

**FACULTY OF SCIENCE AND ENGINEERING**

**FACULTY COUNCIL MEETING (UG&PG)**

HELD ON: 29th November 2017

AT: 13:00pm – 15:00pm

VENUE: MC401 (MC Building) City Campus

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| **Name** | **Attendance** | **TITLE** | **EMAIL** |
| Tony Proctor (**TP**) | P | PL Student Experience | T.Proctor@wlv.ac.uk |
| Dr. Colin Brown | A | PL Quality | C.A.Brown@wlv.ac.uk |
| Dr. Kevan Buckley | A | Head of Mathematics & Computer Science | K.A.Buckley@wlv.ac.uk |
| Rachel Candlin | A | IT Services | Rachel.Candlin@wlv.ac.uk |
| Samantha Chilton | P | Student Centre | S.Chilton@wlc.ac.uk |
| Dr. Gillian Conde | P | Head of Biomedical Science | G.L.Conde@wlv.ac.uk |
| Jon Elsmore | A | Dean of Students | J.Elsmore’wlv.ac.uk |
| Ruth Fairclough  | A | PL Maths | R.Fairclough@wlv.ac.uk |
| Paul Hampton  | A | Head of Built Environment | P.Hampton@wlv.ac.uk |
| Syed Hasan | A | Head of Engineering  | S.Hasan@wlv.ac.uk |
| Alan Hindle | A | Course Leader Pharmacy | A.Hindle@wlv.ac.uk |
| Peter Mills | A | Head of Civil Engineering | P.Mills@wlv.ac.uk |
| Dr. Edward Mole | A | Head of BCFS | E.J.Mole@wlv.ac.uk |
| Dr. Colin Orr  | A | Head of architecture | C.Orr@wlv.ac.uk |
| Sandy Shaw | P | Campus Operations Manager | sandyshaw@wlv.ac.uk |
| Emma Uden  | A | SEC | E.L.Uden@wlv.ac.uk |
| Chris Williams | A | PL Learning and Teaching  | Chris.williams@wlv.ac.uk |
| Steven Britland **(SB)** | P | Head of pharmacy |  |
| Mark Williams (**MW**) | P | Learning Centre | Markwilliams@wlv.ac.uk |
| Kirsty Dorward **(KD)** | P | Head of Student Experience | K.Dorward@wlv.ac.uk |
| Pete Thacker  | A | Estates and Facilities | P.I.Thacker’wlv.ac.uk |
| Lesley Giles  | A | Assistant Faculty Registrar  | L.M.Giles@wlv.ac.uk |
| Jennifer Norwood (**JN**) | P | Student Advisor | J.Norwood@wlv.ac.uk |
| Kimberley Turner(**KT**) | P | Student Advisor |  |
| Emily Shaw | P | Graduate Intern | E.Shaw3@wlv.ac.uk |
| Rebecca Law | P | Graduate Intern | R.Law3@wlv.ac.uk |
| A&BE/Engineering Reps | P |  |  |
| Maths & Computing Course Reps | P |  |  |
| Science Course Reps | P |  |  |

P = Present A= Absent

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| **1.** | **Introductions** |
|  | Apologies were noted.  |
| **2.** | **Role and Value of these meetings- listening to the Student Voice** |
|  | Nothing to report |
| **3.** | **Actions from the last meeting** |
|  | * Issue regarding 5BC001 and disruptive behaviour was closed by TP.
* Issue regarding students being aware of override codes was closed by TP.
* Ongoing issue regarding students in Telford not completing their health and safety test.

**Action: Liam Slough to look into.*** Issue regarding 4BM006 tutorials being a four hour block.

**Action: Gillian Conde to update*** Issue regarding 4MA008 was closed out by TP.
* Issue regarding 6BM010, exam format.

**Action: Gillian Conde to update*** Issue regarding MA223 being too small for 5BM008.

**Action: Gillian Conde to update*** Update regarding King Street. TP stated that due to rooming demand King Street will still be used. Wi-Fi has been added. However, use of King Street will be slowly phased out. Issue was raised in regards to the accessibility for disabled students using King Street.

**Action: Lesley Giles to look into and investigate.**  |
| **4.** | **Classroom experience matters** |
|  | * Environmental health year one course representative Matt raised an issue regarding late updates. Email updates are being sent to students far too late. Especially emails relating to room changes or about the materials students need to bring in. This is not ideal particularly for students who have to travel a distance in order to attend. Matt also stated that some lecturers notify students in good time and some do not. Matt raised two possible solutions: either notifications through the MY WLV app or a cut off time being imposed for emails being sent to students. Additionally, a message could be inputted via Canvas.

**Action: Jennifer Norwood to look into and raise with Ian Hooper (Course leader for Environmental Health).** * The course representative for second year Biomedical Science raised an issue regarding feedback for the module 5BM005. Their 1st report was due in on the 14th of November and their 2nd report is due the 2nd of December. Students have expressed their concern of not knowing whether they’ve completed their 1st report correctly. Tony Proctor stated that the university has a four week maximum feedback policy, which for the 1st report has not passed yet.

**Action: Issue to be passed to Gill Conde to investigate and relay back to the module team.** * Course representative for Animal Behaviour level four raised an issue regarding room MC437. Students have complained of the room being extremely cold, both lecturers and students have reported the issue. Furthermore the projector bulb needs changing as it is difficult to view the screen due to this.

**Action: Pete Thacker to contact IT Services in regards to the bulb being changed. And to contact the site team in regards to the temperature issue.** * Course representative for Animal Behaviour level four also stated that a new society would be forming soon in relation to mature students/ parent learners.
* Issue regarding Business Information Systems. Students would like more practical work and less group work.

**Action: student representative to email Tony Proctor who will look into this.** * Course representative for Biomedical Science third year has received a lot of requests for shorter lectures. They have stated that four hours is too long.
* Aerospace and Mathematics also raised the issue of lecture hours and running back to back modules.

**Action: Representative was advised to contact Robin Eves to look into this or to contact the faculty representative.** * Course representative for Biomedical Science third year also stated that they have received feedback that MA030 is too warm. Another representative confirmed they had also received feedback regarding this.

**Action: Pete Thacker to raise this issue with the site team.** * Second year Biotechnology course representative has received feedback regarding the proteins module. It is meant to be a three hour lecture then a one hour tutorial but for the past two weeks it has been a four hour lecture.

**Action: issue to be passed to the Head of Sciences, Gina Manning.*** Advanced Technology Management Masters, two four hour lectures a day. Lecturer does provide a break. Four hours at City and then four hours at Telford.

**Action: course representative to email Jennifer Norwood.*** Third year Biochemistry course representative raised the issue of broken equipment on the third floor of the MB building not being handed to the technicians.

The course representative was advised to make technicians aware of this issue and encourage students to report broken equipment to technicians. * First year foundation year Computer Science course representative raised the following issues.
1. Students are not enjoying the Communications module. The module is theoretical based and students feel it is lacking a practical element and that it does not apply to what they are studying. Students are concerned that they need to pass this module.
2. Students do not like the group work element and would like to be assessed individually.
3. The examination rooms for maths exams are too full. As a consequence of this there appears to be a lot of talking and cheating. Due to this students are finding it increasingly difficult to concentrate which is made worse by the fact that students can leave as and when causing disruption.

**Action: Computer Science Faculty Representative to look into and talk to Amar Aggoun.*** Issues were raised regarding forensic science modules: 4FS007, 4FS002 and 4BC001. Students are unhappy that the same information is being taught across different modules. Students are also having issues with practical’s. For example there is one practical that is designed to be completed before another however students are doing them in the wrong order. This is not beneficial and lacks continuity.

**Action: Passed to the Head of Science, Gina Manning and to be brought to the Course Committee Meeting.*** The course representative for first year Biochemistry raised an issue regarding feedback in relation to modules 4BC001 and 4BC008. Students have requested that the due dates need to be staggered out more.

**Action: Ruqiya and Gina Manning to look into.*** Canvas feedback:
	+ A small number of students preferred wolf
	+ Liam Slough stated that canvas is more user friendly and it is easier to send messages. He also said it is good how canvas links with emails and reading messages is easier. Liam also added that canvas is much quicker than wolf.
	+ Student representative stated that wolf had less domains than what canvas has. They stated that it takes more clicks to get somewhere on canvas however the appearance of canvas is much nicer.
	+ Student representative also stated that canvas is easier when it comes to answering quizzes. They also said that it is the best way to find work, that items are organised and separated well.
	+ Comments were made regarding the live chat stating that it is very easy to use and that follow up messages are useful.
	+ Iman stated that canvas is very good and intuitive. He also confirmed how good the quiz feature is.
* Canvas Issues:
	+ Some students found the layout of canvas difficult. However, it was stated that this could be due to how lecturers put the canvas page together.
	+ Students also pointed out the difficulty of emailing a large group of people. Luke the canvas representative stated that staff have an option to email all. Robin Eves stated that it would be helpful if course representatives were able to do this also. Luke also stated that you can email out to all by typing in the module code on canvas and everyone who is registered on that module will be emailed. However, this option could raise security issues.

**Action: Canvas representative Luke to look into**- Liam Slough also stated that he experienced issues with the maximum upload file size. Luke stated that this could be a restriction put on the course as canvas has a vast amount of storage. For example: 15.6GB on course storage and the same for personal storage.  |
| **5.** | **Campus Experience Matters**  |
|  | * Students have confirmed that they have enjoyed the various exhibitions available at the university, particularly the ones located in the library. Students would like more of these.
* Students were not happy paying for hot water. It was made aware of the health and safety issues of having easy access to hot water. Robin Eves stated that there are hot water taps across campus, in the MU building and the George. Jon Elsmore stated that it is 25p for a cup of hot water which is necessary due to the various costs e.g. Electricity.
* Students also raised their concerns of wanting to speak directly to module leaders and not having the contact details. Jennifer Norwood advised that this information can be found in the course guides. It was also noted that Canvas has a discussion section for each course which students are able to use. Tony Proctor added that students should be encouraged to use the Canvas discussion option more often.
* Robin Eves spoke about a new texting system being introduced. The pilot was offered in September to try the software. Only the representatives are trialling it to see if it works. May be being introduced next term. It will be able to be used anywhere as long as you are connected to Wi-Fi.
* Liam Slough raised an issue regarding software on library computers. Computer Engineering Software is not installed on all computers.

 **Action: Mark Williams to look into this.** * Iman had received positive feedback regarding the introduction of the new double decker buses. However, it was raised that the Wi-Fi was not working correctly; Iman stated this could be due to teething issues.
* It was raised that the Telford buses are arriving and leaving on the hour, meaning students cannot stay and ask questions that they may have after their lecturers.

Alex Hitch stated that this issue had been raised in the Course Committee meeting and had been raised to the Head of School.* Positive feedback was received by Iman in regards to the international food fayre.
* Course representative raised an issue regarding the prices of Starbucks varying

Student advised to raise this with Starbucks* Liam Slough raised an issue on behalf of students using Telford campus. He stated that they would like the cafeteria to be open later.

**Action: this has been raised to Dereck Maxfield, catering manager. Furthermore, Jon Elsmore contacted catering services in regards to the opening times.**  |
| **6.** | **Any other student feedback** |
|  | * The new format of the Faculty Student Services received positive feedback. Colin Orr confirmed that he had received positive feedback from students who had been referred to MI024 for guidance.
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| **7.**  | **Information to report from Faculty and Departments** |
|  | Update from Mark Williams regarding the learning centres:* The 24 hour opening times will continue until the 18th May 2018.
* Christmas opening times have been announced and are available on the University’s website.
* Telford learning centre will be open throughout Christmas.
* New this year, students will be able to use assist (online chat service) over the closed Christmas periods. This will be answered by staff in the UK or staff from the US.
* Face to face IT support is now available in the Harrison Learning Centre Monday to Friday 11.00am till 3.00pm. This will be on the ground floor near the windows.
* Staff from the learning centres are looking at buying a new catalogue service which may be in place in the next 18 months.
* An online reading list management system has been integrated into Canvas, e-books go straight through.
* Extended loans have been introduced for students with special requirements. Therefore, a one week loan will now be a three week loan and a three weeks loan will be a six week loan.

Updates from Tony Proctor:* The university has been trying to invest in additional assistance for students. For example, assistance from Graduate Teaching Assistants and student buddies.
* Tony also asked if it is possible for staff and students to encourage students to form or join societies, for example the maths society which is very active.
* It was also asked if staff and students could help encourage and promote Career Development Week.
* Between this meeting and the next various student surveys will be happening. The National Student Survey will be available for level six students to complete and other internal surveys will be available for other students.

Updates from Robin Eves:* Lanyards are available for course and faculty representatives.
* A new campaign will be introduced next week, called Include Me, which includes learning and teaching. Information regarding the campaign can be found on Canvas. As part of the campaign/activity each day has a different subject, which is available on Canvas. Bain attainment gap? There is a video online that people can view which is available on the Canvas course. The campaign involves sparking a discussion from a one question conversation. Subjects are controversial and have a clickbait approach in order to spark a debate. This is a massive opportunity to get involved in a huge project.
* Course representative numbers have been updated, we currently have 739 which is 200 more than last year.

Update from Disability Services:* Student Enabling Centre is now known as Student Support and Wellbeing. Jane Marshall is the newly appointed head. Services from Student Support and Wellbeing are involved with the following: Counselling Services, the Dennis Turner fund and the Chaplaincy. They are based in MI001 in the Alan Turing building.
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Date of next meeting –TBC