

**Student Experience Forum**  
**Tuesday 12 December 2023**  
**Blackett 1004**

**Panel Members**

Deputy Head of Department (Education)	Carlo Contaldi (CC)
Deputy Head of Department (Infrastructure and Health & Safety)	Jonathan Eastwood (JE)
Head of Year 1	Stuart Mangles (SM)
Head of Year 2	Henrique Araujo (HA)
Head of Years 3 and 4	Yvonne Unruh (YU)
Student Liaison Officer	Yasmin Andrew (YA)
Senior Education Administrator	Kayleigh Murphy (KM)
Senior Tutor	Sebastien Guenneau (SG)
Deputy Senior Tutor	Derek Lee (DL)

**Deputy Head of Department (Education) Update**

CC informed all that the department is in the final stages of processing the outstanding marks. The Senior Tutors will send emails to the second and third year students with pass or fail information. Where students have not passed, more information will be included on the email. Marks for the Sun, Stars & Planets module have not yet been finalised. They are likely to be finalised outside of term time, CC will send an update about this. CC has received more letter requests through the Year 2 Representatives but these will be resolved by the release of the results.

**Q1: When will the SSP results be sent?**

A: A discussion about the timeframe for releasing the results will be held. The Senior Tutors would like to be available to support students should they not have passed.

**Q2: Some Masters applications have deadlines in early January deadlines for applications, marks needed by then.**

A: CC can write letters if they are needed for time critical applications.

**Q3: What about students who need to know if they can remain on the MSci programme as they need to organise projects now.**

A: CC said that there should only be a few students affected, most would have already been advised to take a project.

**Q4: When will exam feedback and pre-scaling and post scaling information be released?**

A: CC will need to work on this as there are multiple sources where feedback needs to be gathered.

## **Deputy Head of Department (Infrastructure and H&S) Update**

Slides can be found on the webpage: <https://www.imperial.ac.uk/physics/students/current-students/undergraduates/community/student-experience-forums/>

JE informed students of the College open and closure dates and times over the Christmas break. These can be found online: <https://www.imperial.ac.uk/human-resources/leave/college-closures/> Library opening hours are here: <https://www.imperial.ac.uk/admin-services/library/use-the-library/our-libraries/christmas-2023/>

JE reminded students that they should be mindful of the space being used and that they cannot reserve space for themselves for a whole day.

JE will follow up about whether a fridge can be installed in the undergraduate common room in the new year.

JE is aware that there is limited study space in the department. A new GoStudy space has opened on Level 3 of the Sheffield Building, which is managed by the Library. The College ethos is that study space is managed centrally by college so it can be used by all students.

JE is aware that there are plug sockets that do not work in the Computer Suite and that computers are being unplugged. More information signs will be added which will include what to do if you find a fault with the equipment and how to register this with Estates. ICT will be conducting more regular checks.

JE is working on a system that will inform students of when a room is available. This will be implemented next term.

JE will be meeting with the Director of Customer Success in ICT to discuss the many ICT issues we have had this term, including AV and IT equipment in the teaching spaces. JE noted that everyone is responsible for looking after the space we use and should be moving furniture back, and plugging things back in.

**Q5: With the Level 2 terrace being opened, how will this be accessed and how will the security of the bikes being stored there be ensured?**

A: JE noted that there should be a specific access route to the terrace i.e. you can only access it through the building and will need to swipe in to get back into the building. JE will confirm this process and communicate it to students.

**Q6: could students be informed when exams are taking place in the Computer Suite?**

A: KM explained that this information will be communicated in an email in future. SM noted that the exams taking place are for another department and bookings are managed by the central exams team.

**Q7: Can wireless headphones be used with the PCs in the Computer Suite?**

A: KM stated that Bluetooth is not allowed by the College due to security concerns. She suggested that wired headphones can be used, or students can get an adapter so they can use wireless ones.

**Q8: Will Panopto recordings from last year be released where the recording for this year failed?**

A: CC said that students should be attending lectures in person and that lecture recordings are a backup. Students should not rely on these for study. Where a recording fails, students should use the lecture notes on Blackboard. It was noted that when the AV issues in LT 1 were particularly disruptive, lecturers were asked if the recordings from last year could be released, this was not possible for all due to lecturer and content changes.

**Q9: There is a nice amount of study space on Level 2, but there are no plug sockets. Could some be installed?**

A: YA said that this was looked into when the space was renovated but no solution was found at the time. JE will look into finding a solution for this, such as a power source for charging devices close to the stairs but in a separate area.

**Q10: There have been some delays with the release of the Quantum Mechanics recorded videos.**

A: KM noted that in one instance the request to release one of these videos was made after 17:00 on a Friday, after support staff had finished work. The video was released on Monday morning. HA is in discussion with the lecturer about this and how to better organise the release in future.