
Minutes for the meeting held on 3/12/15
Time: 12.00
Venue: F2-16 Neville-Rolfe Boardroom

Present: Beverley Knights, Fiona Valentine, Matt Dillon, Trevor Hodgson, Karen Heywood, Joel Prescott, Christine Smith, Sarah Taylor, Patrick O'Reilly, Daniel Papworth.

Student Representatives (SRs): Noshila Saeed, Rhiannon Gavin, Precious Gwarimbo, Carolyne Mulenga, Laquita Hayde, Kerrie Holland, Andrew Fletcher, Nicola Markland-Hall, Sarah Jane Singleton, Maria Stipic, William Everitt, Deborah Evans, Kady Tcheck.

Welcome:

Current meeting venue is considered to be too formal for this kind of meeting, it is decided that the next meeting should be in the life lounge study room.

Posters for University services, Academic office, Student Services, Library, IST, were placed on the wall and students were invited to write comments and feedback on them.

Comments and Feedback:

IT:

- That staff know a little more about the assistive tech available.
- Technology problems, library search for older students. LLM Law.
- More computers available.
- More areas of quiet study available.
- IT & information staff very useful.

Library:

- Better / faster laptops.
- Increase lab rooms & resources on using Psychology technology.
- Deals with Bolton Library for extended loaning periods.
- Online journals: having to use other university log in to get essential material.
- More computers, access for students who don't live close.
- Library service: more computers, laptops, noisy in the quite zone areas.
Be able to top up printing credits online, this would help students who work in this building (Deane Campus) mainly having to take a trip to top up, help with queries at cashpoint.

More IT support readily available at busy times, more monitoring of use of computers for leisure or work so more computers available. More monitoring overall.

Always not books available relevant to coursework.

**Academic Office:**

- Dealing disruptive students during lectures, support lecturers to handle regular disruptions during lectures.
- Timetabling should be done in advance and accessible on Moodle rather than after semester has started. Room no's should be checked and put on appropriately as well.

**Careers:**

- Have appointments met and questions answered.
- Careers service has been very resourceful service really pleased with all the help.
- Careers introduce some organisations relevant to speak to students about careers pathway.
- Staff in student services very helpful.

**Student Services:**

- More post grad funding advice.
- Car Parking: our course finished 8pm on a Thursday, we can park at Orlando however as it gets darker the walk isn't pleasant.
- Car park, make information easily accessible on for students e.g. where the nearest car parks are and how much they are.
- To have more student led power. Other than that a good service and good support offered. More opportunities for students to get involved.
- Student services should be in partnership with the students Union, as most students who have approached us about enquiries highlight student services are not very student friendly.
Open Floor Discussion:

Everyone is invited to introduce themselves and the floor is opened for and comments and feedback.

Car parking was raised, it was queried if the new UTC car park would be available for students and were advised that would be only be for the UTC. Students were advised to park at Orlando Hall and use a minibus service from there. It was pointed out that the minibus service only ran during normal office hours but that some classes ran outside of this, it was advised that this would be looked into.

Childcare and the lack of support regarding it raised, pointing out that classes occur during the summer holidays, a questionnaire had been issued to students and found a lot of them were missing classes due to childcare. Enquired about possibility of expansion making links with Bolton College nursery provision. It was explained that there were no current plans for it to be looked into.

Mature students felt they weren’t being catered to and discussed the possibility of a student group. However it was pointed out there already is a mature student group. It was then requested that groups and services such as these such be promoted more. The best ways to promote information were discussed and it was decided that 5 minute slots during classes at the beginning of the semesters would be beneficial.

It was pointed out that there were faults with logging into Macs on T5 where it would keep saying the details were incorrect or would need to be restarted to work. It was advised that ways to resolve this were being looked into.

Online resources were discussed, students were struggling accessing journals through Open Athens and as a result were resulting to other sources such as Google Scholar and The University of Salford’s journals. It was advised that the subject librarians would be able to assist with this and the library had implemented new resources such as Discover@Bolton to alleviate this problem.

Computer availability and noise was mentioned and it was requested that computers be monitored for students taking up computers for leisure rather than studying purposes. It was advised that this was difficult to police due to the nature of some courses work appearing like leisure activities, for course such as Games and Animation. However it was mentioned that there is an online service that allows students to discover where there are computers available on campus, but it was suggested that this service be promoted more. It was also advised that students can
print from their own laptops to the university printers which should help reduce demand for computers, the student representatives requested more information and training be available for this service. Re. noise, posters were being deployed and students are being told to keep the noise down but it was suggested that peer pressure from other students tends to be effective at keeping the noise down. However, means to keep the noise down without causing any friction are being looked into.

The study room booking process was queried, advising that some students would find out they needed to book a room outside of the working hours of the Library staff and as such requested a way to book online. It was advised that a software package to enable this is being trialled but in the meantime students can either email or phone to book a room and they recommended doing that as soon as the student knew they needed the room to ensure availability.

Enquiries were made about the University Library establishing more links with other Universities and requested that existing links such as the one with Bolton Library be promoted more.

SPSS software was mentioned and it was queried if alternative statistical software could be used instead that was considered to be more user friendly. It was advised that IS&T install the software that the course leaders request and recommended that the student Reps feedback to the course tutors about the software.

The student representatives were asked what the best way to communicate with them in future was, suggesting a Facebook group. However this was vetoed due to concerns that the group would be dominated with spam irrelevant messages. It was suggested instead that there be a section of Moodle dedicated to the user group which they could communicate on. It was also established that the best time for the next meeting would be in either February or March with any updates being made available on Moodle.

Childcare provision was mentioned again and it was suggested to be a cause of retention problems. The intention to make links with Bolton College was restated however it was advised that the college and several other local childcare services were full, with the only apparent available facilities being for children aged 1-3 but nothing for older children. It suggested links with Bolton's Boys & Girls club and potentially Bolton council should be looked into for provision.
MINUTES

Close of Meeting:

The meeting closed and the student representative were informed that they would be contacted with details of the Moodle page once it was established.

Meeting closed at 1.10pm.