

INSTITUTE OF EDUCATION AND HUMANITIES

STUDENT STAFF COMMITTEE FOR ACADEMIC DISCIPLINE OF PSYCHOLOGY AND COUNSELLING: GRADUATE CERTIFICATE IN COUNSELLING SKILLS

AGENDA/MINUTES OF THE MEETING HELD ON Monday 18th November 2024 AT 16:30 IN Room IQ307

PRESENT: Andrea Williams (Chair), Paul Hutchings (Academic Director), Gwennan Couch (Library & Learning Resources), Adrian Nyazuwa (IT Services), Laura West (Student Representative).

IN ATTENDANCE: Rhian Thomas (Institute Administrator)

Agenda Item	Main Discussion Points	Action Points	Timescale
1. Welcome and Apologies	Chair welcomed all to the first meeting for 24/25 academic year and attendees introduced themselves. Apologies received from Jane Masters (Student Services)		
2. Minutes of the last meeting and update on action points <i>(using traffic light system to ensure feedback loops are closed)</i>	Minutes of the previous meeting held 14/11/2023 were confirmed.		
3. Chair's Update <i>Including: significant University news; Academic Discipline/Cluster or Programme events or information; Academic Discipline/Cluster Quality matters – updates on reviews, validations etc</i>	i. Chair reported that this is the first year of the revalidated programme – changes made in response to comments made by the previous cohort. The programme now runs over a year, on-campus only – no blended learning. External Examiner feedback was very encouraging, commenting that teaching was of high quality, reflected in the quality of the assessed work. ii. New cohort are fully engaged and there is currently 100% attendance. It was reported that the presentations for the reflective practise module were impressive and very		

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	encouraging for a first assignment.		
4. Review of Feedback Traffic Lights <i>Opportunity to review and update traffic lights and discuss progress.</i> <i>This should result in traffic lights altering, being added to, or removed.</i> <i>Note: If there's something that is noted as red in your traffic lights and it is not in your control then you should notify the Academic Office.</i>	Some of the issues from last year that have been resolved: 1. Room too hot to work and uncomfortable 2. Car park facilities – inadequate lighting, undefined bays and uneven surfaces. 3. Students struggling to book a room in the Library 4. Water fountains removed due to end of lease but will be replaced 5. More clocks have been purchased and are now locked away after use Issues that are ongoing: 1. Students wanting to pay in cash at the canteen – University is now cashless, even vending machines. The issue has been raised at various committees but cashless is remaining for the time being. 2. High prices at canteen and vending machines – issue raised but ongoing 3. Uncomfortable chairs in 301 – now have a mixture of chairs 4. No campus facilities for evening students – no bar, no social area – ongoing.		
5. Progress on Surveys Action Plan <i>This is a live document which can be added to at meetings. This document must be agreed in collaboration with elected Student Reps.</i>	The Graduate Certificate in Counselling Skills programme is a popular programme and continues to thrive with excellent retention and pass rates.		
6. Annual Programme Reviews <i>Provide APR details for comment and review by student representatives as required by AQH Chapter 4.</i>	Chair explained that programme feedback is used for the review e.g. student surveys, SSC feedback, External Examiner reports and module feedback. It was noted that module evaluation is not only important for staff to receive feedback on their individual modules but that it all feeds into the review of the whole programme, so the more feedback the students give, the better it		

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	is for the whole discipline.		
7. Review of Module Feedback <i>Review collected module feedback with the student reps and identify action points and progress.</i>	Students were reminded of the importance of filling in the module evaluation. It was noted that filling the forms at the end of the module is problematic giving a low rate of responses to analyse. It was reported that a change had been made this year so that students are being asked how things are going whilst the module is proceeding. For the current year-long modules there may be a couple of sample points set up to check how things are being perceived. AP1: Check that 2 sampling points can be used for the year-long modules	AP1: Sampling points for year-long modules	Asap
8. Learning & Teaching Matters <i>An opportunity to discuss:</i> - Good practice - Annual Programme Reviews - Innovative projects - Resources (library, specialist software, equipment and facilities etc) - Assessments - Feedback mechanisms - Work placements / work experience - Learning spaces (to come before or after resources) - Inclusive teaching	1. Library Services - See Appendix 1 for update report. i. Lecturers can book in skill sessions for students online or in-person covering library resources, referencing etc. ii. Online Information Skills content now available on Moodle which students can work through in their own time. Support is also offered for Microsoft software – PowerPoint, Word, Teams etc., help with creating videos and presentations etc. iii. Pre-Loved Pantry is a new service for kitchen utensils and cutlery if students need anything. The Book Exchange is also available. 2. IT&S – See Appendix 2 for update report i. Reported that there is a high volume of requests so there may a delay in responding to IT Tickets. However, IT operate a 24 hour service. ii. Reported that there are 2 new portals available – one for staff and one for students where self-service knowledge is accessible and your can query the Chatbot. Assistant. iii. Status Hub available to see any current network issues and planned maintenance. 3. Student Services – See Appendix 3 for report i. Key message for students is to contact Student Services as soon as possible if personal problems are encountered. Students advised to go to the Hwb who will point students to the correct people to contact.		

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	ii. Reported that it was very useful that JM attended the 1st induction so that students had a face to a name within Student Services to support them. 4. Student Representative i. Reported that a survey was sent around the cohort asking various questions: <table> <tr> <td></td><td>Excellent</td><td>Good</td><td>Room for Improvement</td></tr> <tr> <td>Classroom Environment</td><td>62%</td><td>25%</td><td>12%</td></tr> <tr> <td>Teaching Content</td><td>75%</td><td>25%</td><td>-</td></tr> <tr> <td>Structure and Style</td><td>75%</td><td>25%</td><td>-</td></tr> <tr> <td>Support</td><td>87.5%</td><td>12.5%</td><td>-</td></tr> <tr> <td>Reading List</td><td>50%</td><td>50%</td><td>-</td></tr> <tr> <td>Homework</td><td>37%</td><td>62%</td><td>-</td></tr> </table> ii. Students thought staff were very supportive – patient, empathetic and knowledgeable. Classes are fun and informative and interactive. Some felt that Moodle was confusing to navigate. Noted that some books are not available in the library or online iii. A few students were disappointed with the lack of funding for Student Support which is not clear before they start the programme. iv. Issue with conflicting information given by Study Skills support v. The cohort were asked whether they were happy with the breaks they were given and most reported that the 20 minute break was sufficient – a couple would prefer 30 minutes (a quarter of respondents) vi. Cohort rated the first assignment 4 out of 5 – thought it beneficial and interesting. However, to improve on it they would like clear guidance at the beginning as to what they should be doing, rather than have a workshop mid-way through. They would also like more help with referencing. Cohort felt the Study Skills session was too late and feel a		Excellent	Good	Room for Improvement	Classroom Environment	62%	25%	12%	Teaching Content	75%	25%	-	Structure and Style	75%	25%	-	Support	87.5%	12.5%	-	Reading List	50%	50%	-	Homework	37%	62%	-		
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	further workshop to support ideas and to reassure themselves they are on the right track etc. Chair responded to a couple of points: i. Library resources – gaps with online resources were resolved with the Academic Librarian and now more have been added and links/tabs added to connect to the available resources. Message was emailed out to the cohort. ii. Student Support – confirming that level of support offered is affected for part-time students - iii Breaks – Discussion with cohort over length of break to take place - iv Moodle - Module delivery has changed this year to on-campus only and now trying to use reflective practise to consolidate the skills from the week before. - v Progression – There will be workshops in semester 2 looking at progression and employability		
9. Enhancing learning <i>An opportunity to discuss:</i> - Co-curricular opportunities - Enhancement projects - Student Development - Employability - Learning Community activity - Field trips, site visits - Student-led conferences	NA		
10. Any other business	NA		
11. Date of next meeting	February 2025 TBC		

Once confirmed, please send a copy of these minutes to studentvoice@uwtsd.ac.uk

APPENDIX 1: Library Services

Staff Student Meeting: 18th Nov 2024

Time and Location: 4.30pm Swansea

Library representative: Gwennan Couch

Chair: Andrea Williams

Contact:

In-person Infoskills Sessions

Lecturers can book infoskills sessions for students. These can be either online via Teams or in-person, on campus. Sessions include basic and advanced use of library resources and referencing. Smaller, more informal groups or 1-2-1 sessions can also be booked by students. To make a booking, or if you have any queries relating to searching for information, or using our resources, please contact your Academic Liaison Librarian, **Alison Evans**.

Academic Liaison Librarian: Contact me directly @ alison.evans@uwtsd.ac.uk or [Book an Appointment | UWTSD Intranet](#)

Academic and InfoSkills Online Programme

In addition to our in-person infoskills sessions, our Academic Liaison Librarians have developed a new, dynamic online tutorial programme, which has been designed to support all students when they wish to develop their academic and information literacy skills independently and at their own pace. Accessible via both Moodle and the library web pages, students can self-enrol and earn completion badges. Check them out! Modules include:

- **Finding and Using Information** (identifying, searching for and evaluating resources, using a range of basic and advanced techniques)
- **Referencing and Plagiarism** (why and how to reference, Referencing Handbooks).

Academic and Infoskills online programme: Moodle [Course: Library Infoskills | Home](#) or library web pages [Academic and InfoSkills](#)

Digiskills

Lecturers can book digiskills sessions for groups of students. Students can contact **Gwen Couch** directly to arrange 1-2-1 support on:

- Office 365 - PowerPoint, Word, Teams etc.
- Tools for digital creation (videos, presentations, infographics etc.)
- Digital identity + wellbeing, online safety
- Digital productivity tips, e.g., tools for managing workload and collaboration

Digital Skills Advisor: [contact me directly @ g.couch@uwtsd.ac.uk](mailto:g.couch@uwtsd.ac.uk) or
[Book an Appointment | UWTSD Intranet](#)

Use the Resource Finder to search for useful resources to develop digital skills:

- [Digital Skills Homepage - The DigiCentre UWTSD](#)
- [Resource Finder - The DigiCentre UWTSD](#)

Y Fforwm and Carmarthen Library Opening Hours

Please note that our term-time opening hours are:

- Mondays-Fridays: 8.30am - 12am (midnight)
- Saturdays-Sundays: 12pm – 9pm

[Opening Hours | UWTSD](#)

Database of the Month

To help ensure students can make the most of all resources available via the library, we will once again be delivering a series of webinars over the coming months, in which we will focus on our favourite databases. Scroll down to the **Library Events** calendar on the library web pages to see which databases we will be showcasing ... and sign up!

Library web pages: [Library and Learning Resources | UWTSD Intranet](#)

Pre-loved Pantry

Are you looking for additional kitchen utensils, crockery etc. for your home? If so, pop into your nearest UWTSD library and browse our pre-loved pantry items! Each library has a bespoke cabinet with a mixture of items looking for a new home. If you have utensils or crockery in good condition that you no longer use, feel free to donate them at our library reception desks and we will add them to the pre-loved pantry collection for others to love.

Book Exchange

We have launched a book exchange across all our campus libraries. Come along and take a book, read it, bring it back, or leave another. Bring your pre-loved books to fill our shelves! Take away any of the titles already there that take your fancy. Find the book exchanges in Carmarthen (Cwad,) Y Fforwm (ground floor), SBC library and Lampeter (library foyers).

Book of the Week

If you follow us on social media then you may have seen that every Saturday and Sunday we release our book of the week! These are fiction, non-fiction, memoirs, manga or autobiographies that library staff have recommended for people to read. These are not books we have in our library but ones that our staff have enjoyed. So, if you're looking to read something new, why not have a look? You never know what you might find!

Social media: **@UWTSDlib** on Facebook, Instagram or X

General Library Queries: email library@uwtsd.ac.uk or click on the Library Chat icon, which can be found on the library web pages. Library staff will reply as quickly as possible.



All feedback on library services is welcome. If you're not sure about something, ask us!

APPENDIX 2: IT&S

IT&S Update Report

Last Updated: 30/10/2024

Useful information and Reminders

1. We are receiving a very high volume of requests due to the time of year, so there may be a delay in responding to tickets.

3. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. Remind staff and students to report issues when they occur. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. Contact us information can be found here: www.uwtsd.ac.uk/its
4. We have 2 new portals, one dedicated to Students and another for Staff. You can access self-service knowledge articles to answer your queries, ask our chatbot for assistance and contact IT, Student Hwb, Marketing and Web Services in one place.
5. Remind staff and students about Statushub to view any updates ongoing issues and planned maintenance. The link is: <https://status.uwtsd.ac.uk>
6. Remind staff and students to be on guard about phishing / SPAM emails. For staff, there is a compulsory Information Security Awareness course available on Moodle, which can help spot suspicious emails and activity. Further information can be found on our webpage: <https://www.uwtsd.ac.uk/phishing/>

Recently completed work

- **Enterprise Service Management (ESM)** - ServiceNow implemented on 17th Sept, to provide a single point of contact for both staff and student service requests & issue reporting. The solution replaces Web Help Desk enables staff and students to:
 - Access self-service knowledge articles to answer your queries.
 - Ask our AI Virtual Agent & Live Chat services for assistance.
 - Report IT related issues & view updates on progress.
 - Raise requests with IT, Student Hwb, Marketing & Web Services.

To find out more, visit our dedicated ServiceNow Intranet page <https://intranet.uwtsd.ac.uk/servicenow>

- **Apple Management** – our JAMF Pro Apple management system upgrade was completed over the summer which will improve the management of our Apple devices.
- **Hardware Refresh** – Approximately 200 lab Windows & Mac devices replaced over the summer in computer labs and open access areas as part of our on-going leasing schedule and roll-out plan.
- **Windows & Software Deployment** – Our new Windows build has been created and deployed across our Labs and Open Access areas ready for the new academic year along with the deployment of new versions of software applications.
- **Cyber Essentials** – CE + full university scope renewal achieved in July.

Current and Planned Work

- **ServiceNow** – post-launch work is currently underway to further enhance the platform.
- **IT Service Desk SLA & Service Catalogue** – As part of our ServiceNow ESM project, we continue to create a new and enhanced IT Services Catalogue and Service Level Agreement (SLA).
- **Hardware Refresh** – We are currently planning for our next phase of upgrades in computer labs and open access areas across all campuses as part of our on-going leasing schedule and roll-out plan.
- **Student Loan Laptops** – Preparing new Windows & MacBooks devices for student loans using our Lapsafe self-service systems over the summer in readiness for the new academic year.

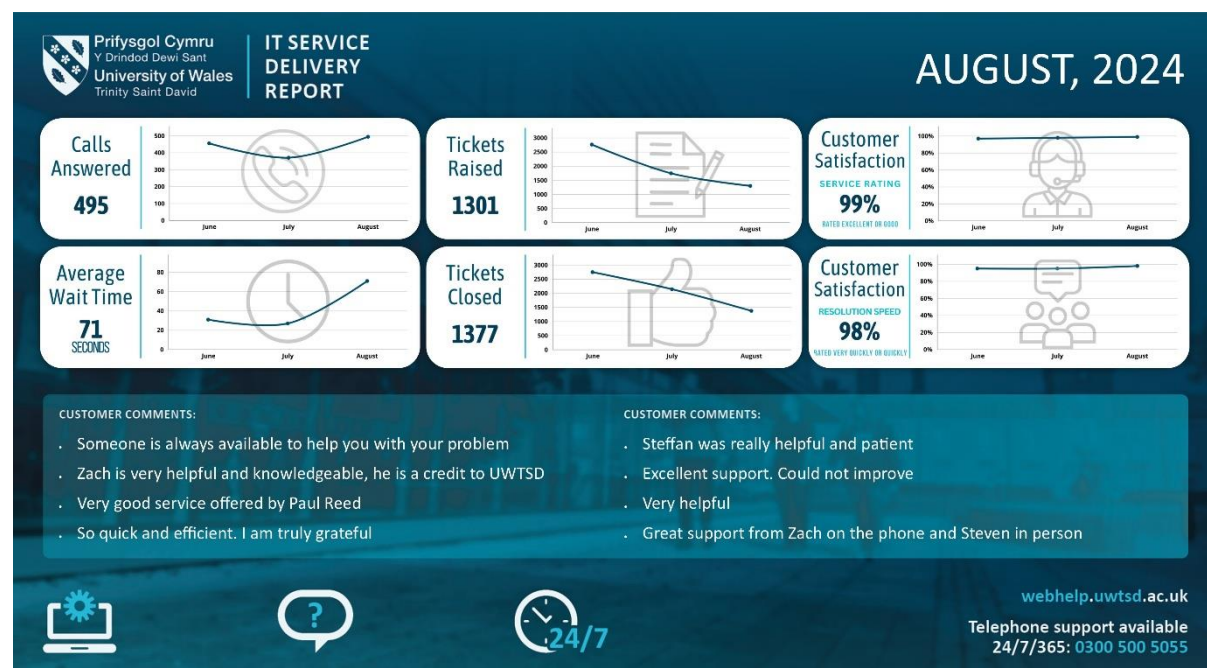
- **Replacement MFD (Printers)** – Currently finalising plans for our replacement MFD contract which came to an end this summer with a university wide MFD & print management solution replacement roll-out during Christmas 2024. SLT approval to review current fleet numbers and to reduce both MFD numbers and to attempt to change current print culture in the institution.

IT Monthly Service Report

As part of our monthly IT Service Reporting, we continue to review and analyse our service provision, support demand and customer experience levels in order to maintain and improve our service provision and customer experience.

The attached infographic highlights statistics for the months June – August 2024 and includes:

- Total IT support telephone calls received.
- Average wait time for support telephone calls to be answered.
- Total volume of IT requests & incidents opened and closed.
- Customer Satisfaction Ratings.
- Customer Comments relating to the service received.



APPENDIX 3: Student Services

Student Services: An Overview

Student Services provides a wide range of services to support all students, including the Student Hwb, Learning Support, Wellbeing Support, the Careers Service, and Money Support. Student Services also provides a range of specialised support services for international students and students from a care background. Most services are available both in-person or remotely.

Full details of all services can be found at: [Student Support & Wellbeing | The University of Wales Trinity Saint David \(uwtsd.ac.uk\)](https://www.uwtsd.ac.uk/student-support-wellbeing/)

All queries to Student Services should initially be directed to the Student Hwb who will ensure your query reaches the best person to deal with it.

THE STUDENT HWB: <https://www.uwtsd.ac.uk/hwb/>.

The Hwb team provide front of house support for staff, students and external visitors to the University. The team works to ensure across campus cover and a one-team approach.

→ *Live Chat*

Live chat is available via the Hwb App.

→ **HwbCast**

Monthly hwbcasts focusing on key areas that impact or can support students such as Learning Support, Money Support and Wellbeing. The student bulletin will be developed as a weekly hwbcast which will also be available as a text version available on the Hwb App. The Hwbcasts are available in Welsh and English.

→ **Hwb App**

The Hwb App remains as a source of information for students.

➔ Social Media Engagement

Follow us on Instagram and Facebook.

LEARNING SUPPORT: <https://www.uwtsd.ac.uk/student-services/learning-support/>

Learning Support provides specialist 1:1 academic and practical support for students in receipt of Disabled Students' Allowances (DSAs).

For all DSA queries, please contact: disability@uwtsd.ac.uk

➔ Academic Study Skills Support:

1:1 academic study skills sessions are available to all students and offer support with planning and organisation, time management, researching, referencing, avoiding plagiarism, academic writing, critical thinking, presentation skills, assistive technology, IT support, and examination preparation and revision. Welsh-medium sessions are available.

Please note we are not able to offer a proof-reading service.

Study Skills sessions are currently being delivered remotely via Microsoft Teams but will hopefully soon also be available on campus/in-person.

For details of the sessions and how to make appointments, please visit:

<https://www.uwtsd.ac.uk/study-skills/>

or email: studyskillsdistance@uwtsd.ac.uk

➔ SoCom: <https://www.uwtsd.ac.uk/hwb/>

The Social and Communications project (SoCoM) offers ideas and activities aimed at encouraging greater self-esteem, and the ability to understand and cope with issues related to social and communication difficulties, with the potential for a new friendship group and support network to develop. It continues to support autistic-spectrum students to adapt to university life however, all students are welcome. Participation in any activity is optional.

All initial enquiries should be directed to the Hwb.

THE CAREERS SERVICE: <https://www.uwtsd.ac.uk/careers/>

The Careers Service supports UWTSD students and graduates through the provision of high-quality professional careers information, advice and guidance covering:

- Generating Careers ideas
- Understanding options and making decisions
- Finding and securing quality work experience
- Understanding Postgraduate options
- Starting a business
- Effective Job-searching
- CVs, Applications and Personal Statements
- Interviews & Assessment centres

The team are available to support students and graduates with all aspects of employability, with in-person and Teams appointments available. All services are available through the medium of English and Welsh.

Appointments with the Careers Service can be made via the booking form on the Student Services webpages: [Careers Service | University of Wales Trinity Saint David \(uwtsd.ac.uk\)](https://www.uwtsd.ac.uk/careers/)

or by emailing: careers@uwtsd.ac.uk

➔ **The Work Experience Project**

- Open to all Students - Regular Programme of Employer Talks

Presentation of approximately 30 – 45 minutes followed by the opportunity to ask questions. Tea and coffee usually available.

- Project EXCLUSIVE! - 'Meet the Professional'
Prepare a list of questions and put them to an expert in their field.
- Project EXCLUSIVE! - Work Experience
Up to 5 sessions – in-person or online.
Try out an occupation.
Gain transferrable skills.
Certificate on completion.

Financial assistance with associated costs may be available.

If you are interested in finding out more, please email: careers@uwtsd.ac.uk to arrange an informal chat.

To join the project students must:

- (1) *Be studying via a Welsh campus (on campus or distance) and*
- (2) *Meet one other criteria from an extensive list.*

➔ **My Career:**

All students are eligible to sign up for our employability platform, MyCareer:
www.uwtsd.ac.uk/careers, a platform offering employability skills resources, CV building tools and access to a live jobs marketplace.

IEH Careers Service Contacts:

Chris Gentleman, c.gentleman@uwtsd.ac.uk,

All Welsh language queries: Esyllt George, e.george@uwtsd.ac.uk

THE WELLBEING SERVICE: <https://www.uwtsd.ac.uk/student-services/wellbeing-support/>

There are two points of entry to all wellbeing services:

1. [Support Request Form](#) – a self-referral process for students who feel they need advice, support or adjustments for study. Students should complete the form and will then made an offer of support from across the service.
2. [Cause for Concern](#) – the way anyone from across the University, or externally, can raise a safeguarding concern about a student.

Guidance, information and the links for these forms can be accessed via the Student Services webpages under 'Wellbeing Support'.

- ➔ **The Counselling Service** remains available for students and will also be accessed via the Support Request Form.
- ➔ The Wellbeing Unit will also be running a portfolio of **preventative and informative projects** over the course of the academic year.
- ➔ The Unit also houses the new **Academic Success Team**, which works with students and staff to support academic engagement.
- ➔ **CONNECT** is a wellbeing project which aims to reduce loneliness and isolation amongst students by helping to build supportive communities, working with staff and students to lay the foundations for lifelong positive and healthy behaviours.

CONNECT is currently training & equipping 'Connectors' with the skills to engage with and support students who are at risk of social isolation, experiencing loneliness or need help with developing social integration skills.

For further information about the project or about becoming a 'Connector', please contact Natalie Owens, UWTSd Project Coordinator: n.owens@uwtsd.ac.uk.

Please visit the [Connect website](#) or follow on social media for live updates and information:

- **Instagram:** [@connectwellbeing](#)
- **Facebook:** [CONNECT-Wellbeing](#)

CONNECT also sponsors the NHS app, *Feeling Good*.

➔ **Togetherall**

Togetherall is a joint initiative between Student Services and the SU, is an online anonymous mental health community that students can visit when they are feeling low, need support or simply need to talk.

Togetherall can help users learn practical skills to help them feel better and tackle a variety of issues and offers:

- Peer networks to discuss issues with people experiencing similar problems
- Self-assessment tools to monitor progress
- Group courses and discussion on common issues like negative thinking and stress

To sign up:

1. Visit the [Togetherall website](#)
2. Sign up with your UWTSD email address
3. Choose an anonymous username
4. Access the support you need

For further details please visit: <https://togetherall.com/en-gb/>

The service can be used by texting 85258. More information can be found on their website: www.giveusashout.org

➔ **Student Assistance Programme (SAP)**

We are pleased to offer students at UWTSD a self-help service called 'Health Assured' - accessible via an app or via an online portal.

This service – which includes videos, factsheets, four-week plan templates, and live chat and support from counsellors – is offered to you in addition to the services offered by our own University support services.

Students are welcome to make use of the services that the wellbeing team provides or the Health Assured self-help service, or both!

Live chat and support – via the free Health Assured telephone helpline **(0800 028 3766)** or online chat – via the online portal or via an app.

You can access it via the Health Assured online portal using a browser on your laptop or tablet. So that the online portal knows you are from UWTSD, you will need to log in using these details:

<https://healthassuredeap.co.uk/>
username: **wellbeing** password: **LoopMindTram**

ACCESS THE HEALTH ASSURED ONLINE PORTAL

Or you can download the Health Assured app, called “My Healthy Advantage”. So that the app knows you are from UWTSD, you will be asked to enter the following unique code: **MHA154656**.

➔ PREVENT

Under the Counter Terrorism and Security Act (2015), UWTSD is required by law to have due regard to the need to prevent people from being drawn into terrorism.

Any queries about the programme should be directed to the **Student Hwb**.

THE STUDENT MONEY SUPPORT SERVICE: <https://www.uwtSD.ac.uk/money-support/>

The Money Support Team are available to provide guidance on issues relating to money management, advice around financial issues and all queries relating to funding from Student Finance.

Financial support is available to all students through the *UWTSD Scholarships and Bursaries Framework*.

Students experiencing financial hardship are also able to apply for financial support from the *Student Financial Support Fund*.

Full details of the financial support available to students for 2022-24 can be found at:

<https://www.uwtsd.ac.uk/student-services/financial-support/>

All finance queries should be directed to moneysupport@uwtsd.ac.uk

INTERNATIONAL STUDENT SUPPORT: <https://www.uwtsd.ac.uk/hwb/>

The Senior International Student Support Officer provides wide-ranging support for international students.

For further information or if you have any queries, please contact the **Student Hwb**.

STUDENTS FROM A CARE BACKGROUND: <https://www.uwtsd.ac.uk/hwb/>

The University has dedicated Officers to support students from a care background.

For further information or if you have any queries, please contact the **Hwb**.