching timetable issue specific to LAWPL, attributed to cohort-related challenges.
* Targeting easier release of the timetable, aiming for completion by August 1st next year.
* Initiated discussions on module options and timetabling, with student representatives on the Board of Studies set to review and contribute.
* Currently reviewing the curriculum for the next academic year, with Board of Studies Student Reps actively participating in the process.

 **Library Services (Nicola Jones)*** Implementing sustainable practices by repurposing old furniture within the facility.
* Currently addressing urgent roof issues, particularly concerning leaks in the ASSL roof, requiring immediate attention.
* Introducing online Wellbeing collections to provide comprehensive support for all library users.
* Reminding patrons about book borrowing procedures and enhancing security measures due to reported thefts in the library.
* Introducing interactive "talking walls" in the library for an engaging user experience.
* Conducting focus groups to gather insights on preferences between print and ebooks.
* Collaborating with schools to ensure consistency in reading lists and working towards standardization, with upcoming discussions in the Board of Studies.
* Clarifying that the removal of books is not solely driven by cost-saving measures.

 **IT Services (Paul Jones)*** Sims will be unavailable this weekend, as communicated through advertisements on the intranet and the status page.
* First point of contact for IT is the IT Service Desk: https://intranet.cardiff.ac.uk/students/it-support/it-service-desk
* If you wish me to look at anything specifically or want anything escalated, then my email address is JonesP11@cardiff.ac.uk
* You can also get updates on the status of key IT services via the Status Page - https://status.cardiff.ac.uk/
* Scam emails advice on Intranet - https://intranet.cardiff.ac.uk/students/it-support/security-and-scams/scam-emails.

  **Academic Representation Coordinator (Michaela Hennessy)*** Student Reps will receive a newsletter detailing about sign posting over the holiday period for students might be by themselves over this period.
* Lanyard collection is still ongoing for the coming weeks.

 **Student Advice (Ella Ferris)*** Regarding Student Advice during the Christmas closing period, please note that detailed procedures can be found on our [website](https://www.cardiffstudents.com/advice/), as there will be no drop-in service available.
* If students require assistance, they are encouraged to contact Student Advice directly.

 **Student Futures Update*** Student Futures hub is now open on 1*st* floor CSL – come along and meet our Student Futures Assistants and get your CV checked.
* Follow us on CU Student Life Instagram to keep up to date with events happening both in Student Futures and across Student Life.
* For more information on Student Future Services see here: [Student Futures support crib sheet.pdf](https://cf-my.sharepoint.com/%3Ab%3A/g/personal/atvarst_cardiff_ac_uk/EThO9AQtLeBNr2xz2sDUpDEBa_aV-aaOlwUMdOxQ1LpmRw?e=MkhhPa)
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|  **Any Other Business:**  |
| SA raised a question for PJ about the inability to scan QR codes due to issues with the university's official Wi-Fi connection, especially on Apple phones, where enabling a certified trust is necessary. It was suggested that this information be clarified for students, and PJ agreed to pass on the feedback to update the connection instructions.SHARE raised if undergraduates are being graded against master's students in a module. RG cleared this up noting that master's students are being graded according to undergraduate criteria not the other way around.  |