Student Dean Forum Term: CSM S School, Term 1			
Date & Time: 20/11/24 12.30-13:30	**UAL Staff:** Rebecca Wright (Dean of S School) Jonathan Carson (Associate Dean of Student Experience and Enhancement) Chrystalle Margallo (Student Experience Manager)	**Arts SU Officer:** Zainab Goriawala (CSM College Officer)	**Arts SU Staff:** Lee Anderson (Education Quality Coordinator) Natalie Nakkas (Education Quality Coordinator)
Number of students in attendance: 21 Reps			

Action Log for School Dean and Students' Union

Actions for School Dean	Update on Progress	Response to students
Associate Dean will check MBA Course Leader about schedule to invite MBA students to Postgraduate Social in January/ February 2025		
Dean to speak to University IT Group to see if Wi-Fi in Maddy Room/Studio can be improved.		
Associate Dean to bring Wi-Fi feedback from Student and Dean Forum today to the IT User Group that he attends.		
Dean to meet with Associate Dean to provide students with clarity on: (a) Where to share their feedback (b) What is the best place to raise feedback dependent on the theme/issue raised.		

Dean to speak to new Course Leader for MA Innovation Management and Programme Director to ensure the journals that are matched to the course can be accessed by the cohort.		
Dean to set up meeting with Course Leader, Programme Director, Y2 and Y3 BA Architecture Reps to gather their feedback on technical support and how to support the learning needs of students on the course.		
Dean to meet with Course Leader of MA Communicating Complexities to speak about technical support, workshops and immersing students on this course into CSM culture.		
Dean to study timetabling and speak to MA Innovation Management Course Leader to find out why session was moved online.		
Associate Dean to speak to Language Development to see if they offer the Language and Communication Course and why it was moved online.		
Actions for Students' Union	**Update on Progress**	**Response to students**

Minutes

Discussion points submitted by Deans

Agenda point 1:	Welcome and Beginning of Academic Year:

Intro / Context:	Dean and Associate Dean spoke about the new school structure at CSM and invited Reps to feedback on new School Structure.
Feedback:	MBA YR1: students want more opportunity to meet other students outside of MBA course - MBA cohort, in general, enjoyed the welcome weekend event. - Suggestion of mixing MBA students with other students on MA courses.
Reply/Update:	- Associate Dean shared that there will be a Postgraduate social in January 2025/ February 2026 to reflect January CSM starter courses, but ALL postgraduates will be invited. - Dean added that there is a collaborative unit which invites Postgraduates students from different disciplines: an opportunity to meet and work alongside other students.
ACTION	- Associate Dean will check MBA Course Leader about schedule to invite MBA students to Postgraduate Social in January/February 2025
OTHER	- Associate Dean invited reps to send email to share any other feedback on Welcome Events. - Email feedback and suggestions to:

Discussion points submitted by Deans

Agenda point 2:	Wi-Fi at CSM
Intro / Context:	- Dean updated that some of the Wi-Fi issues experienced at CSM were UAL wide and CSM specific within first term 24-25. - Dean asked specifically for feedback on: (a) how the Wi-Fi issues affected students (b) What was the communication from CSM/UAL was in terms of the Wi-Fi shortages?

Feedback:	Y2 Design for Industry: Reported students in their studio have no Wi-Fi coverage in Studio (Maddy Room) during lunch time. This is a daily issue as studio is next to canteen.
	Y3 BA Product and Industrial Design (BAPID): Reported that students during the first 3 weeks experienced bad Wi-Fi coverage. BAPID students missed part of workshop on ChatGPT as cohort couldn't access the tool. Communication has mostly been through myUAL app. The explanation and estimated time for network outage isn't specified. Y1 MBA Rep & Y3 Ceramic Design reported that no Wi-Fi issues experienced by their course peers.
Reply/Update:	Dean reports that she wasn't aware of the Maddy Room / Studio suffering from bad Wi-Fi coverage. Dean acknowledged that there were Wi-Fi issues particularly at the start of term in CSM. IT had suggested to Dean start of term Wi-Fi issues may have been linked with the volume of new users accessing Wi-Fi, IT have confirmed this issue has been resolved.
ACTION	Dean to speak to University IT Group to see if Maddy Room/Studio can be improved. Associate Dean to bring Wi-Fi feedback from Student and Dean Forum today to the IT User Group that he attends.

Discussion points submitted by Deans

Agenda point 3:	Student Surveys
Intro / Context:	Associate Dean & Student Experience Manager invited all students particularly returning students to feedback on whether Course Staff communicated how feedback from Student Survey is being implemented/ used. Associate Dean shared it was a successful year of students filling out surveys

Feedback:	YR 1 GCD: Students on course do not know anything about the responses / feedback to the Student Survey of 2023/2024. YR 3 BA Product and Industrial Design (BAPID): On a course level, the survey feedback was clear on how feedback was being implemented or why certain things weren't being actioned. Rep shared that feedback from survey wasn't felt on a school level. Rep shared that communication about survey feedback was clear and the next steps e.g. (a) why the space was being lost for example (b) timeline of additional computers / 3D printers being provided for course. YR 1 MBA: The Welcome Weekend of teaching was directly linked with feedback given from last year's MBA's cohort. It was clearly communicated that the structure of unit 1 was changed 24-25 considering feedback given by 23-24 Student Survey. YR 2 Design for Industry: suggested as well as the Student Survey, could there be an online form available for all students to log any feedback/issues they have. Aim: capture feedback in real time.
Reply/Update:	Dean wants to improve the feedback loop: communicating with students when CSM S School are not able to make changes and when positive changes are implemented. Associate Dean explained that the Survey 2023-2024 didn't cover School Level changes or feedback. This will be thought about for this academic year considering new CSM School Structure. Dean explained that Course Teams have their own version of capturing feedback e.g. Course Leaders should offer open door times / office hours. Dean encouraged Reps to share feedback outside of Course Committees, Boards of Study and Student & Dean Forums.

==ACTION==	==Dean to meet with Associate Dean to provide students with clarity on:==
	    (c) ==Where to share their feedback==
	    (d) ==What is the best place to raise feedback dependent on the theme/issue raised.==

OTHER	- Dean and Associate Dean reminded Reps that they can share feedback outside of formal forums/meetings.

Discussion points submitted by Reps

Agenda point 1:	**Availability of Technical Support Staff**

Intro / Context:	Reps raised:
	- Recommended Course Resources e.g. journals not always accessible for students.
	- Technical Support valued and wanted in BA Architecture.
Feedback:	YR 1 MA Innovation Management: A lot of journals recommended are not available/accessible for UAL students. Students request access to the journals and often it isn't shared in time for a lecture or project.
	YR 2 BA Architecture Reps: Current Technical Support tutor is leaving the Course. Students on the BA Architecture Course concerned that no replacement is organized. 100+ students have signed a petition as other courses at CSM have technical support. Reps asked (a) Is the Dean was aware of petition? (b) What technical support will be available for BA Architecture students?
	YR 1 MA Communicating Complexities: Peers want the possibility of participating in the classes of other majors. Course cohort queried about accessibility to workshops.
Reply/Update:	Dean said there's a librarian attached to each course to support. Dean will reach out to MA Innovation Management Course Leader and Programme Director to check students can access journals which are matched to the course.
	Dean confirmed that she is aware of the petition.
	Dean shared that she had met with Technical Support Tutor, Course Leader, Programme Director and technical staff as well as with BA Y3 Architecture Reps to focus on how to support learning needs of students.
	Dean explained to Reps that the focus now is not discussion on an individual staff member's support but how S School can support students' learning.
	Dean acknowledged different styles and approaches of individual staff members and thanked reps for positive feedback of the current Technical Support Tutor.
	Dean noted that MA Communicating Complexities is a low residency course so that impacts the way in which the course has access to some of the technical resources. So different courses according to the disciplines and the handbook will have a particular relationship to certain workshops.
	Dean signposted that MA Communicating Complexities will be part of the collaborative unit so will meet other Postgraduate students through that.
	Associate Dean signposted students (exception of low res courses) to Technical Moodle page which describes what you can access according to your course and what every student has access to.

| ACTION | Dean to speak to Moling, new Course Leader for MA Innovation Management and Ritchie, Programme Director to ensure the journals that are matched to the course can be accessed by the cohort.

Dean to set up meeting with Greg Y2 and Y3 BA Architecture Reps to gather their feedback on technical support and how to support learning on the course.

Dean to meet with Course Leader of MA Communicating Complexities to speak about course delivery, technical support, workshops and immersing students on this course into CSM culture. |
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Discussion points submitted by Reps

Agenda point 2:	Online and Offline Teaching
Intro / Context:	Reps reflecting on teaching offered in person and online. Benefits of each and the challenges.
Feedback:	**YR 1 MA Innovation Management:** Optional language and communication course originally in person. Yellow & Orange booths near the CSM Library used instead of a room.
With 30 students, it wasn't a good environment to learn. Course Leader moved the session online. Online sessions have affected quality of teaching and participation from students. This resulted in less students attending the sessions.

Yr 1 MA communicating Complexity:
Students on the course wonder why so much of the Course is delivered online. |
| Reply/Update: | Dean explained that sessions are sometimes put online for pedagogic or room issues.

Associate Dean explained that the reason for moving online maybe because Core Units are prioritised in timetabling over extracurricular offerings.

Dean confirmed that MA communicating Complexity is a Low residency course – it will therefore be predominately online. |

| ACTION | Dean to study timetabling and speak to MA Innovation Management Course Leader to find out why session was moved online.

Associate Dean to speak to Language Development in relation to MA Innovation Management to see if they offer the Language and Communication Course and why it was moved online.

Dean to meet with Course Leader of MA Communicating Complexities to speak about course delivery, technical support, workshops and immersing students on this course into CSM culture. |
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AOB - Any other business

| Agenda points: | Is there a sense of community at CSM?

If you are a second- or third-year rep: have your course/stage leaders shared how they have responded to and acted on student feedback? |
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| Intro / Context: | Due to time restraints, there was not enough time to discuss these points during the forum |
| Feedback: | Reps invited to share their feedback/thoughts either:
- Directly with Dean who invited reps to introduce themselves to her.
- By emailing feedback on these points to coursereps@su.arts.ac.uk
- Speaking with Zainab (CSM College Officer) |