

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) Tammanna 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)			
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

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><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: 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><u>Academic Staff Update</u></p> <ul 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><u>EDI Update</u></p> <ul style="list-style-type: none"> ➤ Received no feedback from the students. ➤ Any EDI issues please email farid.shahandeh@rhul.ac.uk <p><u>Library Update</u></p> <p>Accessibility project</p> <p>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 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.

Meeting 2	
Meeting 3	
Meeting 4	
Meeting 5	
Meeting 6	