Student Dean Forum Term :			
Date & Time: 29/11/23 13:45	UAL Staff in Attendance: Dean Amanda Jenkins	Arts SU Officer in Attendance: n/a	Arts SU Staff Facilitator: Rachel Wornell Laura Anne Head

Theme:

Course reps were asked to provide feedback from their courses/cohorts on topics centred around their experience of beginning a new course/year, as well as their experiences of Welcome at UAL and the SU; Deans and Students were also asked for any other points they wished to raise on the agenda in advance.

Topic	Feedback from Course Reps	Response and Suggested Solution
Booking inductions through Orb	• Graphic Media Design Students - Problem is with booking inductions through Orb which students are finding hard to navigate without training • Inductions are quite hard to book, students don't get notified, could there be a set day where these are posted	• AJ - Craig is stage leader, we are looking at putting on training sessions on Orb • AJ – Induction slots are generally released on a Monday but will take this back to see if there is more we can do • Student Experience Projects are being worked on at senior level about Digital Infrastructure which students might not have heard of yet, a whole team being put together to address this. Outlines the problem that the LCC building was built in 1960s when there was no digital infrastructure and therefore it is difficult to physically install all the cables etc the modern best practice requires until we move to new building (this is why WiFi is tricky sometimes) • This is why currently the only user interfaces that can really be used at the moment are off-the-shelf products such as Orb which they know are not fully optimal but are a work around until the User Experience research is done into what would be best to put in place once the infrastructure is available. Empathises with student's point about these interim systems.

MA Design for Arts Direction	• Students getting worried about inductions as there are no spaces, the places are really competitive and project submissions are looming without students having tried or been familiarised with the facilities that they'd like to use for this work	• AJ – are there specific technical areas that are a priority for a short-term fix? • Screen print, binding, risograph • AJ – The difficulty with Design school is that students practice a very broad range of media and so there are problems making designated technical spaces as students may want to use more workshops than in other schools, e.g. media with darkrooms etc. • A problem that is recurrent is students booking slots and then not coming on the day, recognises that this is also an issue with how responsive Orb is as a platform to allow things like cancellations to be advertised/redistributed. Will pick up with Jordan/Naomie/Alex to ask on course-level if there are specific resource inductions we can link up to course asap. • AJ understands that cancellations are not a solution to be relied upon systemically.
UX Design Student	• Students in Year 3 need clarification on who will be teaching them in the New Year? • Student reports feedback from the whole course that they are very happy with interim course leader and would love to see them stay on • 1st Year student - Agrees with all points already given. • Has had great feedback from first years on first term,	• AJ suggests Programme Director Wes Goatley will be a contact for this outside SDF, they are working very closely to resolve this asap but it will be best to discuss this at course-level; the Programme Director is preparing to update students • AJ understands that discontinuity can be tricky especially for final year students, and reassures that the school will make the best decision possible for student experience and support and would always advocate consistency wherever possible, and hopes this will be reassuring.

	especially course leader and staff, thinks the uni work was really well balanced and well delivered.	
Adobe Software	• Student brings up Adobe – some students cannot afford £41 annual subscription and are trying to use workarounds for free but they must use Adobe for some submissions. The students were not all aware before starting that they'd need to buy the subscription •	• AJ – understands this, the issue has been improved since securing the discounted subscription but this is managed through the Dean of Students centrally and there are ongoing conversations about further progress.
AJ Leads Discussion on Course ReApproval Process		• AJ Reports back on SMT meetings where Course Comittees gave feedback, noted that at DMD there was a conversation about long term laptop loans, a policy brought in during Covid – a response to 'digital poverty'. This has been withdrawn since, but was raised at course committee that the problem has not necessarily abated, due to Cost of Living crisis, and wants to flag that this is on the radar and SMT are very keen to support and address this. • Notes that there has been a toilet closure and that the problem is being worked on;

		this was not related to the ongoing building works at LCC • AJ - Curious to know if any student have any particular feedback on how the course narrative is supported, employability, resources etc for upcoming Approval process • AJ- clarifies that reapproval does not affect current students, will not impact the courses they are currently studying • Some feedback on new handbooks has so far included parity of outcome, accessible language, how courses support the College's intentions with Equality Diversity and Inclusion etc, use of AI and IL scores • Student raises question regarding interviewing requirements for students especially international students and how ILS is used • AJ clarifies that there is an understanding that the last few years has impacted the levels of confidence with language skills especially when first starting a course in person for the first time, this is being worked on longer term
Any other business		

Action Log for School Dean & Students' Union

Actions for School Dean	Update on Progress	Response to students
Will pick up with Jordan/Naomie/Alex to ask on course-level if there are specific resource inductions we can link		

up to MA Design for Art Direction course asap.		
Continue conversation around UX Design on course-level with Programme Director to update students.		
Update on UAL-wide progress on continuing work around Adobe access as necessary.		
Continue and Update students on ongoing work around Digital Poverty issues.		
Actions for Students' Union	**Update on Progress**	**Response to students**