**AHSS PGT College Forum Meeting Minutes – 20th April 2021 at 2pm**

**Attendees:**

**Staff:**

Annabel Hurst (AH) – Head of Catering and Foodservice, Estate and Facilities

Hannah Fatkin (HF) – Student Voice Coordinator

Jane Chukwu (JC) – VP Postgraduate

Martha Ashford (MA) – Library Team Leader for AHSS

Paul Jones (PJ) – IT Service Manager

Rob Gossedge (RG) – AHSS Postgraduate Dean

Sian Lewis (SL) – AHSS College Education Manager

**Students:**

Bethan Burnett (BB) – LAWPL

Jack Merriman (JM) – CARBS

Lucy Davies (LD) – ENCAP

Olga Kurzel (OK) – MLANG

**Apologies:**

Eva Lowery-Morrisey - GEOPL

Rahma Ahmed - GEOPL

JC begins with introductions and asks staff for any updates, questions or requests for feedback from students.

PJ states there is nothing specific, only that Student Records (SIMS) will be unavailable this weekend while upgrades take place. There is never a good time to do this and the updates would usually take place at the end of February or beginning of March but were some power issues preventing it from happening then. Hopefully there has been enough advertising communication that this will not be a problem. PJ and JC both ask if there are any questions.

AH states there is not much to update from catering. The John Percival cafe reopened this week, only for takeaway until guidance changes. Click and collect for hot food will also be offered from the John Percival cafe from the end of this week. Posters with a QR code to scan will be put up. Everything else is still operational; Click and Collect, Click and Deliver, Residential Meals Service. AH and JC ask if there are any questions.

MA states there are no specific updates from the Library Service. There has been an improvement in the number of people attending booked study spaces with fewer no-shows. There is also a new system for booking a study space, Resource Booker. MA asks if there are any questions or feedback and adds that students can contact their subject librarian for specific queries. JC asks for update on the Panopto material that has been made available to help students navigate the new system. MA responds that there has been no feedback yet, but that there have been no complaints. Hopefully it has gone down well but there is a lot more than can be done with it compared to Microsoft Forms which was used before.

JC asks for any feedback from the student reps.

BB and OK both state there is nothing to report and there are no questions. JC confirms with reps that there are no issues, feedback or questions.

RG asks whether this will be the last forum for this year. JC is not sure and HF will double check the calendar. The reason for RG asking the question is because of the large number of late starting programmes this year. RG states it will be good to have another PGT forum before JC leaves, especially for CARBS, LAWPL and some other students. The second semester has only started recently for the late-starting programmes so it might be a bit early to shut down the forum. HF states this is the last forum meeting scheduled for this year but BLS has another scheduled, probably for this reason, and agrees it will be beneficial to have another one. HF will have a look at scheduling another AHSS forum for AHSS. JC adds it is possible to be flexible around the late-starting programmes.

OK asks what feedback had been expected from student reps and whether there are more targeted questions.

JC responds it could include any feedback from SSPs, from staff or students, anything that wasn’t solved properly or was to be discussed with the deans and anything above school level. Feedback can be on any topic your school cannot solve as this is why there is staff present from different areas of the university.

OK states there are still no comments and that there has been a lot of feedback to the school (MLANG) but that this has all either been resolved, attempted to be resolved or is something that cannot be changed, such students finding it difficult to study during a pandemic.

JC comments that if any students need a place to study, the library hours have recently been extended from 2 hours to 3 hours. If students need a longer slot, the Studi Caffi in SU opened officially yesterday. It is available Monday-Sunday, 9am-6pm and students just need their ID card to get a space. The Studi Caffi is located on the second floor of the SU and there is signposting to help students find it. MA adds that Julian Hodge is usually quite quiet whereas the ASSL is very popular so if students need a space and the ASSL is full, Julian Hodge usually has a lot of availability. There is also improved signage around campus to help students who do not know where to go. JC adds that the libraries also offer bookable slots to use a PC. MA clarifies these slots can be booked for 30 minutes or 3 hours.

JC states that the PTES launched yesterday. There is always positive feedback received from it but there is room for improvement on the number of students engaging with it. JC asks for more communication with cohorts about the importance of the survey. The survey looks to enhance and improve the postgraduate learning experience in terms of support. It is important the data captures the different groups in the postgraduate community. JC emphasises the importance of letting students know about the survey and its importance. The data collected from the PTES is also used to inform any changes made. This is in addition to Pulse which has been going on for the past two months.

JC asks if there is anything else or if anything has been missed.

OK asks whether SIMS being unavailable this weekend will affect Learning Central after receiving questions about it from their other students during the meeting. PJ responds that Learning Central will remain available and only Student Records will be affected.

AH asks to address the issue of students travelling back from ‘amber’ countries. There is a separate form called ‘Tell us when you plan to arrive in the UK’ for students travelling back from ‘amber’ countries who need to complete the 14 day self-isolation period with access to their own kitchen and bathroom. If students are not in an appropriate room, Residences will respond and provide a suitable room. There is also catering support to ensure students receive breakfast, lunch, dinner and snacks. AH emphasises it’s well worth making sure students are aware of the support.

JC asks which countries are classified as ‘amber’. AH responds this includes most countries outside UK that aren’t a ‘red’ country which would involve isolating in a hotel upon arrival. Coming from an ‘amber’ country requires people to self-isolate and not share bathroom and kitchen facilities with any flatmates, especially bathroom facilities. There is a question on the form about bathroom facilities and if students do not have their own bathroom facilities the Residences team will get in touch. AH adds there should be more communication about this from Student Comms coming out this week and requests that everyone let students know this support is available.

JC asks whether the catering support is financially supported by the university. AH responds there is a £20 credit available and the support is available for students in university accommodation. If students are struggling to cover the costs of self-isolation, Student Support and Wellbeing can help or Catering may be able to add in some extra food deliveries. Students can email [foodanddrink@cardiff.ac.uk](mailto:foodanddrink@cardiff.ac.uk) and if AH can’t help, students will be directed to someone who can.

JC asks if there is any other business not yet covered. JC thanks everyone for their attendance and feedback and closes the meeting.