

***Faculty of Arts***

**Faculty Student Council Meeting – City Campus**

**Wednesday 29TH November 2017, 1-3pm, MX004**

**Present:** **Faculty reps**: Olivia White (chair), Bacardi James (chair)

**Student reps:** Patricia Newell, Tod Jones, Robyn Munro, Alistair Plum, Shatavia Whitaker, Anna Feherova, Luke Onofrio-Mills, Chanphiphat Janthra, Anthea Alabi, Leah Murphy, Andy Johnson, Laura Hough, Joshua Hinkins, Tristan Guerrero, Henry Watson, Amandeep Mattu, Curtis Smith, Alice Stacey, Charlotte Lenihan, Simon Williams, Ebony Boreham, Jordan Dennis, Abel Fletcher, Mya Ferron, James Adamson, Fiona Dye, Karen Adcock, Harriet Rogers, Emily Higham, Mohammed Essa, Roeheith Mair, Ciaran Stangroom, Zaineb Gul, Bethany Perry, Amelia Cooper, Kim Short, Elizabeth Hatton, Deanna Healey, Alice Handley, Sandra Sharma, Shanai Campbell, Sian Gibbon, Tamsin Lunn, Richard Wagstaff, Amrit Juss, Emily Banks, Benjamin Rose, Dimitrious Zacharia, Aadil Ahmad

**Staff:** Don Adamson, Kirsty Dorward, Belinda Smith, Majid Akhtar, Jennifer Cotter, Paige Hudder (minutes), Tanesha Raybould (minutes)

**Apologies:**  Scarlett Churchill, Nikisha Stanton, Courtney Farnsworth, Sue Lynn, Jasbir Talwar, Georgina Wilde, Aydrus Farah, Kamal Huggins-Kolade, Georgina Archer, Charles Payne, Emma Rickerby, Rosie Collins, William Horsefield, Annie Fletcher

| **Agenda Item:** | **Topic:** | **Issues:** | **Feedback:** | **Action/Closed Out:** |
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| **Actions from last meeting** | This year the Faculty are starting fresh with the Faculty Council Meetings, therefore no actions from last meeting (Semester 2 2016/17) have been addressed. |  |  | NFA |
| **Classroom experience matters**   * How are you getting on with Canvas? * Use of lecture capture, personal tutor meetings, availability of academic staff and SAMS, quality of teaching… | Canvas – system crashing and incorrect emails being received | **Tamsin Lunn** (Level 5 Fine Art): After canvas was sent out to all students, many students experienced a crash with the system.  Also, the course members were getting emails from the wrong tutors. For some students this problem is still on-going; however for others it has been sorted. | **Don Adamson**: In terms of emails, this may happen when multiple courses are doing the same module, he will speak to Fine Art staff. | **DA** |
|  | Canvas - app problems and the functionality | Students have experienced problems when using the Canvas app on the phone.  The app is also not suitable for uploading pictures onto course. | **Kirsty Dorward**: The Canvas pp is intended for students to read information only; and there isn’t full functionality within the app when compared to the desktop version. This is currently being looked into for better functionality via phones.  **Don Adamson**: The phone app is more of a Canvas Light service. This looks like it is an app problem rather than people not knowing how to use it. | **BS**: sending email to Canvas to determine if issue can be resolved or if they are working on it. |
|  | Canvas – App compatibility with Lecture Capture | **Majid Akhtar**: Where lecture capture is used in lectures, students cannot access videos through the canvas app, must be used via the browser. | **Don Adamson**: Is this a disadvantage or more of an inconvenience?  **Majid Akhtar**: It would make things much easier for students if they could watch straight from the app. | **BS** |
|  | Canvas – printer credits | Students have asked if it is possible for the printer credits service to be accessible via Canvas. This option was available as a link through WOLF. | **Student Canvas representative**: Unfortunately Canvas is not for printer credits as it is strictly a learning portal. Printer credits can however be accessed via the myWLV app.  **DA**: CANVAS is more for teaching purposes only so this will not be possible.  Students advised to download myWLV for an easier way to access printer credits. | **NFA** |
|  | Canvas – third year students (archived modules) | Some 3rd year students still have to use WOLF in order to access archived modules. Due to this they are not using Canvas as often. Students asked if it is possible to transfer the archived modules to Canvas from WOLF. | **Don Adamson and Student Canvas representative**: Unfortunately this is not possible, we cannot transfer archived modules onto Canvas for the current third year students that used to use WOLF. |  |
|  | Canvas – preferred to WOLF | **Charlotte Lenihan** (Animation Level 5): Students have expressed no complaints with Canvas, it is preferred to WOLF. |  | NFA |
|  | Canvas – accessing over summer period and module registration period | **James Adamson** (Creative and Professional Writing Level 4): Canvas could not be accessed for summer work, and it was not available until modules were registered. Also the problems with module registering modules meant that many students could not access their topics. | **Student Canvas representative**: Canvas was not available for students to access during summer, at the moment students cannot access modules that they are not registered to. In terms of module registration itself, this was an issue with registry and not Canvas directly. Registry has stated that this problem will not happen again.  **Don Adamson**: It could be useful for students to have access to information over the summer period and to not have courses be private on Canvas.  **Bacardi James**: When the problems arose with module registration, many lecturers sent out module packs so that students could attend lessons without being registered onto them. It was then during the next week that the problems were resolved and students could register. |  |
|  | Canvas – Each lecturer using Canvas differently | **Kim Short** (Level 4 English): CANVAS is very easy to use, however every lecturer uses it differently. Learning resources are being put into different areas, and the lecturers are not always up to date with uploading power-points. Students would prefer consistency with the Canvas courses so that everything is in the same place. | **Olivia White**: There is a notification setting for Canvas, so that students can get be notified when their lecturer uploads power-points.  **Don Adamson**: Some lecturers may not be clicking the publish button when uploading power-points. Everyone is getting used to the way Canvas works, this should improve with time. It could be useful to have extra training for all lecturers, so that there is a common way of working with it.  **Bacardi James**: Canvas will highlight with a number in red if something has been published onto the module. |  |
|  | Canvas – basic training for students | Level 6 Visual Communications): Students received no further information regarding Canvas apart from emails that were sent from Canvas directly. They feel that it would have been easier to transition from Wolf if more information was given - such as basic training. | **Don Adamson**: This is very much a department issue, needs to be brought up with Jane Webb. He will talk to the lecturers on this course so that they can provide basic training to students. | **DA** |
|  | Canvas - knowledge of the software | People are unaware of how to use it correctly, this applied to both lecturers and students. | **Don Adamson**: Training sessions were put in place for all staff members so that they could understand Canvas. Sadly not every lecturer will have gone to this training, but they were made well aware of it. Canvas was phased in throughout the University last year, and comments from last year regarding Canvas were taken on board. Also please note that practice based modules may not have as much information on Canvas for students. | **NFA** |
|  | Canvas – emails sent through Canvas | When replying to technicians that have sent message to all students, all students are receiving this reply even though the sender has only ticked the technician. Brand new emails have to be set up rather than replies. | **Don Adamson**: It may be that you are not selecting the correct recipients when sending emails back.  **Student Canvas representative**: This will be brought forward to CANVAS team, need to have a look if there is an easier way to reply to emails.  **Don Adamson**: Again, everyone in the University is getting used to Canvas and you often have to learn things via trial and error.  **Student Canvas representative**: Notified students to keep an eye on the student help and guidance page. |  |
|  | Canvas - emails | **Joshua Hinkins** (Level 6 Visual Communications): When students reply to an email that was sent through to Canvas, the email sent back would not be received, students are wondering if these emails are a do not reply. | **Student Canvas representative**: These emails should be going straight through to Canvas they are not a do not reply. |  |
|  | Canvas – self-help service and notifications | **Don Adamson**: Queried if students have utilised the help area within canvas. It seems that more staff members use this than students and it may be helpful if students use this.  Also may be helpful to sort through your notification settings so you can manage the notifications that you are getting sent. |  | **NFA** |
|  | Canvas - language | Suggestion of changing the language of Canvas from American style to English. | **Student Canvas representative**: When the University adopted canvas as the new learning portal, they decided not to change this. This was because the guides that are written by Canvas are in the American version of English and we did not want to confuse staff and students. | **NFA** |
| **Campus Experience Matters**   * What are your experiences of the new Faculty Student Services? * Learning Recourses and Libraries, Transport, Catering, the experience on Campus | Catering | Computer Games Design Level 5 – Students understand that sandwiches are a set price however portion sizes are much too small for the prices charged.  George Wallis – need better variety of food, 1 student would prefer hot soup.  George Wallis building. Students would prefer not to have to leave the building in order to get warm food.  George Wallis small canteen is only open until around 2pm. Many students have lectures after this time, and this facility is not available to them. | There is a microwave for students to heat up food when they would like to. | BS emailing issues to catering |
|  | Facilities - summer period and MA students | **Patricia Newell** (MA Fine Art) – MA studies run over the summer holiday period, these students have nothing available in terms of food/staff/on campus facilities.  Again in terms of opening hours, students are in the building between 9am and 9pm and there are no facilities available in terms of food. | **Don Adamson:** It is difficult in terms of the summer period to get these facilities open, especially when the majority of students are not on Campus then. This will probably be resolved soon. |  |
|  | Facilities - Toilets | **Mya Ferron** – Floor 6 (disabled/all gender toilet) and Floor 3 (women’s toilet), filling up slowly, can only be flushed once in 15 minutes while students are on their break. | **Kirsty Dorward and Don Adamson**: Students advised to report all problems to 1111. If you report things then they will get put down as a job and will be sorted. |  |
|  | Wheelchair access – Second floor rooms MH Building | MH Building 205/206 – the desks are small and attached to chairs, making the rooms inaccessible for wheelchair users. | **Don Adamson**: Room needs to be accessible and this will be looked in to. | **DA** |
|  | Computers – Animation | Animation Level 5: Computers still not fixed, they are crashing which means work is being lost. This has been mentioned for around 2 years and nothing has been done. | **Don Adamson**: This is an ongoing process with the review of the Faculty/School of Media. However this problem with the computers does need to be escalated as it has been going on for 3 years. | **Ongoing** |
|  | Computers – MAC’s | MACS don’t work very effectively and not all MACS are connected to printers. Is this a networking issue in the floor 3 and floor 2 labs? | **Don Adamson/Kirsty Dorward:** Any computer on campus that is connected to the internet should be able to connect directly to ‘follow you printing’. Please take this issue up with Visual Communications directly. Students advised to send an email to Martin Evans. | **Ongoing with Rep** |
|  | Computers/rooms being shut on 1st floor | **Claire Bealey** Fashion and Textiles Level 5: There are not enough working computers for all students on this course. Could do with at least 15 computers on the 1st floor of MK.  Rooms are also shut on the 2nd and 4th floor at certain times. | **Don Adamson**:  Please feedback this Sharon Watts about rooms being shut. If the room is Category A, then it may be that the students need to ask caretakers to open the rooms. Or students can go to the faculty office in MK517 as this office has a skeleton key to open doors if there is no reason for it to be locked. | **NFA** |
|  | Spending/ facility of George Wallis | **Andy Johnson** (Visual Communications Level 4) - Spending in MK building, specifically for Visual Communications. Student feels that no money is being put into the department or the building. Building is very old and unsuitable for working in. | **Don Adamson**: If spending is a problem, the head of department needs to take this up with the dean of the school. The dean decides upon spending on the campus. In terms of the George Wallis building itself there is a review on going, to decide what is to happen with it. Deciding whether to build a brand new building entirely or to be flexible with what they have. | **Ongoing with Rep** |
|  | Accessibility within George Wallis building | Students cards do not work with the door to get into the building, this has been a problem for student with chronic back pain | **Don Adamson**: MX building, or MA building can reset access | **NFA** |
|  | George Wallis building – sink spaces in studios for students | Level 6 Fine Art: students having to walk through the MA students studios in order to get to the sink, not enough sinks in studio spaces. If the MA students have an assessment then the students have to use the disabled toilet to wash equipment. | **Don Adamson**: This needs to be fed back by students to Jane Webb and Maggie Ayliffe via ongoing review. There is a course meeting on the 6th, please bring this up. | **Ongoing with Rep** |
|  | George Wallis building – cold in studios and rooms being used by business students | **Jack** **Shore** (L5 Visual Communications): It is too cold in some of the studios, specifically 301.  Also, students feel that the business students using the MK Building too much. | **Don Adamson**: Problems with the heating need to be reported to ext. 1111 or brought up in the course committee.  Business lectures can be booked into any of the rooms within the MK building if they are available. If the lecturer does this then it cannot be helped because we do not own the building. If the students are using specific equipment that they are not trained in then this is a problem. Please gather some more detail in regards to the rooms that they are using. | **Ongoing with Rep** |
|  | Changing rooms around into different arrangements during summer | Rooms have been changed around over the summer period. There is now not enough room in the Level 4 & 5 studio on floor 1. | **Don Adamson**: There are regulations in place of how much space should be between desks and chairs. Please check if it is 1 metre 3. | **Ongoing with Rep** |
|  | George Wallis building - Spending and budgeting within | Not enough money is being put into MK, all other buildings seem to have budget being put into them such as the library. |  |  |
|  | Laptops for students | Students have expressed that desktops should be removed and laptops provided to students instead. | **Don Adamson**: Suggested to feedback this as a suggestion to course leaders because it is course specific. There are some laptops in the media store, however we understand that you cannot always get access to these in terms of demand. | **Ongoing with Rep** |
|  | Media store and equipment | Computer Games Design Level 5 – Students think that the media store closes too early. Students stay at University until 7 or 8pm and equipment is not always safe to take home. |  |  |
|  | CAD computers in library | Not enough CAD computers available in the library for the students who need them. | **Don Adamson**: The faculty are looking into CAD computer booking system. |  |
|  | Floor in the library that is specific to Media students | Students would like a floor dedicated to media students in the library. | **Don Adamson**: It may not be feasible in terms of cost to pay for the software needed for Media students if the University cannot guarantee they will all be used. Will pass this on to Jim Davis who will report this to the dean. | **DA** |
|  | Mary Seacole/MH building | Bottom floor entrance, students cannot get in with 1 person, students having to travel in pairs. | Students advised that the entrance does work if pressing the button you have to hold it down a long time until it clicks. | **NFA** |
|  | Lockers in MK | Lockers would be helpful for equipment because students have to take them home which may result in them being stolen or broken. | **Don Adamson**: They are looking into the locker space with the current review of the building. Such as lockers with wheels and more efficient locker systems.  There are lockers located on the 7th floor that are on a first come first served, however another student stated that some these lockers have been locked for years.  **Don Adamson**: This is a problem that needs to be handled via the course leaders. | **Ongoing with Rep** |
|  | **Majid Akhtar** – list of points | **Majid Akhtar:** Been looking at the Student Voice database. Some of the points that he will bring up with faculty board are:   - Computers are slow, crashing, mice/keyboards missing, work is being lost. - Need software in Harrison learning centre. - Not enough printers in MK, suggesting 1 on every floor. - Heating – warmer studios/lecture rooms/damaged windows which lead to drafts. - Catering: shop is not open long enough, prices are extortionate, coffee is not suitable. | **Don** **Adamson**:  Don would like a copy of these points. Has agreed to put timescales onto the points brought up today so that they are actioned as soon as possible.  If we can have more printers, we need to discuss where printers can go throughout the building. | **DA** |
|  | MK517 Faculty Office not accessible | **Majid** **Akhtar**: Students cannot access unless they go down some stairs the faculty office which means it is not accessible for disabled students. | **Don Adamson**: Stair lift is needed to get to faculty office MK517 | **DA** |
|  | Feedback on review of George Wallis building | Students have asked to be given feedback on the ongoing review on George Wallis building. | **Don Adamson**: When he receives information he will give it back to faculty reps, who will then feedback to students. | **DA** |
|  | Cafe | The only building that doesn’t accept card payments. Students do not want to download Yoyo because of storage usage. | **Kirsty Dorward**: The Yoyo app is very useful, can get free vouchers and meals when you build up points. | **NFA** |
|  | Printer credits machine | Students not comfortable inputting their card details online every time in order to get printer credits. | **Don Adamson:** Students can pay in cash in MX at the cashiers. Students were not aware of this. | **NFA** |
|  | Price of printing and scanning | Students have expressed that they are not happy being charged 1p to scan a piece of paper. | **Kirsty Dorward:** We have got this price down to the lowest that it can possibly go. | **NFA** |
|  | Lack of information on how to print | Students believe that it would be useful to have a document telling them how to print on the University printers. Students often waste money trying to figure out how to print correctly. | **Kirsty Dorward**: How to videos were sent out and there is a web page listing how to do many things at the university.  **Don Adamson**: Could be helpful to have a notice by the printers telling students about the online how to videos. | **DA** |
| **Other student feedback**   * Any other issues to be raised that are for the attention of the Faculty | Power outage on 29/11/17 on City Campus | Students expressed that text messages were sent too late in the day, 15 minutes before lecture started and students were already on Campus. | **Don Adamson:** This is a very exceptional circumstance. Admin team start at half 8-9am, so there was no other way that students could have received the notification before this time.  Before anything could be confirmed regarding the building close, the University will have had to talk to health and safety to discuss fire regulations, and the electricity company. |  |
|  | Power outage notification | Not all students received the email about the building closure. Students travelled from far away and were disappointed when they arrived after spending money on travel.  Some students were based in MK but still didn’t receive this message and an email would be preferred. | **Kirsty** **Dorward**: Text messages were sent out to anyone who is signed up to the SMS service. Texts were however only sent to students who were to be taught in the MK building on that day.  **Kirsty Dorward**: If you are not signed up to the SMS service at the University then you will not have received the text.  **Don Adamson**: A global email to all students would have been much better. |  |
|  | Shuttle bus service and building closures | The last bus is at 9:15pm but Rosalind Franklin building shuts at 8:50pm so students cannot go inside to go to toilet or wait in the warmth. Some students are also missing the bus because the building is closed and they have to walk around the other Campus buildings. | **Kirsty Dorward**: This will be brought up with the relevant team, buildings should not be shutting early as teaching can be scheduled until 9pm.  Update 05/12/17: **Kirsty Dorward** has received confirmation that the building remains open until 21:45. After 20:00 the doors are on swipe only access and exit by pressing the green button to the left of the door. | **KD** |
|  | ‘Callmy’ app | Useful to students, you will be notified of any issues going on within the University and City Centre. Including: car parks, city centre issues, road closures etc. | **Kirsty Dorward**: There is information about the call my app on the welcome webpage. Has advised course reps to let students know about it as it is very useful. | **BS sending email to all course reps with details to be forwarded to all courses** |
|  | Inaccessibility with phones | There are many apps being recommended but many students don’t have a smart phone | **Don Adamson/Kirsty Dorward**: We are aware that not all students have access to a smartphone. We need to look into the problems with this and find a balance.  **Student Canvas representative**: It may be possible to have notices through Canvas. | **Ongoing** |
|  | Parking spaces around campus | Students are missing lectures due limited parking. Students have queried whether it is possible to get a concession with parking prices in a similar way to the travel fund. | **Kirsty Dorward**: The university are currently doing a travel strategy survey, so that we can pinpoint how various students travel to University. Unfortunately it cannot be helped that we are a city centre campus with limited parking. The Molineux do offer a discounted all day parking for students at £3.50, there are a lot a spaces on the Campus. |  |
|  | Text messages and data | Students queried where their mobile numbers are being taken from | **Kirsty** **Dorward**: E-vision has these details stored if the student has provided us with their phone number. In order to receive messages, students need to make sure they haven’t opted out from the SMS service.   **Don Adamson**: It will be helpful for all students to periodically update your personal details so that they are up to date with any problems on Campus. | **NFA** |
|  | Hotmail account | Cannot link Hotmail account with university email account | **Don Adamson**: This is possible will all email accounts and you should not be having a problem doing so. Any problems can be sent to IT on ext. 2000. | **NFA** |
|  | Student reps being part of the Student Union | **Bacardi** **James**: Clarified to students that their role as a student rep comes under the Student Union and not the University directly. All issues should be brought up with the Student Union and not teaching staff.  **Don Adamson**: You are not representative of a specific module, but are the representative of an entire course. |  | **NFA** |
|  | Course rep training | **Bacardi James**: Students reminded to go to the training as this is needed in order to be a course rep. | **Jennifer** **Cotter** took names of those that needed training | NFA |
|  | Course rep training | Query about logging hours onto the Student Union website | **Jennifer** **Cotter**: This has been an issue with data captcha, student told to give student number to Jennifer so she can resolve this. |  |
|  | Extensions | Students feel that extensions are being given too freely | **Bacardi James/Don Adamson**: Notified students that there are procedures and regulations in place in terms of extensions. Students have to provide evidence and valid reasons for their extensions to be accepted. Extensions are handled through Faculty Student Records and not through the Faculty directly, academic staff should not be providing students with extensions if the proper procedures have not been considered. | **NFA** |
|  | Additional time vs. Extensions |  | **Don Adamson**: Currently in talks with Student Support and Wellbeing in order to change the term for students who have extensions through SSW. Would prefer for it to be titled additional time rather than an extension, so that the two are differentiated correctly. Students that have additional time have the right to it, but an extension is something that is requested. |  |
|  | Travel fund - availability | Travel fund just being given to 1st years only | **Kirsty Dorward**: The Dennis Turner Opportunity fund can be applied for via e-vision via the Finance and Bursaries. You need to give evidence that relate to your own personal circumstances. It currently takes around 6 weeks to asses these applications. | **NFA** |
|  | Travel fund – time specific | Time sensitive, runs out after 1 year and still had money. | **Kirsty Dorward:** Unfortunately this cannot be changed, students are notified when they apply that they have to spend the money by a certain time or the credit will be wiped. | **NFA** |
|  | Travel fund – area | West midlands specific, students having to pay £60 pound a day to travel from the East midlands. | **Kirsty Dorward:** At the minute it is not possible to extend the service to different parts of the country, the service is West Midlands specific. | **NFA** |
|  | Travel fund – term time difficulties | Covers school term times only not university term times. | **Kirsty Dorward**: Think carefully about which pass you choose, the term time pass might not be beneficial for you as it cuts off when schools are on holiday. | **NFA** |
|  | Travel fund – app | The travel fund app is not compatible with Windows phones and some students have had a problem travelling because of this. | **Kirsty Dorward:** You can request a physical swift card from national express directly. | **NFA** |
|  | Faculty Student services | Students have commented that it is nice that it’s been put together all in one place.  Was helpful when staff from Student Services visited them during lectures to provide leaflets and more information about the services. |  | **NFA** |
|  | NSS survey 2017/18 | **Don** **Adamson**: We may be asking some of the course reps to help promote the NSS survey. We try and get 70% turn out for this survey and your input is very helpful in reaching this target. |  | Ongoing |
|  | Higher education academy (HEA) survey | **Don Adamson**: In terms of the HEA survey for levels 3, 4, 5 and 7, we would like to get as much response from these surveys as possible. Last year’s turnout was not ideal so the course reps could help in promoting this. |  | Ongoing |
| **Info to report from Faculty and Departments**   * Notices, updates, events, feedback to students – useful information |  | No discussion |  |  |

Next Meeting is provisionally schedule for City – 4th April – 2pm – 4pm. Room TBC.