

Minutes of the AHSS College Forum

Held on: Thursday 5th November 2020, at 2pm

PRESENT

Hannah Doe	VP Education (Chair)
Martin Jephcote	Dean of AHSS
Tim Fry	Student Voice Coordinator (AHSS)
Sian Lewis	Education Manager AHSS
Jane Harding	Student Advice Representative
Sarah Albesson	Employability and Careers
Paul Jones	IT and Technology (AHSS)
Martha Ashford	Head Librarian AHSS
Annabel Hurst	Estates

Michael Farrand	SHARE
Rayan Alhabsi	CARBS
Tom Harding	GEOPL
Jack Collard	GEOPL
Georgina Henwood	LAWPL
Abigail Gallagher	ENCAP
Alice Baldwin	CARBS
Alissa Thiel	CARBS
Amabir Sihota	CARBS
Anna Moller	SHARE
Barnaby Stoner	CARBS
Erina Kugasa	CARBS
Gwenno Williams	CARBS
Jennifer Van Der Wejidan	SHARE
Kensa Wilson	ENCAP
Kirsten Mitchell	GEOPL
Leora Alexander	CARBS
Madeleine Griffiths	CARBS
Rebecca Hardy	MUSIC
Rehan Jayaha	CARBS
Shukura Babirye	SOCSI
Simona Mahera	MLANG
Theofaneia Koukouracki	CARBS
Trinity Myton	CARBS

Apologies for absence

Claire Morgan	Pro Vice-Chancellor, Education and Student Experience
Ben Lewis	Student Support and Wellbeing



HD thanked everyone for coming before commencing the session.

PJ – IT update. He is aware of the wireless issues in the halls of residence and the IT team is prioritising these network/connectivity issues. IT team has also made some changes which make it easier to connect network devices. Asked if there were questions.

HD – Thanked PJ and moved onto MA as no one had any questions.

MA - Library Update. Working on purchasing electronic resources/documents. They are regularly posting updates on the library webpage. Will soon be launching a new program where students can request the library purchase certain online documents. Also hoping to increase the number of study spaces which are available to book. If students have specific concerns direct them to the email of their subject librarian.

HD – Thanked MA and asked if anyone had any questions.

MF – A few students had concerns about not being able to make the collection slots to collect library books. Wondering if they could make it easier to collect books and remove the requirement for collection slots.

MA – Aware that this might be annoying but due to health and safety requirements surrounding the pandemic click and collect will have to remain in place. As requirements change, they will reassess the process. If students have any issues direct them to the library email as most often library staff will be able to accommodate the students.

AB – Is it possible to make the study slots that are available to book at the library any later in the day?

MA – Have not discussed it yet with the team, can see some challenges due to staffing but will look into it and keep everyone updated. Understands there is likely demand for it.

AT – When will the other library locations such as Bute be open?

MA – Bute library should be open and available to book in the week after lockdown ends. No confirmed date yet for any of the other libraries.

HD – Thanked MA and asked for an update from Careers.

SA – Careers Update. Running online workshops and talks online through both the student intranet and the Careers Account pages. Team is still sourcing work experience opportunities for students. Also launched a new digital service which checks students' CVs and suggests



improvement and it is instant and available 24/7. Continually updated their pages so keep an eye out.

HD – Thanked SA and asked for questions.

AS – Would it be possible to make a video with all the information you mentioned which can then be sent directly to students? Believes most students are unaware of these services.

SA – Understands that communicating this information to students is hard but is happy to hear of the interest. Will work with the team to communicate this information more creatively in order to properly engage students. Appreciates the feedback.

TK – Is there events where former students who have recently graduated could talk to current students who are looking for jobs?

SA – Aware of the success of those types of events but it is mainly the school career advisors who work with the school who run that kind of events. Not always possible but will relay the interest to the rest of the team.

RJ – Where are these career services like the CV checker available for use?

SA – Explains there are two accounts, a careers account and a career journey page. The careers account has most of the services discussed.

HD – Thanked SA. Asked for catering update.

AH – Have launched a click and collect food service and are also doing a food delivery service for all halls of residence should they need it. A residence marketplace which is an alternative to groceries for students to ensure students always have access to food. This grocery service will be open over Christmas break.

HD – Thanked Annabel. Asked for questions.

JH – Would there also be a hot food/click and collect food service over Christmas break?

Annabel – Those services will be available up to the 23rd of November then will be unavailable for a week. The team will be reviewing this decision based on students needs and any changes in circumstances.

KW – Where can this service be found?

Annabel – Easiest to access all the catering services through the link in their Instagram bio.
@CUfoods



MJ – Have gotten good reports from student panels on academic provisions. Updates were being given fortnightly but will be moving to monthly updates. Remote study policy is still open as an option for students to switch to and they are currently deciding whether the policy will continue into the second semester. Will keep everyone update. Currently planning policy for students returning home over the break. Whether it will be a staggered/managed return or students will be tested is yet to be determined. Expect updates in 7-10days.

SL – Many continuing students have filled out the survey for the university about what worked for online learning and what did not. The team has used those responses in the development of the system of blended learning this year. In December, there will be a second survey which students who filled out the last one will be sent. The team is also going to run focus groups to find more areas of improvement.

SM – Students who did not get to go on a year abroad are upset and wondering if they will be able to be reimbursed for tuition fees?

SL – Cannot comment on tuition fees it is the purview of the University.

MJ – Students can file complaints with the university and if approved the complaint can be settled with compensation. Direct them to the complaint's office.

JH – Direct them to student advice where they can discuss their issues and grievances. The team will then direct them towards the best course of action.

TM – The government is debating tuition fee reductions for students in the coming weeks so keep your eyes out for that as well.

HD – That it very interesting, thank you.

MJ – Please continue to work with the student staff panels and get your issues across there. Communication is important and we are always looking to improve our schools.

HD – Thank you both. SA Update?

JH – SA is an impartial service and students are encouraged to come if they have any questions or concerns. Team is continually updating advice daily about a range of common issues such as housing, COVID-19 etc. The team has a dedicated COVID-19 webpage which is regularly updated. The team is working remotely but is still contactable via email and their webpage form.

HD – Thank you. SV update?



TF – Student rep training is now available. Returning student reps will have a separate virtual training. Trainings now include new online tips for being a virtual rep. Chairs and secretary training is also available. 21st of November is the student rep conference.

HD – Thank you. Quick update on the SU, new survey out for SU Feedback and there are some great prizes to be won for taking part. Exec applications are open so please apply if possible, deadline is Monday at 11am. Your sabbatical officers are working with the university to continue to improve the student experience.

AT – What does the student rep conference entail?

TF – Conference will have talks about being a student rep, and the university. There will also be talks on things like elevator pitches etc. More information will be sent out by email shortly. Rep training will also be available.

HD – Thank you. No questions we will move to school updates. CARBS?

TM – Undergrad director has an events team and conversation groups for students etc so that students can remain connected. Many students feel that the workload this year has increased dramatically. Confused about why there are face to face skills development sessions but no face to face classes. Issues have been discussed with the CARBS and are being worked out.

MJ – Asked for clarification on the issues with live/face to face sessions.

TM – There are live online sessions but no face to face for courses. Face to face is only general topics not course based.

HD – Thank you. MCAT?

KW – Have not yet had an SSP but have drop-in sessions where people can drop in and ask advice/questions/chat as many students are feeling a little isolate/confused.

HD – Thank you. GEOPL

JC – Had a good SSP last week, clarified online lecture etc and smoothed things out.

TH – Some issues brought up about group work especially when the assessments are online and worth a lot. School assured us that the issues are being sorted internally.

MJ – Asked for clarification about the worth of these group assessments are they worth big %?

TH – Yes, the group assessments are sometimes worth up to 100%



MJ – Will follow up on that issue with the school and the module convenor.

HD – The university is looking at and working on group assessment projects, any other issues please send them our way. Thank you, SHARE?

JVW – Lack of counselling and mental health is a big issue in our school. Can take lots of time to get responses about counselling.

MJ – Counselling is not done through schools but is university wide and done through student support. Understands there is a need for it and the welsh government has given substantial money to the university to support student mental health and wellbeing so you should see changes shortly.

JVW and GH – Reiterate how hard of a process it can be to get counselling.

JH – We will try and get this fed back to student support.

MJ – Student support is likely aware of the issue but with the incoming money the provisions available to students should be improved.

TM – The counselling response emails should include crisis lines ect at the bottom of the emails that students can contact straight away in case they need it.

HD – That is great feedback thank you so much. JOMEC? No. LAWPL?

GH – We have an upcoming SSP so we will likely have issues sorted out then.

HD – Thank you, MLANG?

SM – Many students feel that there are not enough in person/live sessions and the workload this year is much harder because of it. Many students are struggling to keep up. We also have issues about group work and years abroad.

MJ – We understand that online learning has a steep learning curve, thank you for that feedback. We will continue to work on developing way to improve it.

TF – We have had many emails about workload, it is harder because of online learning or harder just because of the workload increase due to year changes?

KW – Depends on module but it is partly the online learning environment which is harder.

MJ – Do the module maps help you?



TK – Yes, they help.

MJ and SL – Thank you. We will use this feedback to keep improving your student experience.

HD – Thank you, MUSIC?

RH – No SSP yet but only issue to date is the consistency of the modules but everything is being sorted internally.

MJ – Happy to hear that, curious about music as it must have been difficult to adapt. Thank you for your feedback.

HD – Thank you, SOCSI?

SB – We are receiving great feedback on UNITU, most modules have a student rep, and we are constantly sorting out issues and helping students. Also have success with our coffee breaks.

MJ – Happy to hear of the success of UNITU, you are a pilot school as UNITU is an external provider who we pay but we are happy to hear such positive results.

SB – Yes UNITU is a great feedback channel for lecturers and students, and it is mainly student led which is great.

HD – Thank you. WELSH? No. Any other business?

EK – Some discrimination has been discussed at the school and was wondering where to report/what advice to give to students?

JH – Seek advice at Student Advice on cases of discrimination. The procedure for raising concerns about discrimination is the complaints procedure.

HD – Thank you for bringing that up. Thank you all for coming, hope to see you at the next college forum.

