

Staff-Student Action Log



Purpose	The core purpose of the academic representation system, which aligns with the revised UK Quality Code, is to achieve positive change that improves the educational experience of students at Royal Holloway and engages students as partners in the development, assurance, and enhancement of their learning.
Reports to	School Education Committee – UG and PGT School Research Student Oversight Committee - PGR
Department	
Regular meetings per year	3-6
Quorum	5

Attendance Monitoring

	Date and Time	Location	Attendance
November Meeting (compulsory)	19 th November @ 13:30	Windsor 0-02	<p>Attended:</p> <p>Dan Bee (Course Rep Yr4) Simran Chandarana (Course Rep Yr3) Marie Cordingley (School Rep Yr2) Dylan Ewans (Course Rep Yr2) Max Guhring (Course Rep Yr3) Jasmin Singh Kaur (Course Rep Yr3) Eeman Khan (Senior Course Rep YR3) Phoenix Salau (Course Rep Yr2) Huraira Shafi (Course Rep Yr2) Natalie Ngan (Course Rep Yr3) Matthew Williamson (Course Rep Yr2) Kinga Boulton (Academic Skills) Victoria Gilyatt (Secretary) Eva Garcia Grau (Library Liaison) Julien Lange (Deputy Education Lead) Narinder Sehra (ToM) Farid Shahandeh (EDI Lead) Hugh Shanahan (Director of Student Experience) Chris Watkins ((Director of Pastoral Care) Cj White (Student Union)</p> <p>Apologies:</p> <p>Alex Aleksandar Course Rep Yr3) Alanis Andrea Almazan (Corse Rep Yr1) Teo Andreev (Course Rep Yr1) Lirane Bandara (Course Rep Yr3) Noah Norrman-Hijazi (Course Rep Yr1) Tammama Islam (Course Rep Yr 1) Lai Myra (Course Rep Yr1) Zeynep Sener (Senior Course Rep Yr3) Sameen Shahzad (Senior Course Rep Yr2) Jay Srikanthas (Course Rep Yr1) Winston Ung (Course Rep Yr2)</p>

December Meeting (optional)	N/A	N/A	
February Meeting (compulsory)	4 th February 2026	Windsor 0-04	<p>Attended:</p> <p>Chris Watkins ((Director of Pastoral Care) Daniel Bee (Course Rep Yr4) Dylan Ewans (Course Rep Yr2) Eeman Khan (Senior Course Rep YR3) Eva Garcia Grau (Library Liaison) Farid Shahandeh (EDI Lead) Hugh Shanahan (Director of Student Experience) Jasmin Singh Kaur (Course Rep Yr3) Jessica Fernandes (Secretary) Kinga Boulton (Academic Skills) Marie Cordingley (School Rep Yr2) Matthew Hague Matthew Paterson (RHSU VP Education) Natalie Ngan (Course Rep Yr3) Ratnayake Bandara (Course Rep) Sameen Shahzad (Senior Course Rep) Simran Chandarana (Course Rep Yr3) Temitope Salau (Course Rep) Winston Ung (Course Rep)</p> <p>Apologies:</p> <p>Alex Aleksandar (Course Rep Yr3) Narinderpal Sehra (Senior Technical Team Lead) Alanis Almazan (Course Rep) Cj White (Student Union) Julien Lange (Deputy Education Lead) Victoria Gilyatt (Student Programmes & Administration Officer) Huraira Shafi (Course Rep Yr2)</p>

			Jaysanth Srikannathas (Course Rep) Matthew Williamson (Course Rep Yr2) Max Guhring (Course Rep Yr3) Myra Lai (Course Rep) Noah Norman-Hijazi (Course Rep) Tamanna Islam (Course Rep) Tracey Berry (EDI Director) Zeynep Sener (Senior Course Rep)
March Meeting (optional)			
April Meeting (compulsory)			
May Meeting (optional)			

Actions

Action No.	Agreed Action (Include reason for agreed action)	Date Action Agreed	Responsible	Due	Date Action Completed	Outcome
19NOV/ CSUG0 1	Personal Tutors are assigned to student in their 1 st Years and as there are no mandatory meetings set up after 1 st Year a great number of students do not remember or know who their PT's are.	19 th November 2025	VG/Hugh	January 2026		VG will send out an email in January 2026 to all students on behalf of their Personal Tutors to remind them of who they are and how they can be contacted by students. In addition, HS will send an announcement on the Moodle Departmental Page regarding academics' office hours and signposting for support.
19NOV/ CSUG0 2	Neurodiverse students have requested a quiet zone in the Bedford Labs, which will be established in Bedford 0-04	19 th November 2025	Hugh/CIM Team	November 2025		Narinder will put up signage in the Lab advertising a Quiet Zone in Bedford 0-04 and Hugh will post an announcement Matt Hague has already put up temporary signs in the labs and communicated to all module leaders.
19NOV/ CSUG0 3	There has been a complaint that the Bedford Labs are being treated like a social space and that students were trying to work on their final year project	19 th November 2025	Hugh			Hugh to send out an announcement to students asking them to keep the noise down and encourage them to use the kitchen area to socialise.
19NOV/ CSUG0 4	Been a request to the Student Union to increase social space for Computer Science Student to socialise	19 th September	VG/CJ White	Term 1	01 st December 2025	Feedback passed onto the SU. Passed onto VP education to look into as part of Priority 8

04FEB/ CSUG0 1	Request to create a forum page for IY2840	4 th February 2026	Hugh			Hugh will create a forum page for IY2840
04FEB/ CSUG0 2	Students would like lecture notes to be put up in advance as students finding the lectures to be intense	4 th February 2026	Matt/Hugh/Module leader			Agreed action for draft lecture materials to be uploaded and module leaders to be notified
04FEB/ CSUG0 3	Issues with team meetings for modules e.g. multiple team calls joined	4 th February 2026	Hugh/academics			Instructions to be given to academics how to set up team calls
04FEB/ CSUG0 4	Personal Tutors have not been in contact with students this term	4 th February 2026	Hugh			Hugh to follow up with team that will send out email.
04FEB/ CSUG0 5	Students enquired if exam could be brought forward instead of having them at the end of the year	4 th February 2026	Matt			Matt to have a discussion about request
04FEB/ CSUG0 6	Students request for lectures that are 3/4 hours long to have breaks included as content is quite heavy	4 th February 2026	Matt			Matt to take request into consideration
04FEB/ CSUG0 7	Student Year 1 highlighted in 1860 & 1840 lack of quality teaching or not engaging lectures	4 th February 2026	Year 1 Course Reps			Request for more explanation of statement of modules lack of quality teaching as no Yr 1 in attendance
04FEB/ CSUG0 7	Students request if an announcement can be sent to all students advising they can contact EDI leader email or in person	4 th February 2026	EDI Leader			Farid to send out announcement
04FEB/ CSUG0 8	Request for library to send out announcement of support date	4 th February 2026	Eva Garcia Grau (Library Liaison)			Eva to send out announcement

04FEB/ CSUG0 9	Student request for module options to be released earlier instead of end of term 2	4 th February 2026	Matt			Matt to look into
04FEB/ CSUG0 10	Student request if CS can use Pigeonhole like Maths for giving anonymous feedback	4 th February 2026	Hugh/Matt			Matt and Hugh to discuss with Maths department

Notes:

Feel free to use this space to make note of anything of importance, in addition to the actions above, that don't require an action.

	Notes
Meeting 1- 19 th November @ 1330	<p data-bbox="450 236 763 268"><u>Academic Rep Update</u></p> <p data-bbox="450 304 1675 472">Advanced Student Feedback was provided via email in advance of the meeting please see the Action Log above for outstanding Action points. The feedback has been saved onto the RHSU Academic Representation CS UG MS Team Channel and the folder can be here: Student Feedback there is also a document created by the academic team responding to the advanced feedback which is titled 'Academic Response to Student Feedback'.</p> <p data-bbox="450 509 770 541"><u>Academic Staff Update</u></p> <ul data-bbox="499 577 1704 775" style="list-style-type: none">➤ New modules being introduced in Year 2 in 2026/27.➤ There is a re-organisation across the university. Instead of schools there will be faculties and departments will have authority over their own budgets. Currently there are discussions going on into the department structure with the merging of some departments under discussion. This will not affect the students.➤ There will be a new Computer Science Lecturer starting in Term 2 <p data-bbox="450 815 607 847"><u>EDI Update</u></p> <ul data-bbox="499 884 1294 948" style="list-style-type: none">➤ Received no feedback from the students.➤ Any EDI issues please email farid.shahandeh@rhul.ac.uk <p data-bbox="450 1019 658 1051"><u>Library Update</u></p> <p data-bbox="450 1088 741 1120">Accessibility project</p> <p data-bbox="450 1120 1697 1287">In November 2024, we interviewed 14 students with lived experience of disability or neurodivergence, and asked them to tell us about using the library. We used what they told us to make changes, which have made the library a better place for everyone. You can find more information on the Student Feedback page or by picking up a leaflet at the Library entrance, but the main improvements were:</p> <ul data-bbox="499 1287 1603 1351" style="list-style-type: none">• Creating the Whisper Zone on the first floor of the Library, which includes a trial of bookable study spaces

- Significant updates to the [Access For All guide](#). These updates include information about parking on campus and access routes to the building; a list of our services in a single place to make them easier to find; and information about study spaces to help guide students to a space that works for them.
- Increasing the amount of ergonomic equipment available from the Library for loan to all students.
- Bookable library tours were launched in the Autumn term

Support available from the Library this term

This academic year we are offering the following support for students. Please feel free to let other students know about these!

Library Lunch and Learns

These short online sessions will take students through a specific area of library support. These include resources, research skills, and referencing. Booking is essential and students can do that here: <https://rhul.libcal.com/calendar/lunchandlearn>

Referencing drop ins

These take place throughout the term. Teaching and Engagement Librarians will be available to help students with any referencing queries they have. The dates for the rest of this term are Wednesday 12 November 13:00-15:00 and Tuesday 2 December 10:00-12:00. There's no need to book, students can find us at the Library Entrance in the Emily Wilding Davison Building.

Bespoke support

Students are welcome to book a 1-1 appointment with their TEL for support with any library skills, including using information efficiently and ethically, referencing, and specific support for assignments such as systematic review searches. Appointments are available online and students can book through [Your Teaching and Engagement Librarian](#).

Coffee and cake event

On the 11th November, from 10 to 12, come to the Library for a free hot drink and a piece of cake or a biscuit!

Academic Skills Update

- Had a name change from CeDAs to Academic Skills over the summer
- Embedded support available for CS1860 with Maths Workshops. Great engagement from students
- Maths mentors from Years 2 & 3 who are really supportive

- There will be similar support in Term 2 for Machine Fundamentals and the new Maths Module.
- There is online writing support available on Moodle pages
- If you are a 3rd year and want 1:1 support please email kinga.boulton@rhul.ac.uk

CIM Update

- Core systems are running fine
- Refresh of Lab PC's. This year we have done 004 & 006
- No concerns received from student
- Student Feedback from Meeting was: Continuous integration programme running on Linux system is quite slow- asked students to log a ticket with IT Support.

AOB

- SS1001-Academic Integrity Module is a mandatory module needs to be completed by all 1st Year Students by the 05th December 2025 in order to progress to next year of study. 60% is the pass rate. Emails have been sent out with the link to the quiz which must be passed. 126 students not completed (Yr1- 118 Yr2-8)
- VG - Posed the following Questions to the students:
 - Is there a need for more information on progression for students?
 - Do you know what you need to achieve in order to progress to the next year of your degree.
 - Do you know what you need to do to graduate?
- Computer Science are participating in a Pilot peer Guide Scheme roll out.
- NSS is launching in January 2026 for Year 3 & 4 students. Final Year Project supervisors will be encouraging students to complete a survey.
- There an EPMs Network event on the 10th December with a visit from the new Dean of Faculty. Students get paid to attend and participate in Network meetings.
- There is a new in-house initiative with scripts set up to collate data from Moodle Grades which will show a snapshot of how you are doing. Feedback on how it looks and if it is useful will be gratefully accepted.
- Formal warnings will start to go out over the next few weeks based on student attendance and engagement data including from CS1860 Tutorials.

<p>Meeting 2 04 February 2026 @14:00</p>	<p><u>Academic Rep Update</u></p> <p>Advanced Student Feedback was provided via email in advance of the meeting please see the Action Log above for outstanding Action points. The feedback has been saved onto the RHSU Academic Representation CS UG MS Team Channel and the folder can be here: Term 2</p> <p><u>Academic Staff Update</u></p> <ul style="list-style-type: none">➤ Concern for first years as 1870 that 60% did not complete the quiz➤ NNS Survey being completed and better than last year's numbers➤ CS & Maths students modules options as there are timetable clashes.➤ Reducing the number of optional modules to roughly 18 modules <p><u>EDI Update</u></p> <ul style="list-style-type: none">➤ Has not received any feedback or concerns raised from the students.➤ Any EDI issues please email farid.shahandeh@rhul.ac.uk or in person➤ Planning survey for first year students to understand what kind of computer science they are coming from which is in preparation <p><u>Library Update</u></p> <p><u>Volunteering project</u> This term we are looking for volunteers for a project Library Skills teaching. You can volunteer for any or all of the three sessions, and no previous experience is needed. More details at https://volunteering.royalholloway.ac.uk/volunteers/provider-profile/LibraryRoyalHolloway</p> <p><u>Support available from the Library this term</u></p>

This academic year we are offering the following support for students. Please feel free to let other students know about these!

1. Library Lunch and Learns

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For EPMS: IEEE referencing on the 11th March, LaTeX basics on the 25th March.

2. Referencing drop ins

These take place throughout the term. Teaching and Engagement Librarians will be available to help students with any referencing queries they have. The next date is Wednesday, 25th March. There's no need to book, students can find us at the Library Entrance in the Emily Wilding Davison Building.

3. New Library skills and support Moodle course

The Library has recently updated its [Library Skills and Support Moodle page](#). All staff and students are automatically enrolled and it will appear in the My Courses area of Moodle.

The page brings together resources to support the development of:

- research and referencing skills
- critical evaluation
- understanding of copyright
- appropriate and permitted use of AI tools

4. Bespoke support

Students are welcome to book a 1-1 appointment with their TEL for support with any library skills, including using information efficiently and ethically, referencing, and specific support for assignments such as systematic review searches. Appointments are available online and students can book through [Your Teaching and Engagement Librarian](#).

	<p><u>Academic Skills Update</u></p> <ul style="list-style-type: none"> ➤ This term, the embedded drop-ins with maths mentors support CS1879, CS1880, CS2900. More 3rd Year mentors should be available from 5th Feb onwards to better support CS2900. ➤ Maths Café planning is underway. These daily drop-ins will run daily 11:00 – 14:00 between 30th Apr – 15th May. Last year seven CS lecturers volunteered their time to answer any last minute questions. Y1 – all modules, Y2 – CS2860, CS2900, CS2855, CS2910, Y3 – CS3450, CS3600. These will be promoted neared the time and a call for lecturer volunteers will go out before Easter break. <p><u>CIM Update</u></p> <ul style="list-style-type: none"> ➤ There are no major concerns with the CIM IT systems, which are functioning as expected. ➤ Bedford Lab 0-04 now has signage in place to designate a Quiet Working Zone. ➤ Lab capacity upgrades have been implemented, with usage increasing from 90 PCs in the Bedford labs to 162 PCs in the Shilling lab, supporting higher demand and improved availability for staff and students. <p><u>AOB</u></p> <ul style="list-style-type: none"> ➤ Student request to get lab room timetables to check when they are free to use. Actioned within the meeting, students notified how to check when labs are free via using web timetable ➤ Student request if CS can use “Pigeonhole” on the departmental page which is used for students submitting anonymous feedback which the Maths department uses
Meeting 3	
Meeting 4	
Meeting 5	
Meeting 6	

