# College Forum Meeting Minutes

##  ***College of Arts Humanities and Social Sciences, Undergraduate students***

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|  **Date: 28/11/22** | **Time:  2:30pm** |  **Location: Teams** |
|  Chair:  |  Michaela Hennessy  |
|  Minutes:  |  Frank Frayne |
|  **Apologies:** |
| Staff: | Student reps: |
| * Noah Russell (VP Education)
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|  **In Attendance:**  |
| Staff: | Student reps: |
| * Michaela Hennessy (Representation and Policy Coordinator)
* Paul Jones (IT Services)
* Robert Gossedge (AHSS Undergraduate Dean)
* Sian Lewis (Education Manager)
* Annabel Hurst (University Catering Services)
* Martha Ashford (Library Services)
* Poppy Dunbar-Jones (Student Advice)
* Lisa Watkins (AHSS Education Development Officer)
 | * Emily Siddon (SHARE)
* Yaqoob Ahmad (CARBS)
* Anne Abraham (CARBS)
* Christopher Diamond (ENCAP)
* Chloe Geen (SHARE)
* Sophie Eardly (MLANG)
* Muskaan Verma (CARBS)
* Chey (ENCAP)
* Deio Owen (WELSH)
* Euan Paisey (LAWPL)
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|  **Update on Actions from the Previous Panel:** |
| N/A |

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|  **Rep Feedback: CARBS** |
| 1. Yaqoob Ahmad (YA)**,** raised the issue of 1st year students feeling the pressure of an increasing workload, most notably with multiple deadlines within the same week. The comments were echoed by Muskaan Verma (MV).Anne Abraham (AA), said that 3rd years in general tended to be more anxious about reverting to face-to-face exams, as many had not done them since A-Levels. They reaffirmed the comments by Yaqoob and Muskaan.
2. MV, raised that the WiFi within the business school was often unreliable and cuts out.
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|  **Action/Key Decision:** **Who: 1) Robert Gossedge When: ASAP** **2) Paul Jones**  |
| 1. Robert Gossedge (RG), CARBS is rolling out a set of study skills sessions for all students to help with assessment pressure. They said that this had already started by the time of the UG forum, however an email would be sent within 48h of meeting to the Director of Learning and Teaching and the Education Manger to find out when. RG confirmed that the study skills sessions did include face-to-face exam pressure guidance too.
2. Paul Jones (PJ), new WiFi network being rolled out across campus. They will check the network status of Aberconway building, to see if/when the building is on the new network. Encouraged all students/staff to contact IT service desk if they ever encountered WiFi issues.
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|  **Rep Feedback: ENCAP** |
| 1. Chey, a lot of students feel overwhelmed with the workload, with a lack of support/guidance to complete work, as well as time management.
2. Christopher Diamond (CD), a room issue with the timetable not showing where the lecture took place leading to missed attendance. Further, some students had their timetables changed, meaning that they were behind schedule. CD did seek out support, and was informed that if the issue arises again, students be invited to catch-up with lecturers.
3. CD, lastly, 3rd year philosophy students have not heard anything about their dissertations and would like to get them started before next term starts owing to time constraints to complete it.
4. CD brings up the issue of printing services having significant issues recently.
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|  **Action/Key Decision:** **Who: When:****1) N/A 1) N/A2) Robert Gossedge, Christopher Diamond 2-4) ASAP3) Robert Gossedge4) Paul Jones**  |
| 1. Not directly addressed
2. RG, postulated that it may be due to joint-honours offerings. They invited CD to contact them for a chat over the foregoing days, to understand which programmes/students were affected. Acknowledged the importance for PowerPoints and Panopto recordings to account for timetable problems.
3. RG, regarding dissertations, will raise directly with philosophy programme director (Liz Irvine). No timeframe given.
4. PJ acknowledges there has been significant issues with printing. Urgent upgrades have been taken place to resolve this, things will continue to be monitored.
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|  **Rep Feedback: MLANG** |
| Sophie Eardly, everything has been resolved in the SSPs  |
|  **Action/Key Decision: Who: When:**  |
| N/A |
| **Rep Feedback: SHARE** |
| 1. Emily Siddon (ES), they haven’t had their subject specific SSPs yet, raises that Student Connect does not handle international students as well as expected (e.g. tickets being closed without responses, responses being hard to understand). This is reported to be a contributing factor to poor mental health.
2. Chloe Geen (CG), they’ve heard a lot of feedback from mentees, that Learning Central (LC) is very difficult to navigate. They suggested an introductory video.
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| **Action/Key Decision:**  **Who: 1) Sian Lewis When: ASAP** **2) Paul Jones**  |
| 1. Sian Lewis (SL), mentioned that no staff present at meeting were responsible for Student Connect, however, they forwarded their contact details in the Teams chat to ES. SL committed to contact the Centre for Student Life (CSL) to try and understand/resolve ES’s queries ASAP (either specific or generic examples), and the processes that underpin Student Connect/ticketing.
2. PJ, says that the University is moving to a new look and feel for LC which should be easier. There is a self-enroll module within LC for the classic version for which the local digital education team can guide students to. The module explains how LC works. PJ also offered to obtain a link to enroll on the module for mentees, and assured to send it to the Teams chat during the meeting or send it separately.
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|  **Rep Feedback: WELSH** |
| 1. Deio Owen (DO), stated that many students are joint honours which have created module clashes and denial of module choices. Not clear to students which modules were clashed.
2. DO also echoed previous reps with library WiFi cutting out.
3. In terms of Student Connect, DO has been submitting ticket requests in Welsh to find that they are closed without response. Has already mentioned that issue has been raised with Tom Jones.
4. Previous SSPs, DO mentioned that more bilingual signs was brought up by another student (more than just Welsh and English language signs).

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|  **Action/Key Decision:** **Who: When: ASAP****1) Robert Gossedge****2) Paul Jones****3) Robert Gossedge, Sian Lewis, Deio Owen****4) Martha Ashford** |
| 1. RG, regarding the joint honours students, acknowledged the joint-honours timetables was not good enough and that they were made too late. RG stated that the school is building the timetable in a completely different way for 2023, so that all module options should be available. RG plans a to hold a large meeting with sabbatical officers and joint-honours students to discuss how to optimise a timetable build next year to avoid clashes.
2. PJ, repeats earlier statement regarding new WiFi network being rolled out, and encourages student to log a call with the IT service desk as soon as it happens.
3. Regarding the Student Connect issues, RG and SL state that they will liaise with the Student Connect to resolve ticketing issues raised by DO. They encouraged DO to email SL with examples to help with this process.
4. Martha Ashford had already spoke with library customer services manager. Outcome is that they are unable to provide extra languages aside from Welsh and English, citing space constraints and no clear language choices which could be included without discriminating against others.
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| **Staff Updates:**  |
| **AHSS Undergraduate Dean (Robert Gossedge)*** Timetable issues that were already been discussed during the meeting present the biggest issue. Currently being worked at.

**IT Services (Paul Jones)*** Part of the way through of changing the network across university as previously discussed. Expressed importance of reporting any network problems to IT service desk. LC is in the process of being upgraded.

**Library Services (Martha Ashford)*** Reaffirmed to contact subject librarians for queries/support. Christmas library opening times have been updated on individual library pages.

**Student Advice (Poppy Dunbar)** * Nothing specific to raise, however Student Advice contact details were left in the chat if the reps wished to contact the service.

**University Catering Services (Annabel Hurst)** * Christmas market was organised by the main building on 6th Dec. Festive opening times posted locally and social media. Monthly community dining. Spreading awareness of meal deals and special offers, some have been lowered/frozen.

**Students Union (Michaela Hennessy)*** AGM rescheduling. Chair/Vice Chair training sessions. Thanks to all those who participated in Speak Week.
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|  **Any Other Business:**  |
| **N/A** |