

ULSTER UNIVERSITY
STUDENT LIAISON GROUP MEETING

Notes of meeting held on Monday 25 April 2016 at 10am in MM208b Magee Library

PRESENT

Rosina Doherty-Allan (Library Services), Nicola McCay (ISD), Mark Millar (Reprographic Services), Micky Quigg (UUSU)

APOLOGIES

None received

NOT IN ATTENDANCE

Emma Bonner (UUSU)

Rosina Doherty-Allan welcomed the group.

NOTES OF THE LAST MEETING 28/1/15

ACTIONS ARISING

- In response to the enquiry regarding PCs shutting down after 60 minutes of inactivity, Steve Coyle reported that tests were run on workstations that were 'logged in' but 'not touched'. Workstations that were logged in did not shut down. He confirmed that the policy had been in place for months and that there had been no complaints reported.
- In response to the enquiry regarding what happens to fines money, Stephanie McLaughlin confirmed that the express principle guiding the use of fines income is that it should be clearly of direct benefit to undergraduates who pay most of the fines. Fines are ring fenced and used solely for the benefit of students. Examples of this include purchasing books, printing guides and induction materials and the transfer of funds to the Student Hardship fund. In recent years

finances have also been spent on new furniture to provide more variety in study facilities within the libraries.

- In response to the enquiry about 24/7 access to reading rooms in Coleraine Library, Emma Bonner was to find out what the student specifically required. No further information was made available.

1. ICT SERVICES

Nicola McCay reported the following:

- Following last year's extensive ICT lab hardware refreshes, there were few lab refreshes planned for this summer. There would be some staff hardware refreshes.
- The Magee campus Student Hub was now completed and had been almost signed off. Physical Resources Department colleagues would shortly be signing off the cabling and equipment. The hub is not bookable and will operate on a 'first come, first serve basis'.
- ICT Services had achieved the Bronze Award in the Green Impact environmental initiative.
- There was discussion about desktop printers. It was explained that there is no central services purchasing of this type of hardware.
- There was discussion about the difficulties encountered with using of u-tube video links within presentations. This issues concerns their use in teaching rooms. Micky Quigg and Rosina Doherty-Allan confirmed that this had not been reported as an issue in the Student's Union or Library Services. Nicola McCay explained that this may be connected to network access control (NAC) protocols.
- Progress is ongoing to move to SharePoint. Brian McCauley is leading on this project.
- There is progress to move to Office 365. It has been rolled out to ICT Services first and will proceed in three stages.

2. REPROGRAPHIC SERVICES

Mark Millar reported the following:

- Preparation for a cashless payment project is underway. There are ongoing discussions involving the IT Strategy project board with regard to ownership of the cashless reconciliation aspect of the project. He outlined that the emerging technology of 'tap & go' near field technology may supersede the current project scope and was being considered and that there were advantages in terms of removing the requirement for reconciliation.
- The Canon fleet of MFDs are now 4 years old and are due for refresh. Requirement options are being investigated taking into account collaborative equipment sharing. There is also an option to extend the current contract with Canon for one further year rather than going back to market at this point.
- The project to move to digital mail involving document scanning is ongoing.
- Canon has been briefed that this is a busy time for students completing assignments and dissertations which will lead to heavy use of MFDs. Students should use the printpayment@ulster.ac.uk email address to report problems.

Nicola McCay raised an issue with the MFD screen in MF116. The issue had been reported to Canon but was as yet not resolved satisfactorily. Mark Millar outlined that as per the service level agreement with Canon a motherboard should take 4-8 days to receive, a hard drive should take 1-2 days to receive while more specialist equipment may take longer.

Rosina Doherty-Allan asked if it was possible to send a global student email to remind students to top up their Uniflow accounts in preparation for completing assignments. Mark Millar outlined that the use of global emails were now restricted and would explore alternative channels to remind students. Micky Quigg suggested using the Student's Union twitter account to remind students about topping up.

3. UUSU

Micky Quigg reported the following in presentation form:

- Elliot Lyness, Emma Bonner and Colum Mackey met with the First Minister
- UUSU had raised £9,000 for PIPS, a suicide awareness initiative. 165 people have been trained in suicide awareness and the UUSU had been nominated for an USI award.
- Involvement in the Siegerson Cup 2016
- Participated in the EU debate held at Queen's University Belfast.
- Participated in 'Fairtrade Fortnight'.
- Participated in International Women's Day.
- Participated in the 'No War' campaign.
- Participated in a student transport initiative with Translink.
- Student Elections had been held. There were approximately 18 candidates for 7 positions.
- Participated in the 'Owning our Future' initiative; this is aimed at encouraging more political engagement.
- Launched the 'E-Pub' campaign aimed at raising awareness about alcohol consumption.
- Delivered an alcohol awareness campaign to coincide with St Patrick's Day
- Participated in the USI Congress at which Elliot Lyness, Micky Quigg and Colum Mackey all presented papers.
- Colum Mackey and Micky Quigg had participated in a BBC Talkback programme.
- Planning was currently underway for the Learning & Teaching Awards and the Colours Awards 2016

4. Library Services

Rosina Doherty-Allan reported the following:

- Library Services are in the process of moving to RFID technology across all campus libraries. This will improve circulation services to students, improve security and stock management.

- The former café space in Magee Library has re-designated as the 'Common Room' featuring easy seating areas, a water fountain, hot beverages and snack vending.
- Magee Library will be putting access control to the library in place two weeks before and during the exams to facilitate the optimum amount of study space for Ulster students.
- Extended opening hours across all campus libraries would be available to support students preparing for exams. These include later evenings and longer hours at the weekends.
- Magee Library had achieved its 'working towards' Silver Award certificate while Coleraine Library had achieved its Bronze Award in the Green Impact environmental initiative.
- Magee Library were planning to host an academic book swap during the exams.
- In collaboration with the Chaplaincy, Magee Library would be hosting a number of pop up chaplaincies with the Presbyterian and Roman Catholic chaplains. It is hoped to build on this and also host the Church of Ireland and Methodist chaplaincies in the future.

ACTIONS:

- Nicola McCay will forward photographs of the new Student Hub to the group.
- Nicola McCay and Rosina Doherty-Allan to meet to discuss roll out within Magee Library.
- Nicola McCay to escalate the MFD screen fault to Mark Millar
- Rosina Doherty-Allan to raise the roll out of Office 365 within Library Services with Ciaran Cregan

5. DATE OF NEXT MEETING

Stephanie McLaughlin (CLM Coleraine Library) will arrange the next Student Liaison Group meeting which will be located in Coleraine.