



Date: 8 February
Time: 15:00 – 17:00
Venue: Room 313, One Pool Street and MS Teams

UCL East Student Forum

Minutes

Chair: Deniz Akinci, Union Affairs Officer

Attendees:
Akis Kodosakis, UCL Library Assistant Manager
Bal Dhingra, UCL East Manager
Dania Posso Hernandez, UCL East Student Officer
Deniz Akinci, Union Affairs Officer, Chair
Guy Stepney, Head of Marketing & Communications
Helen Fisher, Operations Lead
Igbo Wekpe, UCL East Library Manager
Jeff Saddington-Wiltshire, Representation and Democracy Manager, Minutes
Jayne Flowers, UCL East Volunteering Coordinator
Katherine Fletcher, Senior Academic Planning Co-ordinator
Peter Kanyike, UCL East Student Officer
Rob Webb, Director of Business Partnering in Information Services
Zhongxian Wang, One Pool Street Hall Rep

1. Preliminary Matters - Welcome and Introductions

Deniz Akinci (DA) welcomes attendees to the meeting.

2. Accommodation Issues - Louie Jacobs

Louie Jacobs (LJ) highlighted that a third party has been employed to conduct a full report and audit of accommodation issues, namely heating and hot water. This includes the introduction of an automated BMS System to detect any issues with heating and hot water. There have been reports of a lack of hot water on Floor 15 over the past couple of days, in the future, the BMS system will pick this up.

To receive compensation for accommodation issues, students need to add their banking details to their Portico profile to ensure that payments are processed.

Rob Webb (RW) also highlighted that following feedback from the previous forum, wi-fi blackspots have been addressed with a survey to be released shortly. RW mentioned that any issues relating to wi-fi should be logged with the IT Service Desk.

3. Feedback from Student Officers and Representatives

Laundry issues within Tower One have persisted since November.

Action: LJ to inform the UCL East Officers once this has been resolved.

Dania Hernandez (DH) highlighted that there have been issues with cleaners whereby standards have dropped, rudeness and also furniture being cleaned and not returned to the place it was before.

Action: LJ to remind Cleaners that furniture should be returned to where it was previously.

Helen Fisher (HF) explained that a batch of compensation payments were processed before Christmas.

Action: LJ to liaise with Sarah West to check when the next batch will be processed.

It was reported that bins are being incorrectly separated. LJ and HF explained that there has been an improvement in waste separation with further information included in Welcome packs, letters and talks for the next academic year.

Peter Kanyike (PK) also suggested that that prices in the Café were expensive, particularly compared to the Bloomsbury Campus.

Action: HF to feed this back to the contractors.

Action: PK to identify if there are any items which are particularly expensive.

For students events, there needs to be a named staff contact for risk assessment purposes. In some instances, it could be Bal Dhingra (BD) as part of their role.

Action: BD to liaise with Hannah Slater regarding film screenings.

4. Staff Updates

HF provided an update based on feedback from the previous forum.

There are plans to introduce notice boards by the Café. The boards will need to be fireproof and glass covered but could be shared with the Students' Union.

Igbo Wekpe (IW) advised that the library will be open between 09:00 and 21:00 during weekdays and 10:00 to 18:00 on Saturday. This will include bank holidays but not UCL closure days. The aim is to have this arrangement in place by the end of February.

From 21 February for will be a room available each weekday until the end of term for students to have lunch, Classroom 211 and the Ground Floor Art Studio are the chosen locations. A similar service will be provided during the summer.

HF mentioned that the Café have been told that they can provide free hot water even if a student is not purchasing anything.

Action: HF to double-check with the Contractors to ensure that this is happening.

Following a survey after Christmas, 85% of respondents said that a library laptop loan scheme would be useful. The service will be available towards the end of February, once logistic issues have been resolved.

Over the Easter period, Room 313 (Teaching Space 5) will be converted in to a PC cluster room.

HF confirmed that SU Officers and Union staff can utilise the sofas if they wish to work.

However, this space needs to be booked via Sam Wilkinson.

HF also confirmed that microwaves cannot be installed in One Pool Street; however, BD explained that the Last Drop Café will have four microwaves installed and available for usage between 12:00 and 14:00 during weekdays.

5. Union Updates

BD has just started their role and one of his main priorities is to ensure that students have access to services and events. BD will also be working with the Union's Marketing Team regarding a UCL East newsletter.

Jeff Saddington-Wiltshire (JSW) highlighted that the team will be working on an Academic Experience Survey with support from DH.

Jayne Flowers (JF) has begun the process to encourage charitable organisations to organise events at UCL East. JF is also running their own workshops to encourage students to engage with volunteering.

Guy Stepney (GS) explained that the Union Shop is now open until 20:00 every day as a trial for February.

6. Compensation

DA highlighted that the compensation offered to students so far does not negate the serious heating and hot water issues.

Action: LJ to speak to the directors and provide a full update about the process.

7. AOB

PK was concerned that Marshgate may have similar teething issues with regards to space, events and accommodation.

HF explained that Marshgate is a much larger site with more specialist facilities including canteens, desks and microwaves.