

## 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
Department	Mathematics
Regular meetings per year	3-6
Quorum	5

## Attendance Monitoring

	Date and Time	Location	Attendance
November Meeting (compulsory)	19 <sup>th</sup> November 2024 @ 4pm	Munroe Fox Seminar Room	<p><b>Students</b> Mio Hirakawa (Chair/Senior Course Rep Yr2), Princeval Xavier (Course Rep Yr1), Leah Brocklebank (Course Rep Yr2), Amelia Cox (Course Rep Yr 2) and Oliver Hicks (Course Rep Yr3).</p> <p>Apologies: Jeslene Bal (Course Rep Yr 2) but collated feedback was submitted via email before meeting.</p> <p>Other non-attendance: Chloe Butler (Course Rep Yr 3)</p> <p><b>Staff</b> Jens Bolte (UG Education Lead), Iain Moffatt (HoD), Francisca Mota-Furtado (Student Experience Lead), Pat O'Mahony (Yr3 &amp; Yr4 Lead), Teo Sharia (Yr1 &amp; Yr2 Lead), Eva Garcia Grau (Library Liaison) and Kinga Boulton (Lead Learning Developer, CeDAS)</p>
December Meeting (optional)			
February Meeting (compulsory)	11 <sup>th</sup> February 2025 @4pm	Bedford Building 1-17	<p><b>Students</b> Mio Hirakawa (Chair/Senior Course Rep Yr2), Chloe Butler (Course Rep Yr 3), Oliver Hicks (Course Rep Yr1) and Princeval Xavier (Course Rep Yr1).</p> <p>Apologies: Jeslene Bal (Course Rep Yr 2); Leah Brocklebank (Course Rep Yr2); Amelia Cox (Course Rep Yr 2); Iain Moffatt (HoD).</p> <p><b>Staff</b> Simon Blackburn (EDI Lead), Jens Bolte (UG Education Lead), Kinga Boulton (CeDAS), Eva Garcia Grau (Library Liaison), Lauryn Fleming (SU staff), Victoria Gilyatt (Secretary), Pat O'Mahony (Yr3 &amp; Yr4 Lead) and Teo Sharia (Yr1 &amp; Yr2 Lead).</p>
March Meeting (optional)	TBA		
April Meeting (compulsory)			
May Meeting (optional)			



Action No.	Agreed Action (Include reason for agreed action)	Date Action Agreed	Responsible	Due	Date Action Completed	Outcome
	* Not discussed during SSAM due to meeting overrun instead emailed in by Course Reps either before or after the meeting					
1	<p><b>1<sup>st</sup> Year</b> - Hard to find information on some Moodle pages or information is missing. Better clarity needed in terms of submission dates for some modules, i.e. MT1810, the submission dates are there but hard to find and in a different place to where found on other Modules' Moodle pages.</p> <p><b>Response/Action:</b> The moodle pages for modules now follow a standard school template, with all submission dates featured prominently on the top of the page. Unfortunately, there was a bit of variation from the guidelines in some cases, but a review of all moodle pages to check they follow the guidelines is being undertaken during November. Staff will be reminded to follow the moodle page guidelines.</p> <p>Additionally, staff would welcome any user insights from students. To do this would like Course Reps to gather further feedback from their cohorts:</p> <ul style="list-style-type: none"> <li>• How do students use the Moodle pages?</li> <li>• How do students think the pages should look?</li> <li>• What could be made easier to find?</li> </ul>	19/11/2024	<p>Course Reps – re. user feedback</p> <p>HoD – re. module guidelines</p>	Before next SSAM	HoD: Nov Jan 25	HoD: review has been undertaken, staff have been reminded.
2	<p><b>1<sup>st</sup> Year</b> - Aim of the 4 termly tutorials unclear to students.</p> <p><b>Response/Action:</b> Year 1 Lead (TS) explained purpose is to:</p> <ul style="list-style-type: none"> <li>• help students develop general study/employability skills.</li> <li>• enable students to establish a good working relationship with their Personal Tutor.</li> <li>• introduce the language of mathematics to the students.</li> </ul> <p>Department to redefine/clarify the purpose of the tutorials for the benefit of students.</p>	19/11/2024	TS	Jan 25		Explained to the Course Reps in the Meeting

3	<p><b>1<sup>st</sup> Year</b> - some Lecturers release important information very late, or feedback is unclear/not helpful. The feedback is very good once a student reaches out to the Lecturer on an individual basis.</p> <p><b>Response/Action:</b> as the Reps were unable to specify which information is released late/which module(s) were affected, HoD asked if they could let him know if they are made aware.</p>	19/11/2024	N/A	N/A	N/A	No action required unless further info provided
4	<p><b>* 1<sup>st</sup> Year</b>- more detailed feedback (not just score) after a test or assignment marked</p> <p><b>Response/Action:</b> Students are encouraged to review and discuss tests with lecturers during office hours. Office hours are under used and we value students coming to them. Course reps are invited to consider how use of office hours can be encouraged</p>	19/11/2024	Course Reps	Before next SSAM		Ongoing
6	<p><b>* 1<sup>st</sup> Year</b> - Lecture notes to be posted before the lectures.</p> <p><b>Response/Action:</b> While this is generally done, it is not always possible to post them in advance as content is adapted to even during class. But please do advise the HoD if there are instances of lecture notes not appearing in reasonable time after the lecture.</p>	19/11/2024	N/A	N/A	N/A	No action required unless further info provided
7	<p><b>2<sup>nd</sup> Year</b> - Can office hours to be held the morning of the day of the in-class tests?</p> <p><b>Response/Action:</b> Suggested the day before might be a better option but not possible to change for 2024/25 as timetables already set but will consider for 2025/26.</p>	19/11/2024	Education Lead	Before next SSAM	Nov 24	Staff to run office hours before tests where practical.
8	<p><b>2<sup>nd</sup> Year</b> - Students would like definition questions in exams only, currently they are also included in the in-class tests.</p>	19/11/2024	HoD	Jan 25		No action required

	<p><b>Response/Action:</b> Memorizing select definitions is an important skill in mathematics. Of course this should not be excessive. As part of exam checking process authors will check what level of memorisation is required.</p>					
9	<p><b>2nd Year</b> - Can students have multiple sets of practice problem sheets covering the same question type but with different numerical problems?</p> <p><b>1st Year</b> - more problems and model solutions to be posted for students to view.</p> <p>Can students have access to a question bank with solutions to aid revision?</p> <p><b>Response/Action:</b> a question bank would not help students think for themselves, if students require further help, they should be using staff office hours or accessing past exam papers.</p>	19/11/2024	N/A	N/A	N/A	No action required
11	<p><b>* MT2320 Probability Theory</b></p> <p>Can the lecture notes and exercise sheets be provided in PDF form as difficult to view word documents on mobile phone.</p> <p>Cheating reported by students, during tests. Facilitated by cramped seating arrangements, tables not staggered and students at back being less visible to invigilators.</p> <p><b>Response/Action:</b> Pdf versions of notes will be made available. An additional invigilator will sit in future quizzes. Thank you for alerting us.</p>	19/11/2024	HoD	Nov 24	Nov 24	<p>Pdf notes were made available as soon as this was raised.</p> <p>There was an additional invigilator at the remaining class tests.</p> <p>All staff have been alerted to the claims.</p>
12	<p><b>* MT2500 Scientific programming</b></p> <p>More detailed summaries required.</p>	19/11/2024	Student reps	Before next SSAM		[HoD note 17/4/25: reps did not provide further

	<p>Concerns about inconsistent marking in the interview component of the employability assessment. Perceived as unfair advantage/disadvantage depending on the tutor, leading to lenient or stricter grading.</p> <p><b>Response/Action:</b> This is concerning. Can you please advise the HoD of the details so he can look into it.</p>					detail so unable to follow-up]
13	<p><b>* MT2900 Complex analysis</b></p> <p>Request to include past exam questions in problem sheets rather than only formative sets or practice problems with questions sourced from previous problem sheets or group work.</p> <p>Request to clarify the use of the exam formula sheet in advance and specify if none will be provided.</p> <p><b>Response/Action:</b> It's useful to turn this around - you'll spot that exams are prepared based upon the questions that have been seen in problem sets. Past paper question are best saved for the revision stage as you can only test your understanding with them in an effective way once.</p>	19/11/2024	N/A	N/A	N/A	No action required
14	<p><b>* MT2720 Ordinary Differential Equations and Fourier Analysis</b></p> <p>Hard to tell which section(s) have been covered if student misses a lecture. Can an audio recording be provided?</p> <p>Difficult to read the board in Queens Lecture Theatre (Friday sessions), can a visualiser be used?</p> <p><b>Response/Action:</b> Although easily resolved, unfortunately the issue has been brought to our attention too late to act on this year. We would have been very happy to resolve this. Students are encouraged to alert the lecturer (or HoD if they want anonymity) of issues like this as soon as possible. Issues like this are easily resolved if we are aware of them. Can student reps encourage people to alert staff of any such issue please.</p>	19/11/2024	N/A	N/A	N/A	No action.

15	<p>Students anxious about attending office hours on own, as unfamiliar with the lecturer(s), having had very little previous contact with them other than during formal lectures. Suggested that more Student/Staff events during the year would help.</p> <p><b>Response/Action:</b> Students can attend office hours with a friend or in a small group. Reps asked to spread the word.</p> <p>KB (CeDAS) asked how students would find asking for help from students in the years above? For this to work would need stronger students from upper years to volunteer their help (good on CV). Could trial in spring term, if Dept agrees.</p>	19/11/2024	Student Reps to contact KB			
16	<p>Concerns about the spread of exam dates.</p> <p><b>Response/Action:</b> The Department has no influence over the setting of the exam timetable. This is University lead process.</p>	19/11/2024	N/A	N/A	N/A	No action required
17	<p>3<sup>rd</sup> year students are allowed cheat sheets/notes during in-class tests, can 1<sup>st</sup> and 2<sup>nd</sup> year students be granted the same privilege?</p> <p><b>Response/Action:</b> if this was allowed then the tests would be made more challenging so no real benefit to be gained.</p>	19/11/2024	N/A	N/A	N/A	No action required
18	<p>MT1940 Real Analysis- On a Friday there is a 3 hour gap between the 1<sup>st</sup> and last lecture of the day</p> <p><b>Response/Action:</b> JB Responded that this is a central timetabling issue and often, particularly with joint degrees, there needs to be a compromise and this was the best solution</p>	11/02/2025	Central Timetabling	N/A	N/A	No Action Required
19	MT2500 Scientific Programming employability assignment, they were marked by different people with a lot of people getting lower marks for	11/02/2025	MT2500 Module Leader	N/A	N/A	complete



	<p>the second assignment than the first. By having different markers and sometimes no or little feedback difficult to know what to improve.</p> <p><b>Response/Action:</b> The same mark scheme is followed by the markers. Issues are best resolved by addressing them with the markers at the time of the issue and they can look at making improvements, if need. This will be discussed with the module coordinator to determine if any improvements are necessary.</p>					
20	<p>Lecture Recordings not being consistently done. Pre-recorded videos are no longer done. This makes it difficult if you have been off ill to catch up if you do not have anyone you can ask for their notes.</p> <p><b>Response/Action:</b> The form of lecture recordings depends on the equipment that is available in the lecture room and on the lecturer's teaching style. In some cases, it will be an audio recording. Pre-recorded videos are not part of the department's teaching model.</p>	11/02/2025	N/A	N/A	N/A	No Action Required

**Use** the table on the next page to make note of anything of importance, in addition to the actions above, that don't require an action.

	Notes
Meeting 1	<p><b>HoD Update</b></p> <p>Thanked Students for attending and being Course Reps. Reminded them that whilst their feedback during the SSAMs is valuable they can also feedback at other times throughout the year, no need to wait for the next SSAM. Department will aim to resolve problems/alleviate concerns as quickly as possible (sometimes during the meeting) but certainly where possible before the next meeting. A good example would be - hard to see the Board in a lecture room, this could have been reported as soon as it became an issue.</p> <p>Do not forget about the pigeonhole on-line suggestion box which can be completed anonymously.</p> <p>Prof Martin Widmer leaving end Dec.</p> <p>Pizza with Profs – 3<sup>rd</sup> Dec @ 12:30pm to 1:30pm in Tolansky 118. Invite to be sent closer to the time.</p> <p>The Coulter McDowell Lecture took place on 14<sup>th</sup> Nov. Despite this being a fun talk it was poorly attended by undergraduate students. Would welcome student ideas on how to encourage more undergraduate students to attend lectures such as this.</p> <p>Explained the new ECs policy and how it will work in terms of the deadline to submit a request for ECs to be considered, for individual assessments. For each module, the ECs submission deadline, for all the assessments in a portfolio of assessments or which are part of a continuous assessment, will be 10 working days after the submission deadline of the last assessment set in that portfolio or continuous assessment. This means the deadline may be different for each module. Students need to specify which assessment(s) within the portfolio/continuous assessment piece were affected and when it/they were due (free format box). Students directed to the relevant pages on the Student Intranet for further information.</p> <p>Will publish dates of remaining SSAM meetings on the Department Moodle page as soon as they are agreed.</p>

Student Union (Education) has reported that a lot of talking happens at the end of the in-class tests and at a time when some students (with extra time) are still taking the test. Not clear which module this relates to but will enquire further. In the meantime, if students hear anything else about this, please let the Department know but in general Dept will tighten up the process.

Student asked, via the Pigeonhole, for longer quizzes (currently 30 min duration) however at this current time and for 2024/25 this is not possible because the quizzes take place during the timetabled lecture slots.

All students are welcome to attend the weekly Maths seminar talks (Weds @ 2pm). Not all the seminars are widely advertised to UG students as sometimes the mathematics in them can be quite fierce however the Department will advertise those that would be beneficial for UG students to attend.

### **Student Feedback**

Meeting overran and so not all student feedback discussed during the SSAM. Reps instead emailed in the feedback for inclusion in the Action Log and notes. Same applies for Library update.

**1<sup>st</sup> year students** - rated the quality of teaching & assessment as 8/10, quality of feedback between 5/10 – 9/10, the quality of support from staff as 7/10 and communications to students as 6/10.

**2<sup>nd</sup> year students** – feedback was from a sample of approx. 30 single and joint honours students.

**Final Year students** - no specific feedback provided during or after the SSAM.

### **Library Update**

Christmas closure: 23<sup>rd</sup> December to 1<sup>st</sup> January.

Opening hours for the Spring and Summer terms will be advised in the student newsletter, due out 24<sup>th</sup> November, and on the intranet.

Summary of these year's opening hours below.

Period	Start date	End date	Opening hours
Autumn term	23-Sep-24	13-Dec-24	8am-12am
Pre- winter vacation	14-Dec-24	22-Dec-24	8am-12am
Winter vacation	23-Dec-24	01-Jan-25	Closed
Pre- Spring term	02-Jan-25	12-Jan-25	8am-12am
Spring term	13-Jan-25	28-Mar-25	8am-12am
Pre-spring vacation	29-Mar-25	04-Apr-25	24 hours
Spring vacation	05-Apr-25	27-Apr-25	8am-12am
Pre-Summer term	28-Apr-25	04-May-25	24 hours
Summer term	05-May-25	31-May-25	24 hours
Summer vacation	01-Jun-25	31-Jul-25	8am-12am

There are 24/7 spaces all year around in Founder's Reading Room, PC Lab 1 in the Computer Centre

Next drop-in referencing support: Tuesday 3<sup>rd</sup> December, 10:00 – 12:00, library entrance. Here to help with any queries about referencing accurately and using referencing tools.

**Meeting 2**    **Academic Staff Update (Teo Sharia)**

- Apologies from Maths HoD for being able to attend as away at a conference and will check the Action Log when he returns.
- Member of the Maths academic team Martin Widmer has left RHUL over Christmas break and his personal tutees have been reassigned between other Maths academics.
- Thanks, you to those students who have already engaged in the National Student Survey (NSS) which is still open
- Thank you to those students that have raised feedback directly with Prof. Iain Moffatt through email, you do not need to wait until the SSAM to provide feedback for any immediate issues.

#### **Academic Rep Update**

- Please see the Action Log above for outstanding Action points from the Academic Reps

#### **EDI Update**

- Thank you to Francisca Motafurtado who was EDI Lead last term whilst Simon Blackburn was on Sabbatical.
- Moving forward please feel free to email [Simon.Blackburn@rhul.ac.uk](mailto:Simon.Blackburn@rhul.ac.uk) with any EDI related issues for Maths or Iain Moffat as the HoD is also contactable if you prefer at: [Iain.Moffatt@rhul.ac.uk](mailto:Iain.Moffatt@rhul.ac.uk)
- Vice Dean of EDI provided a PowerPoint EDI update which can be found on the MS Team channel here: [Term 2 EDI Update](#)
- Was discussed that a Departmental EDI Award would be better than a school award marking it more personal, which will take back to the panel.
- As EDI Lead working on two things:
  1. Setting up an EDI email distribution to Maths staff, PhD students and Post Docs which will have articles with an EDI slant to do with teaching. If students are interested in being added to this email they are welcome by emailing their request to Simon.
  2. Accessibility- to find a file format produced from LaTeX that is both flexible and accessible, and is currently investigating good solutions for producing HTML as well as pdf easily from LaTeX.

#### **Library Update**

- Opening hours of the library are as follows:  
 Currently open 0800 until Midnight  
 The week of the 29<sup>th</sup> March will be open 24hours (before Easter Break)  
 Will then move back to 0800 until Midnight.  
 During exam period 28<sup>th</sup> April-13<sup>th</sup> June will be open 24 hours  
 Founders Reading Room is always open 24 hours

	<p><b>CeDAS Update</b></p> <ul style="list-style-type: none"> <li>➤ Maths Café (Drop-Ins before exams) have been running the last 4 years. James McKee has volunteered to help again this year answer students' questions. It will run from approx. the 01<sup>st</sup> -16<sup>th</sup> May between 1100-1400. Asked if there was a demand for any more lecturers. <ul style="list-style-type: none"> <li>• It was suggested to have term 1 teaching lecturers at the Maths Café if they were available and wanted to volunteer their time.</li> </ul> </li> </ul> <p>The academic team still arrange revision sessions separate to this for their individual modules which they teach. Lecturers will also be available during their office hours to answer exam questions.</p> <p><b>AOB</b></p> <ul style="list-style-type: none"> <li>➤ Please encourage student in your cohorts to log their attendance. Attendance which falls below 70% in EPMS is automatically flagged and you may receive a warning or engagement reminder as a result. You have 15 minutes before the lecture and half an hour after to log your attendance.</li> <li>➤ Reminder to all to have a review of the Term 1 Actions and action anything that you are responsible for as prior to the meeting there were still outstanding Actions.</li> </ul>
<b>Meeting 3</b>	
<b>Meeting 4</b>	
<b>Meeting 5</b>	
<b>Meeting 6</b>	