# College Forum Meeting Minutes

## ***Arts, Humanities and Social Sciences Undergraduate***

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| **Date:  15/03/2024** | | **Time:  15:00pm** | | **Location: Zoom** |
| Chair: | Deio Owen (VP Cymraeg) | | | |
| Minutes: | Aoife Regan-Foley | | | |
| **Apologies:** | | | | |
| Staff: | | | Student reps: | |
| * Sian Lewis (College Education Manager) | | | * Saleh Alhemeiri (CARBS) * Ruby Green (LAWPL) | |
| **In Attendance:** | | | | |
| Staff: | | | Student reps: | |
| * Deio Owen (VP Cymraeg) * Rob Gossedge (Dean for AHSS) * Angela Jones-Evans (Library Services) * Paul Jones (IT Services) * Jon Forbes (Student Futures) * Michaela Hennessy (Academic Representation Coordinator) * Poppy Dunbar-Jones (Senior Student Advisor) | | | * Elan McLoughlin Daniels (ENCAP) * Daniel Grove (CARBS) | |
| **Update on Actions from the Previous Panel:** | | | | |
| Jon Forbes from Student Futures has been invited to the panel to provide an update on feedback received in the previous forum. Please see ‘Any Other Business’ for this response. | | | | |

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| **Rep Feedback: ENCAP** |
| 1. Main feedback points were that academic quality is brilliant, but facilities are subpar – toilets not being cleaned properly, no disposal bin for pads and tampons, and no loo roll (LAW, ASSL and JP) 2. If recordings are unsuccessful for lectures, then students are not always being provided with appropriate notes, particularly 2nd and 3rd year students, and lecture slides submitted at the last minute. 3. Complaints concerning lack of period disposal bins in toilets accessible for trans students. 4. Compliments regarding implementation of brain breaks in lectures by a specific lecturer and there has been high level of engagement with these. 5. Support with midterms and formatives has been brilliant. 6. Feedback for assessments needs to be more in depth with specifics on how to improve. 7. Module leaders are due to consider the balance and timings of seminars and lectures as two-hour seminars without effective structuring can become fatiguing in the last twenty minutes. 8. Confusion surrounding referencing on some modules – physical media (art etc.) is not on ENCAP guide. 9. Students would for student rooms to be available in the JP or ASSL for study groups |
| **Action/Key Decision: Who: When:** |
| 1. Paul Jones (IT Services) clarifies that they have not successfully received any complaints regarding the failure of lecture recordings but will investigate this matter to ensure that there are no technical faults in the rooms. 2. Rob Gossedge (Dean for AHSS) will write to the education manager for ENCAP so that this can be investigated and ask if there are any notes from the SSP that would give clarification as to what modules. 3. Angela Jones-Evans (Library Services) feedback about toilets will be passed to the customer service team.   *Angela Jones Evans has passed on the following update:*    *A new contractor has been appointed for managing the sanitary bins in toilets.  The Service Level Agreement is for the bins to be changes weekly.  There have been some initial teething problems with timings - these have been reported and are being addressed by Estates.*  *Sanitary products are replaced daily in the toilets by the library who pay for these.  Toilet rolls are replaced by Estates.*  *Feedback on the toilets has been escalated to Tony Maidment, Cleaning Supervisor in Estates.*   1. Angela Jones-Evans (Library Services) will speak to the ENCAP subject librarian regarding the referencing issues. 2. Angela Jones-Evans (Library Services) to refer to the director concerning study spaces as they are currently working on a project across the university for this.   *Angela Jones Evans has passed on the following update:*  *Helen has advised me that a bid has been submitted for 7 group study booths on the ground floor of the library, each of which will hold 6 people.  If successful, those study booths should be installed by the beginning of the next academic year.  These will not be bookable spaces, they will operate on a 'first come first served' basis.  She has asked me also to highlight the collaborative space on the lower ground floor of the library and the bookable group study rooms, which students studying on the same course can book together.* |
| **Rep Feedback: CARBS** |
| 1. The Mentimeter used to collect feedback with 20 pieces collected in total for the course. 2. Main issue is concerning with timetabling as some students have complained about too much going on or too much space between scheduled classes. Students do not come back for later lectures when there is a big gap in the timetable. 3. Module enhancement feedback has been going straight into the other inbox which students tend to treat as spam. 4. There are some lecture rooms that students are not happy with as they are regarded not fit for purpose. 5. Issues with lecture recordings also reported but is unsure on the nature and unsure if this is an IT issue or that lecturers are forgetting to ensure they are recording. There is also failure to upload lecture scripts. |
| **Action/Key Decision: Who: When:** |
| 1. Dieo Owen (VP Cymraeg) working with registry on project concerning timetabling so will pass on the complaints regarding the timetabling. Clarified some of the details regarding these issues. 2. Paul Jones shared link where you can find advice on shared and other inboxes: https://intranet.cardiff.ac.uk/students/news/view/1710071-whats-in-your-other-inbox   4)Rob Gossedge (Dean for AHSS) requests list of rooms to be sent to him and Dieo regarding complaints about lecture halls so that they can follow this up with Estates. |
| **Staff Updates:** |
| **AHSS College Education Update: Rob Gossedge (Dean for AHSS)**   * Working with schools on the module selection choices for next year. * Will focus on taking the issues to estates forward regarding the concerns surrounding large lecture halls.   **University Library Services: Angela Jones-Evans**   * Scaffolding on ASSL due to be removed by easter with the roof being completed by then. * New lighting, carpets, and refurbishment due to occur over summer on the top floor of ASSL (end of exam period - 10th September there will be limited access to the floor). * Disruption to science library over Easter as new access ramp is being fitted. * Extensive research into student reading habits was carried out with high engagement and this will be fed back into developing the collection management and acquisitions habits going forward.   **University IT Services: Paul Jones**   * You can get updates on the status of key IT services via the Status Page - https://status.cardiff.ac.uk/ * Uni IT: https://intranet.cardiff.ac.uk/students/it-support/it-service-desk * Turn It In is undergoing maintenance so would have been unavailable while this is carried out for a couple of hours on the 16th of March (advertised on student intranet and IT status page).   **Student Futures: Jon Forbes**   * Queries around MLANG and Global Opportunities schemes – has been emailed to student reps inbox. * Review of engagement has been ongoing, and it has been up across the board. * Delivered/delivering 21 employer lead event over spring term. * 160 students attended JOMEC meet and greet, and 60 students attended what can I do with my ENCAP degree. * CSL student futures hub is now open on the first floor. * Support students for 3 years following graduation.   **Student Voice Team: Michaela Hennessy**   * Congratulations given to anyone who ran in the elections and voted. Thanks also given to everyone that let the voice team run outreach in and around University buildings. * Check out the newly Elected Officer Team here: https://www.cardiffstudents.com/news/article/secret/Spring-Elections-Results-2024-Canlyniadau-Etholiadaur-Gwanwyn-2024/   **Student Advice: Poppy Dunbar-Jones**   * No updates but contact Advice here: Student Advice on 02920 781 410 or at [Advice@cardiff.ac.uk](mailto:Advice@cardiff.ac.uk)   **Sabbatical Officer Update: Deio Owen (VP Cymraeg)**   * Has been very busy so not a huge number of updates. * Events are being arranged for Women’s Month by the Women’s Officer. * Campaign on Men’s Mental Health launched on University Mental Health Day. * Has been ongoing celebrations of St David’s Day. * Reminder that Varsity is upcoming.   **University Catering Service:**   * All prices are benchmarked against the high street and Cardiff University sits significantly cheaper than the mainstream high street café and restaurant offer (excluding Greggs). * Customers bringing their own cup for a hot drink can purchase a tea/coffee for as little as £1.20 * A sandwich/roll can be purchased from £2.20 – with a high street café starting price being this or higher * Value meal deals available across our offer   + CUFoods Roll + packet crisps + can drinks = £3.70 - that is the equivalent to the drink being free   + CUFoods Panini + packet crisps + can drink = £5.00 - that is the equivalent to the drink being free   + 12oz Soup + CUFoods Roll – saving of £1.20   + Other meal deals available throughout the day   + Loyalty App – Free Cardiff University Food app – available free from app store – no emails sent by CUFoods to account holders     - Buy 9 get 10th Free – equivalent to 10% minimum discount on purchases       * Hot Drinks       * Smoothies/Iced Coffees       * Piece fresh fruit     - 4 loyalty points to every £1 spent (each point is worth 1p) – equivalent to 4% discount   Future Innovation – coming soon!   * CUFoods Club – opportunity to pre-load funds onto card which offers enhanced discounts to club members   + 20% + discount on all hot counter meals – this means that a hot meal from Trevithick for CUFoods Club members will be £4.38 - £4.04 depending on plan purchased   + 10% discount on hot drinks   + 5% discount on CUFoods products   + Buy 9 get 10th free on CUFoods paninis (depending on plan bought in to) – equivalent to 10% discount   + Buy 9 get 10th free on CUFoods rolls (depending on plan bought in to) – equivalent to 10% discount   + Enhanced loyalty points dependent on plan |
| **Any Other Business:** |
| Student Futures have responded to the following feedback raised in the previous forum.  **LAWPL Feedback:**  Emails sent by staff to all LAWPL students regarding multiple career paths confuse students according to LT especially 2nd and 3rd year students. LT suggests that technology can aid in the resolution of this issue and the option for students to opt in for these emails.  Response:  Helen McNally (Careers Advisor) - Email overload in general is an issue regularly mentioned by students at SSP meetings etc, however, the school’s view is that email is the primary method of contacting students about important events/procedures/issues etc and that students need to get used to reading, filing and actioning emails as they would when they start work in the future. For Law students particularly there are numerous careers events/opportunities (organised by the Law School, and external events) – these are all included in a weekly Law Careers Bulletin shared via Learning Central every Monday morning. The purpose of the bulletin is to avoid sending multiple emails on the same day/week. Nevertheless, employers also get in touch to advertise opportunities to Law students and these are communicated via email to the relevant distribution lists (eg final year students only). It’s not possible (as far as I’m aware) for students to opt in or opt out of receiving these emails because the distribution lists are the University’s primary method of contacting students about all essential information. Students can set up a rule via Outlook to send emails from particular senders to a folder – but this will obviously mean that students run the risk of missing out on key careers messages (their choice). As you know, there is currently no EL for POLIR, so Karen sends a weekly update email to key contacts in the Department who forward as appropriate to relevant distribution lists. I’m interested to find out more about what students mean by getting confused about multiple career paths? My gut feeling is that the alternative option of NOT communicating information about opportunities etc would lead to far more complaints from students saying that there were no opportunities for them!  Karen England (Employability Advisor) - This has come up at POLIR SSPs too – POLIR staff have the same stance as Law on this one. I’d also like to hear more about getting confused about multiple career paths!  **MLANG Rep Feedback:**  1. Regarding employability, there's a perception of gaps in specific MLANG careers, with some students experiencing a lack of information.  Response  Claire Hudson (Careers Advisor) It would be good to have more context to this statement, such as what gaps are they referring too? E.g. events, information, careers guidance advice  and could they give an example of when and how a student has experienced a lack of information?  We can then use this detail more effectively to reflect on how to improve perceived “gaps” in provision and plan for next year.  Apart from that I feel the MLANG career and employability fortnight will certainly improve and consolidate access to specific MLANG careers information and support.  2. Some final year students noted that global opportunities support was insufficient, relying on student cases instead. They noted that there was not a dedicated email address. Delays in funding were reported, and the Spanish and Japanese departments are collaborating to address these concerns with the school. – see response in blue  Response  Rose Matthews (Head of Global Opportunities) I’m not surprised by this feedback as we have been aware of issues, and a lot has been done to improve the student experience.  The two issues listed below are around communications and the timings of grant payments. Here is a bit more on context and also what has been put in place to improve this.  **Communications**  While these students were abroad, the Global Opportunities Team, in line with Student Life requirements, had to use the E2S CRM system for all enquires. This meant that students had to contact us via Student Connect, instead of via email, which led to a delay in responses. This has been rectified – we have been able to reinstate our email address and aim to respond to all queries within 48 hours and the same day for urgent enquiries. We hope this will improve the student experience. An area which may be worth exploring is gaining further insight into whether students are aware of when to contact Global Opportunities vs their school with different types of enquiries.  **Grant funding**  In previous years there have been delays in getting funding to some students – however we do need to manage expectations. The outcome of external funding bids is not received until late June. Subsequently work is undertaken to allocate students to the different funding streams. We can also only pay students when they have returned all required documentation. The utmost is always done to try to ensure that students get their funding as soon as possible, and last year the first payments were made in early October. In line with external funding regulations, we are not able to pay them any earlier that the first of September.  To enable faster payments to students moving forward, we have signed up to a new grant payment portal. This will enable immediate payments to students (when we have the grant funding and they have returned all documentation) rather than all payments needing to go to central finance to process and pay via BACS, which can take a couple of weeks. We hope this will improve the student experience too. |