

AHSS College Forum		
Date: 21/11/2018	Time: 13:00-15:00	Location: 4J SU
Chair:	Jackie Yip, VP Education	
Minutes:	Vicki Groves, Student Voice	
Apologies:	Annabel Hurst (University Catering), Syed Ahmed (CARBS)	
In attendance:	<p>1pm – Students:</p> <p>Liam – CARBS Davina – LAWPL Omar – CARBS Vasilis – LAWPL Polly – CARBS Jamie – ENCAP Eleanor – GEOPL Rachael - LAWPL Jacob – CARBS Kate – CARBS Sofia – LAWPL Elizabeth - LAWPL Ali – ENCAP Katja – ENCAP Lily – JOMEC Emily – SHARE Callum – SOCSI Chris - MUSIC</p>	<p>Students' Union Staff:</p> <p>Jackie Yip – VP Education Jake Smith – VP Postgraduate Students Holly Thomas – Student Voice Coordinator AHSS Vicki Groves – Student Voice Assistant</p> <p>2pm - staff</p> <p>Prof. Martin Jephcote – College Dean for Undergraduate Education & Students Prof. Martin Kayman – College Dean for Postgraduate Education & Students Dewi Parry – Learning Technologist Jackie Kirk – IT Service Management Jess Clement – Student Engagement Lynn Goodhew – University Libraries</p>
Ratification of previous minutes:		
Minutes passed.		
Agenda item: University Update		

Jackie gave IT updates:

- Phishing scams – wanted to highlight 2 main ones (HMRC and compromising footage emails)
- Live IT chat service is available for help.

ENCAP gave good feedback on Live Chat

Update from libraries:

- 15th Dec – 7th Jan – library books not due for return/recall notices
- 7th Jan – items subject to renewal dates and recall notices again
- Borrowing limit raised from 15 to 35, for all UG and PGT students
- Running student library champion scheme – student from each school to work with librarian to spend money on required items, uses feedback from students to buy extra copies or new books.

LAWPL suggested it would be good if it was more advertised

Student Engagement updates:

- Welcome to Cardiff survey – running until 2nd Dec for 1st years, response rates low at the moment
- Student engagement team use feedback to make University changes
- Currently preparing for NSS – runs from February to April

Learning technology updates:

- Lecture capture now in all teaching spaces unless opted out
- Working on assessment and feedback
- Promoting page on study skills
- Centre for education have recruited 8 Student Digital Champions to work on various projects

Update from Deans:

MJ explained:

- Most issues being well resolved at School level
- Involved in University-wide transition project of student experience through year 1 and into year 2. Looking into reasons for withdrawal. Will be meeting with 1st years every 4 weeks to get updates.

MK explained:

- This is a new role and is finding out about PGT programmes in College
- Low participation for PTES

Catering update:

Over the summer there have been several refurbishments. Some of these have run over and firstly I would like to thank everybody who has been impacted by this for their patience and support whilst we've had mitigation services in place.

During Speak Week last year and subsequent drop in sessions over the final term Catering consulted and sought feedback from our customers about the Catering offer at Cardiff University. From this feedback we undertook a large project over the summer to review the catering offer and pricing.

- Improved quality of coffee across cafes and restaurants
 - Increased hot food offer across all outlets
 - Extended opening times, last year it was different times on different days and most outlets closed at 3pm. We have extended opening and now the majority of outlets are open until 5pm
 - Reviewed our pricing and benchmarked against local competitors; Costa, Hoffi Coffi, Kappuccino, Coffi & Co, etc.
- Prices have reduced by an average 10% and are on the whole cheaper than our high street competitors. Sandwich prices, a particular concern raised last year, have been reduced in excess of 10%.

We do not benchmark against supermarkets as we will never be able to compete directly with them due to buying power, however we are always looking at what they offer and what we can do that will provide a value alternative, for example any sandwich with soup – sandwich price +£1

- Meal Deals have been reviewed and we have enhanced the offers available. We looked at what our customers were buying together and aimed to create meal deals which reflected this. Aiming to provide value for money through meal deals
- Introduction of additional loyalty offers
- Introduction of new till system. This has encountered some IT issues over the first month, however these have, on the whole, been fixed. The new till system will enable us to develop our offers further and for next academic year we are working towards cashless payment system and also greater loyalty and meal plan schemes
- Catering actively seeks feedback and comments from our customers, this is analysed. Some things have been changed immediately as easy to remedy, others will be reviewed at the end of this month and where possible catering will look at addressing in December ready for the new term.

Action Point:	Who will do it?	By when?
Feedback information on phishing scams to SSP	Chairs	ASAP
Send link for live chat to Chairs	Student Voice	ASAP
Send catering updates to Chairs	Jackie Yip	ASAP
Engage 1 st years to complete W2C	Chairs	ASAP
Ask 1 st years for feedback on dropping out and send to SV	Chairs	12/02/19

Agenda item: SU Update

JY gave updates:

- Can now take out 35 books from library, used to be 15
- Academic regulations – reviewed every year, “guidebook” of University, lobbied for change to marking and resit criteria
- Designated coordinator for each College – Holly Thomas for AHSS
- Executive committee – to help work with reps and disseminate information across colleges
- Speak Week – feedback campaign, will need involvement from reps in February
- Working with University on assessment and feedback

JS gave updates:

- ASSL opening over December
- PGRR forums – for PhD students, next forum 30th November
- Introduced Masters forum – PGT specific issues, will be held in new year (date TBC)
- Working on PhD teacher's employment status
- Working on transition to PG study – academic and financial etc.
- Working on students with jobs – how University can support this

HT explained Student Voice acted on all action points from last meeting.

Duncan Montgomery has retired.

Action Point:	Who will do it?	By when?

Agenda item: CARBS

Issues raised by CARBS reps:

- Personal tutors – students would like more communication and can be hard to get in touch with them
- Microeconomics module not being recorded
- Tutorial times are very close together and students don't have time to attend both
- Exchange students can get confused by differences with home schools – lack of information and support
- Bad Wifi in Business School
- Overpriced cafeteria with long queues – Julian Hodge and PTC, space not suitable
- Problems with MyTimetable
- Lack of bins, recycling facilities and water fountains – generally around campus

Omar replied that this was raised at SSP but it was a Health and Safety issue, water in sinks is drinking water, asked for signs in the toilets about drinking water.

- Want more skills training and practical examples
- Student app – better to approach reps through app
- Tutorials are sometimes too short on practical modules – raised with school but no change
- Panopto – lecturers opting out
- MyTimetable clashes – tutorials not on there
- Missed lectures due to lecturers not turning up – not been rescheduled
- Card reader – got an email saying we have not attended anything, card readers not working. Issue for international students with visa requirements
- Automatic tutorial allocation is inflexible and can't be changed

MJ explained there will be a process in schools to listen to students with specific needs, used to maximise efficiency.

Action Point:	Who will do it?	By when?
Issue with card reader to be raised further with School and IT	Jackie Yip/ Student Voice/ Jackie Kirk	ASAP

Agenda item: GEOPL

Issues raised by GEOPL reps:

- Most issues being resolved through school
- Designing module, lecture part has been scrapped and students are struggling.
- There was a module where all teaching was crammed into reading week and meant some students missed it.
- Communication barrier with students where English is their second language, admissions criteria may not appropriate. These students may need additional support and some students feel that group work grade may be negatively impacted.

MK explained that they are trying to promote internationalisation, no evidence that assessment marks are affected by this. Need to provide support for students.

- PG room in SU is above Y Plas – not a good study space as too noisy and is outdated. Also needs more plugs

Action Point:	Who will do it?	By when?
Look into minimising noise in PG study room	SU	12/2/19
Contact student reps about international issue	Eleanor	12/2/19

Agenda item: ENCAP

Issues raised by ENCAP reps:

- John Percival café – want more bins and especially recycling bins and queue is very long, need more staff/tills
- Place for student reps on student app – could do polls

HT explained this is being raised by VP Welfare and Campaigns at steering group for University App

- Reselling books – could be a link on Learning Central, as Blackwell's don't take all books
- Module evaluations are constant across University – ENCAP prefer paper evaluation and more specific questions. Would be good if lecturers could edit questions.
- JOMEC building – students want to use library but only JOMEC students can access building

Katja suggested requesting books from other libraries

MJ explained that this is a condition of the landlord, not the University, and is due to security reasons

- Funding for international students – multiple students affected by lack of funding for PhDs on 1+3 programmes

MK acknowledged it is a difficult issue and is hard to get a definite figure of funding. Explained the Vice Chancellor's excellence scholarship is for 7 international students, available to students from certain countries. Also a Chinese scholarship programme.

- PGT used to get printer credit but these have now been cut

JY replied that School's will cover costs of compulsory printing

MK added that they want a consistent experience for all students in different schools

- Want to organise interactive module tasters to help students choose modules

Action Point:	Who will do it?	By when?

Agenda item: JOMEC		
Issues raised by JOMEC reps:		
<ul style="list-style-type: none"> • Low feeling of community, trying to organise more student staff interactions • Another core module causing disruption for joint honours students 		
	Who will do it?	By when?
Agenda item: SHARE		
Issues raised by SHARE reps:		
<ul style="list-style-type: none"> • Several lecturers not knowing how to use Panopto • Have to give module feedback before getting assessment feedback, so difficult to answer question on feedback <p>MJ explained that they have taken more control over the process and it will be tighter so schools can't add questions. This is to make data more comparable over University/College. Module evaluation is only one piece of feedback.</p> <ul style="list-style-type: none"> • Issues with estates and microwaves 		
Action Point:	Who will do it?	By when?

Agenda item: LAWPL

Issues raised by LAWPL reps:

- Timetabling issues – not getting tutorial timetables in time, and missing topics
- Lack of PG learning materials – hard to obtain some reading materials

Library suggested contacting subject librarians with copies of reading lists.

- Module problems – little information on modules and can be hard to choose or students don't get what they expected
- Personal tutor – students away on placement and can be hard to get in touch with them, lack of support

MJ explained they have had meetings with schools about this and found mixed responses as a mix of courses. MK added that there should be information in personal tutor handbook

- Lack of plugs in Julian Hodge study space and Aberconway R23 and poor WiFi
- Room 3.27 – windows don't open
- Student app – course view function not working, deadlines not showing on app

Dewi explained the app data is from Learning Central and assignments are submitted via 3rd party (Turnitin) and this isn't fed into app

- JOMEC/ENCAP joint honours students having timetabling issues – having to rush between lectures

MJ explained they have instructed MyTimetable not to schedule lectures back to back, so is a MyTimetable issue. Did not realise there was still an issue.

- Julian Hodge is no longer 24 hours/open at weekends – ASSL gets too busy

Action Point:	Who will do it?	By when?
Feedback issues with App	Dewi and Jackie	ASAP
Lack of plugs in R23 to be fed back	Jackie Kirk	12/2/19
Raise issue with personal tutor inconsistency	Martin Kayman	12/2/19

Agenda item: SOCSI

Issues raised by SOCSI reps:

- 3rd year students lacking in Lecture Capture and not getting any additional support from lecturers that opt out.
- Module feedback from 2nd/3rd year students was not passed down, but was meant to be.
- Coursework questions should be released earlier
- Difficulty in accessing past papers
- Year 2 – SPSS being introduced in 1 year is very overwhelming, could introduce in 1st year
- Quantitative methods lectures – seminars would be more useful

JY suggested this is School specific and best to re-raise at SSP.

- Lack of guidance for 3rd years on what to do after University and told it is not the School's issue.

MJ explained that there should be 15 mins per student on careers, need to raise awareness of this. University careers service available for all students, may be more helpful than academic.

Action Point:	Who will do it?	By when?
Jackie to signpost students to careers service	Jackie	12/2/19

Agenda item: MLANG

No reps present

Action Point:	Who will do it?	By when?

Agenda item: MUSIC

Issues raised by MUSIC reps:

- SSP on Friday
- Raised a query about losing porters and security in school, there will be no more porters and we need them

MJ explained it is best to raise this with the school

Action Point:	Who will do it?	By when?

Any Other Business:

Due to time constraints any issues that haven't been covered can be discussed afterwards.