



PSE College Forum		
Date: 20/11/18	Time: 16.00	Location: 4J SU
Chair:	Jackie Yip	
Minutes:	Lucy Davies (Student Voice Coordinator PSE)	
Apologies:	Linda Davies (College Librarian) Bethan Foweraker (Student Engagement) Gethin Rowlands (Learning Technologist)	
In attendance:	Jackie YIP (VP Education) Jake Smith (VP Postgraduate) Lucy Davies (Student Voice Coordinator) Andrew Roberts (College Dean) Claire Vallance (College Education Manager) Sarah Nicholas (Library Services) Paul Jones (IT) Annabel Hurst (Head of Catering)	Academic reps: (ARCHI PGT) (PHYSX) (CHEMY) (ARCHI UG) (COMSC) (ENGIN) (MATHS)
Ratification of previous minutes:		
Approved		
Agenda item: University Update and IT		
<p>JY asked for an update on renaming of EARTH common room</p> <p>AR replied that EARTH are not particularly happy to rename their common room Claire added that a discussion was facilitated, but there were reasons why</p> <p>JY asked for an update on extended hours of the MATHS building during exam period.</p> <p>Sarah to take it back to Linda Davies (college librarian)</p> <p>Paul Jones gave an update from IT and explained there have been two phishing emails circulating: 1) Tax refunds 2) Emails claiming they have taken control of student's webcam and have inappropriate material of you.</p> <p>Advised students to safely ignore these emails and block them, or change your password if they quote a password you have used previously. Report these emails to the service desk by live chat or email (it-servicedesk@cardiff.ac.uk)</p>		
Action Point:	Who will do it?	By when?
Circulate minutes from previous meeting beforehand for next college forum	Student voice	Next meeting



Ask Linda Davies about extended Maths opening hours	Sarah	Next meeting
Engage cohorts about phishing emails and let service desk know if they have problems, including students being able to live chat with service desk.	Chairs	On-going

Agenda item: Libraries Update

Sarah Nicholas:

- Arrangements for Christmas location exam period – library books that are due for return will not be recalled between Saturday 15th December and Monday the 7th January.
- Borrowing limits have been raised - students can borrow up to 35 items now.
- The Trevithick library has adjusted its opening hours on Friday. It is going to be closing at 9.30pm on Friday evening. It was previously open until midnight. This opening time still applies from Monday-Thursday.
- Webpage shows all of our Christmas vacation hours online to let the students know.
- ASSL and the heath library are open during Christmas holidays – but ID cards are needed to get in.
- Student champion service within the library is an opportunity for people within schools to spend library allocation. Offering students within each school a certain amount of money and they can spend this money on purchases of any material, this can be print, electronic or audio-visual. This must be spent by midday Wednesday 3rd April 2019.

JY–asked why the Trevithick library decided to close earlier on Friday

Sarah – Did not have time to investigate before this meeting; however, suspects it is largely to do with staff costing to keep the facility open.

Action Point:	Who will do it?	By when?
Let students know about library updates	Chairs	



Agenda item: Catering Update

Annabel explained a lot of work was done over summer and apologised for the late opening of some outlets.

Updates:

- Improved quality of coffee across cafes and restaurants
- Increased hot food offer across all outlets
- Extended opening times - now the majority of outlets are open until 5pm
- Reviewed our pricing and benchmarked against local competitors
- Prices have reduced by an average 10% and are overall cheaper than our high street competitors are
- Meal Deals have been reviewed and we have enhanced the offers available
- 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.

COMSC commented there is still a lack of vegan options in the meal deals
Annabel replied it is a working process

Andy gave feedback on behalf of a third year ARCHI student - mentioned range of options in café have shrunk

Annabel – looking for products that are unique and affordable but can't compete with supermarkets

ARCHI asked whether catering is run by the university.

Annabel replied it is but they want student opinion.

COMSC added that the biggest feedback from students is the price of food, it is often more expensive than external catering.

Andy replied that the University has to work out where to take the money from to improve services.
Has to budget across the university.

Action Point:	Who will do it?	By when?
---------------	-----------------	----------

Agenda item: Student Engagement Update

Apologies



Agenda item: PSE college update

Andy gave a PSE College update:

- PSE catch-up with first year reps on the 26th November in Students' Union
- How can we support first year students better, and find out what is going well/not so well
- Role has now changed within the college– Dean of undergraduate students. A second college dean starting who will deal with PGT and PGR. Potentially both Deans will attend the next college forum.
- University wide student app, launched in sept and looking for feedback

Claire asked reps whether there should be a college student conference.

Andy explained it is a chance to see what students in different schools have done in terms of their dissertations. Should this be organised?

Chairs thought It could be useful and would be beneficial for people who attend. Particular reference to ENGIN, who do not get much contact with ARCHI, would be interesting to see across schools what is going on. However noted it would depend on when the conference is held and to keep in mind about exam times/students away during revision periods.

COMSC explained some students don't check emails regularly, app could be useful for communicating about these opportunities

CHEMY suggested it could be an Opt in scheme for people who want to receive notifications

ARCHI suggested emails could be integrated into the app

Andy commented it could be technically problematic to incorporate it

Action Point:	Who will do it?	By when?

Agenda item: Learning Technologist

Apologies

Agenda item: Rep Update

(ARCHI) explained:

- the lecture space is poor and not well facilitated but been told it is going to be sorted next year
- Issues with timetabling
- PGT feel disconnected from the rest of the school, need more integration into the University
- Small lunch space, need more of a social area
- Computers in Friary House are operating Windows 7, so only have some software because of the age.

Andy: to feedback to Estates but will take time for change. Friary building is temporary, some changes made already but not sure how far that can be pushed. Will also raise timetabling issue.



(PHYSX) explained:

- Catering – vending machines swallowing money in Trevithick building, struggling to operate
- IT – expensive programme that modules require, only installed on 2 computers in the Trevithick building
- Lack of female toilets/gender neutral/disability toilets for students – related mainly to third floor of Trevithick.

(CHEMY) explained:

- Lecture capture issues. Not everything is recorded and can't see the board in some lecture capture, only the audio sound is operating in Glamorgan and Bute building.

MATHS added quality of recording of lecture capture is a problem.

ENGIN -321 and 32A (third floor in south building) have trouble with poor quality of lecture capture, cannot see what is on the board. Teaching for lecturers on how to use panopto equipment might be useful.

Andy explained about speaking to staff about panopto already. Provided maths with some resources already, i.e. glugged pens. Team are looking at it.

(MATHS) explained:

- Café has closed and wanted to know about healthier options in vending machines
- Temperature issue in lecture theatre – E0.15, which is a school issue every SSP.

Andy to report to estates department.

(ARCHI) explained:

- lecture capture issue in Bute building, computer tutorials, not capturing the on screen programme
- Wi-Fi is an issue, does not reach the basement, not enough routers
- Issues with heating, some rooms have no heating at all, particularly in the studios
- Café only open until 3.30pm, uncertain whether café is open or not, less variety.

Andy replied that Wi-Fi should be fixed in Bute however in future please inform sooner rather than later. Fault in heating has been fixed; but temperature can switch off if building reaches set temperature. See facilities team on second floor if there is a problem.

ENGIN explained their main concern is student wellbeing services, booking an appointment is taking too long and unclear distinction between wellbeing and counselling services.

International students are struggling to express how they are feeling e.g. communicating in English to wellbeing service.

Agreed it would be useful to have a rep from wellbeing attend next college forum.

ENGIN added there is a licence issue for software in Trevithick library. Only on certain machines

IT – agreed to look into this.

nothing more to report for COMSC



Student Academic Reps
Cynrychiolwyr Academaidd Myfyrwyr

Cardiff University Students' Union
Undeb Myfyrwyr Prifysgol Caerdydd

Cardiff University Students' Union Undeb Myfyrwyr Prifysgol Caerdydd

Action Point:	Who will do it?	By when?
Feedback to head of estates department about toilet facilities, i.e the need for more gender neutral toilets and temperature issues in MATHS	Andy	
Feedback to Friary House about finding better spaces for teaching and timetabling	Andy	
See about software being installed on more computers in Trevithick Building and old software needs updating in ARCHI	IT	On-going
MATHS/CHEMY/ENGIN – lecture capture investigation in these schools	Claire – college education manager	On-going
Invite wellbeing and support to attend next college forum	Student Voice	Next meeting

Any Other Business: No