

Student Dean Forum Term: CSM M School, Term 1, 2024-25			
Date & Time: 27.11.2024	UAL Staff: Hywel Davies Jonathan Carson Serife Dervish Chrystalle Margallo	Arts SU Officer: Zainab Goriawala	Arts SU Staff: Rachel Wornell
Number of students in attendance: 9			

Action Log for School Dean and Students' Union

Actions for School Dean	Update on Progress	Response to students
JC to take forward suggestion of course leaders sharing info about lockers next year		
JC to relay positive welcome feedback to academic support team.		
JC to share IT difficulties with IT Central User Group		
HD to take feedback on different / inaccurate timetabling information being displayed across different platforms to relevant teams		
HD to speak with GradDip Fashion Course Leader to get clarity about the course's start times and communication with students.		
HD will speak to course leaders about offering some skills building lectures to MA courses		
HD to speak to technical team to see if there would be a way to implement a booking system for the 3D printer to avoid queues.		
HD to flag cold Biodesign studio with the building team and mention to course team		

Minutes

Discussion points submitted by Deans

Welcome and Beginning of Academic Year

JC: Clarified welcome as the start of the year. Shared that next year the aim will be to run a more school-focussed introduction.

MA Material Futures year 1: Students on course found it useful. Disability and wellbeing services were well signposted, and students appreciate that. Highlighted that information about accessing lockers came from multiple sources. That could have been clearer and more centralised.

Suggestion: Course Leaders could include information about lockers in their introductions.

JC: Acknowledged lockers are an annual problem.

Action: JC to take forward suggestion of course leaders sharing info about lockers next year.

MA Biodesign: Having a welcome week for students to familiarise themselves with campus etc was appreciated by students and enjoyed academic support's welcome activities.

Action: JC to relay positive feedback to academic support team.

Wi-Fi at CSM

JC: This has been an agenda item for all SDFs this term as staff know the Wi-Fi has been a challenge, particularly at the start of the year. JC is part of the IT Central User Group and will be taking students' feedback into that space to ensure students' experiences are heard and understood.

MFMA Year 1: Did experience issues early in the term. One day there was no wifi in the library and there were also issues with students trying to hotspot to the computers.

MA Biodesign Year 1: UAL Wifi and UAL Cloud are visible on the rep's mobile phone but cannot connect to them. Non-UAL cloud wifi or data has to be used to access the internet while on campus. This is only a phone issue – laptops connect.

Action: JC to bring forward issue to IT Central User Group.

GradDip Fashion: Has had five instances of zero connectivity (no phone signal or internet connectivity). This was across the campus, could only connect on leaving the building and going to the fountains. These intersected with difficult moments, such as when having housing issues, at a hand-in time, and during class.

Action: JC to raise at IT Central User Group.

ZG & JC: Shared info on [how students can contact IT directly](#) about specific issues. Also highlighted there are different services for apple and android users

SD: Raised that it is harder for Android users to connect to the internet, suggests having a place where all information about accessing the Wi-Fi as an Android user is clearly explained.

Experience on your course and giving feedback:

- i. **Assessment and feedback**
- ii. **Course organisation and management**

iii. Student Surveys

JC: Clarified all students are asked to complete surveys annually. Undergraduates in years 1 and 2 complete CSS, final years complete NSS, postgrads complete different surveys. University is trying hard to improve students' experiences of assessment and feedback and course organization and management.

MA Biodesign: Course staff are really good and often end classes by asking for students' feedback on what was taught and if anything could be done differently. There is an issue with timetabling. There are multiple sources of timetabling information (e.g. MyUAL and SELCAT) and some sites have outdated or incorrect information. Having a single source of truth would be beneficial, especially for students with English as an additional language.

Action: HD to take this feedback to relevant teams to try and ensure timetabling information is accurate for students.

GradDip Fashion: Students like the course – it's open and doesn't have many problems. There is confusion about digital courses as they are timetabled to start at 9:30 but begin at 10am. The course leader has said this is for studio booking reasons, but students continue to be confused and reps are needing to clarify to students.

HD: Explained there is a policy that classes do start at 9:30am.

Action: HD to speak with GradDip Fashion course Leader to get clarity about the course's start times and communication with students.

ZG & JC: stressed that reps are volunteers and shouldn't be expected to communicate timetables to their class.

Discussion points submitted by Reps

Tutor and Technician Contact Time

MFMA Year 1: Course has had a good amount of time scheduled for tutorials. Evening sessions are offered for students to hear from external speakers about their careers, but students have fed back that they would like some more skills-focused lectures (such as contracting, patenting, working with external experts).

MA Biodesign: Some students would like some more lectures as they only have one day scheduled per week. Students would like to have some more industry-specific talks (e.g. applying for grants).

Suggestion: As there is a lot of crossover between these two courses, sessions could be offered to both courses.

Action: HD will speak to course leaders about offering some skills building lectures to MA courses.

HD: Shared information about the events and activities M School is putting on for postgrads this term. The hope is to allow students and staff from across the school to meet and learn from each other.

JC: Shared information on [UAL's careers and employability offering](#). Highlighted a [session on protecting intellectual property](#) which could be of particular interest. Highlighted that careers and employability can also develop content that can be delivered within a course's curriculum, which might be a good way

to address topics like patenting. There is also a [paid opportunity coming up on Arts Temps for students to consult on UAL's employability work](#).

Facilities and Materials

ZG: are you aware of the materials library? Is enough offered?

JC: Shared details of the [materials libraries at CSM and LCF](#). They hold archives and artefacts from staff and student work and it also has a study space. It can be found behind Lethbridge gallery.

MA Biodesign: The swapshop is great, everyone on the course used it for their first project. It was also well promoted to students, so all knew about it.

MFMA: Suggests partnering with more institutions so that they can share their waste materials with students e.g. the Tate.

ZG: Clarified the swapshop gets its materials from student offcuts, by collecting waste materials around the building, and by creating some partnerships with local businesses who donate waste (such as design studios donating fabric samples).

JC: shared that fashion courses sometimes have projects based around donations of dead stock.

HD: Highlighted that partnering can be challenge as there are transportation costs and considerations. Prefer to work with local brands so that materials aren't being shipped internationally.

MA Biodesign: highlighted that students on the course are all using the 3D printer for a project. It was the first time lots of people were using it and it created a very long queue and people weren't able to print. Printers work on a first come, first served basis.

Action: HD to speak to technical team to see if there would be a way to implement a booking system for the 3D printer to avoid queues.

JC: shared the [details of the technical Moodle](#), where students can see all the resources available for them to use.

Any other business

Discussion points from Arts SU CSM Officer

Is there a sense of community at CSM? What does community feel like to you?

MA Biodesign: Really positive start to the year – you start work on a group project almost immediately, then put into another group for the next project. That fosters community and allows everyone to get to know each other.

MFMA: Agrees, course started with a camping trip where people were put into mixed-year groups. This allowed people to get to know each other quickly. Since then, there has been more independent work. Other students have fed back that they would like more opportunities to collaborate with students across departments. This would foster community while allowing students to share ideas and work on projects.

JC: M School doing lots of work on community. All (or nearly all) courses now have a credit bearing opportunity to work across course in collaborative learning units. Highlighted the [postgrad community](#) as a place for PG students to connect through socials as well as collaborating on projects or accessing funding.

HD: PG students are very welcome to talk to course leaders or HD about ideas for cross-course projects, and staff will try to help facilitate those.

MA Biodesign: The studio can be quite cold.

Action: HD to flag this with the building team and mention to course team.