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| A red circle with black letters and a black background  Description automatically generated **Minutes of Forum Meeting** |
|  **Date:  13/03/2024** |  **Time:  11:30** |  **Location: Room 3B Students Union** |
|  Chair:  |  Deio Owen  |
|  Minutes:  |   Efa Prydderch |
|  **Apologies:** |
| Staff: | Student Representatives: |
|  | * Elan Jones (WELSH)
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|  **Update from the Union and Angharad Naylor:** |
| Angharad Naylor is currently working with a team within the University on the Personal Support System. This project reviews the current personal tutor system within the University and intends on improving it in its current form by preparing a future strategy. The project’s main goal is to improve students’ experiences and develop a new model which supports students throughout their university journey. Importantly, the project is also an opportunity to ensure that the Welsh language is an integrated part of the personal tutoring model. In terms of Welsh language matters, there is a growing consensus that the current residence system needs to be re-considered, and a main residence hall for Welsh language students should be established. **The feedback from the forum will be used in a number of ways as and when it is necessary, and an update will be given in the next forum.**  |

Feedback

1. Students have experienced inconsistency with the personal tutoring system.
2. More clarity is needed regarding a personal tutor’s purpose and must establish a first point of contact.
3. Currently, support resources are available in many places. This needs to be changed to develop a simpler and more direct system.
4. Must close the support circle; ensure that sufficient advice can be provided, and that staff can be satisfied that a student has received all the support that they require.
5. When developing the new system, we must ensure that the Welsh language model is not completely different or under any disadvantage because of the fact that it’s in Welsh.
6. Need a better way of finding out which students speak Welsh. This would allow the University to offer tailored support and communication to those students.
7. The current personal tutoring system is based on the process of responding instead of proactiveness. This needs to be flipped in order to be better prepared for helping students. The system needs to be more efficient and practical. Maybe by providing questionnaires for students to complete prior to starting at university and improving the University’s data storage.
8. Create and develop a system which offers a network for Cardiff’s Welsh language students – an app or a website.
9. AI is a big part of what the University envisages for its future. Must integrate this into the new model, and develop a system which can facilitate effective conversations and also react clearly and urgently in a matter of crisis.
10. The need to develop visual material to aid in explaining the new system and map a student’s journey throughout their time at university.
11. The need to work on and develop the schools which haven’t much Welsh language provisions. More effort from the University in recruiting Welsh speaking staff, using appropriate data when communicating with students, and improve this communication.
12. More promoting as well as providing information. For example, set up stalls in Tafwyl, the Eisteddfod and other locations aside from the University itself.
13. Assessments: what’s the protocol when someone submits work in Welsh to a tutor who does not speak Welsh?
14. The possibility of organising extracurricular events for first year, Welsh language students to provide an opportunity to get to know each other and socialise in Welsh.
15. The need for a system which can identify a person’s fluency and allocate them to appropriate accommodation. More checks are needed.
16. In need of a Welsh language accommodating in order to provide more opportunities to socialise and live in Welsh. The Welsh flats are currently scattered across Senghennydd and Talybont, and there are no connections between both locations leading to the lack of natural opportunities to socialise and experience living through the medium on Welsh.