

Staff-Student Action Log



Attendance Monitoring

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	English - PGT
Regular meetings per year	3-6
Quorum	5

	Date and Time	Location	Attendance
November Meeting (compulsory)	3 rd December 2025, 3.30pm via MS Teams	MS Teams	Rachel White (library), Briony Wickes (Victorian), Matt Thorne (Creative Writing), Alastair Burnett (Medieval), Joe Harris (C&I), Jane London (senior student rep)
March Meeting (optional)			
April Meeting (compulsory)	1 st April 2026	MS Teams	Rachel White (library), Adam Roberts (HoD), Alastair Burnett (Medieval), Joe Harris (C&I), Matt Thorne (Creative Writing), Helen Kingstone (Victorian), Jane London (senior student rep)
May Meeting (optional)			

Action No.	Agreed Action (Include reason for agreed action)	Date Action Agreed	Responsible	Due	Date Action Completed	Outcome
Carried f/w	Investigate way to pass on to students who have left the way their feedback was implemented/acted upon Update 1/4/26 - limited ability to communicate with PGT students after they leave RHUL. University email addresses may be live for 6 months beyond the dissertation deadline, but after that would need to use personal email addresses. Agreed that any messages should be passed on by the Alumni Office	2 nd April 2025	Adam R to liaise with Alumni Office; Course Directors to share feedback via Alumni Office	Before next SSAM	Outstanding : Alumni office have been contacted.	
1	Student feedback indicated that one person did not know who their personal tutor was. Jane to reply and point them to the PGT academic support page (it is also on campus connect).	3 rd Dec 2025	Jane L	5 th Dec 2025	8 th Dec 2025	Complete
2	Feeling of lack of community among students – this was flagged as an action point a couple of years ago. There is no longer budget available for London trips. Had hoped the induction events would serve instead. Academic team to consider options, plus Joe Harris to investigate the PGT study room in Intl Building – perhaps this could be made more welcoming. Academic staff to look at timetabling to see if all PGT English seminars can be in the Intl Building.	3 rd Dec 2025	Joe H/Course Directors/new Head of Department (or Director of Graduate Studies?) to send out email to Hums PGT students	26 th May		

	Update 1/4/26 - Adam R may be able to get hold of bookcases. Once in place, general email to be sent out to all Humanities PGT students to request books to be donated before the end of the academic year. While outings/trips may not be possible, academic staff to look at options for cross-subject working e.g. creative writing/film studies, and also to include PhD students/3rd Year Undergraduates if appropriate					
3	Feedback on the 8 priorities. Only the deadline stacking is actionable by the academic staff – it is felt that for PGT English it should not be a problem. To double check (Alastair). General 8 priority feedback to be sent to Student Union officers (Jane)	3 rd Dec 2025	Alastair B Jane L	Before next term	3 rd Dec 2025	Complete
4	Cultural Keywords was called out in the general feedback – this warrants more specific feedback which will be gathered as part of the end of term module survey. Update 1/4/26 - Helen K and Rachel S trying to get access to end of term survey data (likely sent to Amber L as course convenor who is on mat leave).	3 rd Dec 2025	Helen K and Rachel S to keep pursuing survey data; Joe H to inform Rachel S	5 th Dec 2025	20 th April 2026	Complete – HK and RS now have module survey feedback.
5	Insufficient copies of some core texts for Modernist and Contemporary	1 st Apr 2026	Rachel W Amber L	1 st Oct 2026		

	module. Although minimum ratios were met (books:students), one text in particular was not readily available elsewhere so some students could not source it. Rachel W will review for next academic year					
6	Availability of Academic Skills tutors in Dec/Jan did not align with some English PGT essay deadlines. Future action, when deadlines are agreed within the English department for publication to the various Moodle pages, these should also be communicated to the Academic Skills department (and to the Library for scheduling referencing sessions) so they can make tutors available in a timely fashion.	1 st Apr 2026	Course Convenors	1 st Sept 2026		
7	Does the Academic Skills department send out surveys to anyone who has used their services (particularly 1-2-1 sessions)? Jane L to follow up. Update 7/4/26 - the Academic Skills department will send out a survey to all students who have used their services this academic year; to be sent out by 3 rd May. In future, feedback will be solicited at the end of every term.	1 st Apr 2026	Jane L	ASAP	7 th April 2026	Response received from Academic Skills
8	Trigger warnings requested for certain problematic texts. Course convenors to review materials and	1 st Apr 2026	Adam R to ask course convenors	1 st Sept 2026		Convenors have been contacted: t.w.s to be delivered verbally and

	add to the Moodle page as appropriate.					added to all relevant Moodle pages.

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	1 st April – students had also asked for guidance on dissertation support, deadlines etc. Helen K has just sent out an email with all this information.
Meeting 2	1 st April – library study space assistants are being recruited to patrol/manage the atmosphere and behaviour in the library
Meeting 3	
Meeting 4	
Meeting 5	
Meeting 6	