

***Faculty of Arts***

**Faculty Student Council Meeting – Walsall Campus**

**Wednesday 30th November 2017, 2-4pm, WN002**

**Present:** **Faculty reps**: Jacob Mason

**Student reps:** Caitlin Walker, Scarlett Churchill, Bruford Low, Elena-Sofie Petra, Chloe Dainter, Jake Allen, Sophie Stanton, Michael Ojaratan, Beth Seymour.

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

**Apologies:**

| **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** | EP Canvas is slow and needs updating. | It has been established Canvas speed depends on what browser canvas is being used on. |  |
|  | **CANVAS** | **EP** Lecturers are missing of canvas therefore students are unable to search for in particular lecturers. Part time academics that are now full time seem to be missing. | **DA** suggested going to talk to Kit about getting the academics updated. |  |
|  | **CANVAS** | Canvas app and Canvas browser are not in sync with each other. | The reason could be that more students are now using Canvas than ever before. DA advised students to use the help button on canvas. | **JM** will pass all the information on to Canvas. |
|  | **CANVAS** | SS expressed that Canvas is very useful. It can be used to edit notes, receive feedback and have discussions. A lot of effort has been put in to Canvas from the lecturers so that the students can access everything they need. Sophie does not experience any issues with it being slow although she uses it of an evening instead of in the day. |  |  |
|  | **CANVAS**  **CANVAS** | Music Technology and Popular Music is inconsistent on Canvas between modules. Each module uses Canvas differently. All the menu options are in different orders; all things vary from page to page. If you cannot find what you are looking for you have to search for it. A guideline of what is posted and where it is posted would be helpful. The calendar is very comprehensive and struggles to find things within the calendar. | DA said that the university decided that when we took Canvas on that the university could of adopted a different way of naming titles and changing the protocols but the university made a decision to keep it all the same. DA suggested that it may be beneficial for the departments to have a discussion so that all students have a sense of unity. |  |
|  | **CANVAS** | Refresher tutorials for students as well as academics. Students found it difficult to upload contact details onto their account. | JM There is a bug in the system which isn’t allowing people to upload there contact details. | KD will take this back to the Canvas team. Canvas said you need to contact them and they will rectify it for you. |
|  | **CANVAS - DA** Was canvas introduced to you? | It was briefly shown to students. There was no training for it and students do not feel that there is any consistency. It is better than WOLF. | DA 2 years in and there are now sophisticated issues with CANVAS. |  |
|  | **CANVAS – DA Is Canvas user friendly?** | Yes Canvas is very user friendly. |  |  |
|  | **CANVAS** | SS finds it difficult that not all the things she needs are accessible via Canvas. | KD Although they are not accessible via canvas, all apps and software students need are accessible from the MY WLV app. |  |
|  | **CANVAS** | Problems have occurred with MY WLV and emails. MY WLV shows that students have not read there emails whereas students actually have and when they log into MY WLV, students have to go through 300+ emails before they find what they are looking for. | Students advised to look at settings and see if it is set up in an incorrect way. |  |
|  | **CANVAS** | On the MY WLV app students have been receiving lots of emails from various different people. | Any phone on the wall contact ext. 2000. |  |
|  | **CANVAS- JM How does lecture capture work?** | MO Lecture capture has so far worked really well. |  |  |
| **Campus Experience Matters**   * What are your experiences of the new Faculty Student Services? * Learning Recourses and Libraries, Transport, Catering, the experience on Campus | **ROOMS**  **ACCOMADATION**  **WATER FOUNTAIN** | EP- Room 122 is boiling and 1 student within the cohort has epilepsy and it is triggered by heat. Cannot open the doors as it messes with the smart system.  Water is dirty and is full of little bits.  2nd floor water fountain tastes dirty, the floor is soaking wet and the filter overflows. It gets frequently used. | DA and KD suggested this needs reporting to 1111 on one of the phones. It is not the university being inefficient it’s the fact the university are not aware.  DA – contact campus operations.  DA is surprised that it has come up as it should have been done already. A drinks fountain should be fit to purpose lots of talk about replacing it and moving it |  |
|  | **ACCOMADATION** | Student is unhappy that a lot of people are just walking into the flats. This is happening at very odd times 3am in the middle of the night was one of the times. Student doesn’t feel safe. Accommodations services haven’t done anything about it. Students are employed by accommodation services to check up on first years. Students are always on guard and wondering when the next time someone is going to come in. | DA – people should knock the door to enter. Students are renting this space and there needs to be some protocols as it is not acceptable. Being treated like a hotel as a pose to accommodation. | KD is going to take it back as a very serious matter.  Security will only enter a room in response to an incident or a complaint, caretakers will only enter a room following a report of a fault with the room.  By reporting a fault in the room the resident enters into a short contract whereby they agree that appropriate University staff can access the room to remedy the issue.  If a resident feels as though their room has been accessed inappropriately, they can report this on the IRAMS system.  This can be done on-line by visiting the security section of the University web site, or, more conveniently for the student, by reporting via the free UniGuard app which again is available via the web site (<https://www.wlv.ac.uk/about-us/security-services/security-apps/>). |
|  | **ACCOMADATION** | Every time students come back after a break from university e.g Christmas holidays or summer holidays the flats are not cleaned, tablets have been found on the floor. | DA the village needs attention and the students are not being looked after. The other issue seems to be that maintenance emails are not being followed up. Instead of staff just letting themselves in they should book an appointment instead. The whole flat system is group owned but is not owned by maintenance therefore do not have the rights to enter as and when they please. |  |
|  | **SECURITY/PARKING** | Security on campus if students arrive back on campus late at night and the main gate is often shut after a certain time. Students drive round to where the buses drive through and security are now allowing students to park there.  SS The drama department needs more materials on site for example like the art shop at city campus. | DA There is no reason why students cant park there as students park there all day every day. The policy needs checking and clarifying. |  |
|  | **TECHNICIAN SUPPORT** | SS Technician support after hours, the masters lectures take place after 5pm which is when the technicians have gone home. For master’s students to catch the techs they have to come in early to quickly speak to them which is not always possible? | **DA -** It needs to be discussed about how big the need is and how much of a demand there is for the techs to be there after 5. Would it be all the time or just assessment time? |  |
|  | **INTERSITE TRAVEL** | Can the buses be tracked? | The new double decker buses can now be tracked as they have been fitted with GPS. |  |
|  | **VENDING MACHINE**  **CATERING** | The vending machine does not have any cups and often does not work.  Canteen closes to early and the prices are too expensive. Difficult for students on campus after the canteen closes as they cannot get anything to eat. The canteen closes at 3 and stops serving food at 2:30 some people would rather starve than pay £3 for a sandwich. | Review on campus at the moment and In the future there is a plan to put a shop on campus. There is a problem with cost and staffing. | KD will take it back.  KD is going to take this back. |
|  | **TOILET FACILITIES** | The toilets are very dirty and are often in too much of a state to use. | DA - Report it to campus operations. |  |
|  | **TEMPERATURE** | WA building is freezing cold as the air conditioning is always on even in the winter. | Report it to campus operations. |  |
|  | **LIBRARY** | **EP** Is there any options for the silent zone to be changed to a quiet zone as this is where all the MT/Drama books are based and Performing Arts students are not very quiet. | KD will take it back and see if there is anything that can be done about it. |  |
|  | **CLEANLIENESS IN STUDIOS** | The dance studios are not clean. | DA Both heads of departments need to be consulted and find out who cleans them, how often they are cleaned and by who. Perhaps a different cleaning regime needs to be looked at. |  |
|  | **ROOMING**  **ROOMING**  **ROOM BOOKING**  **ROOM BOOKING**  **MORE INVOLVMENT** | Students would like to use pianos and equipment as and when they want too. A piece of paper on the door who can sign up as and when using a piece of paper.  203/204 are the bigger studios. Rooms such as 122 and 125 they are smaller studios which are easy to use students have been told that there is a 72 hour backlog on room bookings.  It is not always visible to lectures weather students are booking rooms or not which results in double bookings.  A number of complaints received about room bookings. The response time is variable and it is not always easy to give 24 hours’ notice. It was originally running through Siso but that has been scrapped, students are frustrated as they are not able to just go and use a room. Siso was not talking to the university which resulted in lots of double bookings. The university has a timetabling system however some rooms are owned by faculties which are governed by smaller regime within the faculty. It needs to be found out who books the rooms. It is not always visible to lectures weather students are booking rooms or not which results in double bookings.  MA students want some more involvement within the university and with the BA students. Being within the arts SS does not think we explore other departments enough. Events could take place so that students can come together within the arts. assessments. | DA - The ad hoc system works very well. If someone has booked the room and hasn’t turn up then we should be able to use it.  DA – Need to go back to basics and have a look what is needed  DA – It is something that really needs looking at. DA needs to sit down with JM, and discuss room bookings with heads of departments and Sharon Dicken.  DA advised SS to start a society with the union. SS advised to speak to the module leader as the Music and MT theatre department have a shared canvas module so they are linked and they all receive emails 2/3 times a week. Sarah Browne holds a surgery on the 3rd atrium of the performance hub. Sarah is really keen for cross curricular department work. Decline in extra out of hours work. Other extra-curricular work enriches. |  |
|  | **CAREER DEVELOPMENT WEEK** | Students believe that there are no excuse for them to not to work with other people, career development week is a fantastic opportunity for you to meet new people and engage with different people. It is not fair that students cannot book on to everything within career development week. Career development week is a great chance for people to meet new students and share their university journey. | DA - Career development week has to be relatable to your course as it has to be able to develop you in some way. Going to a show is not a career development opportunity where as if you haven’t been to as west end show before going to one raises peoples social capital. You are not going to get a job by going to the show but you are going to and it is going to open your eyes and it is going to broaden your horizon. |  |
|  | **USING THE MA STUDENTS** | Utilising the MA students more, MA students want to get involved with the BA Students; SS asked if there is anything she can do to get involved with other students in lower levels. | SS was advised by DA to take it back to the course committee and speak about possible pear placements. Volunteering is not an option due to a protection policy but there is something that is going to be put in place so all levels can communicate. The peer support mentor was put in place as academics say every year students struggle with different things therefore a mentor is a good idea. |  |
| Notices, updates, events, feedback to students – useful information |  | Christmas in the Courtyard. Tuesday 5th City. Wednesday 6th Walsall. Thursday 7th Telford. Department is looking for performers to do anything Christmas related. Get in touch with Adam Riglar.  DA says thankyou for the debate within todays meeting it has been very useful. It is important that we have the discussion.  Next semester we are starting to get into survey season. For level 6 final years there will be the NSS. The university will be tested by the students to say what they thought of the uni over the 3 years. Of course the university would like students to be positive with their answers but if as many people as possible could do the surveys the university would benefit. The university listens to every single word. |  |  |

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