

**Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Belfast on Thursday, 15<sup>th</sup> March 2012**

**In attendance**

Stuart Cannell	Site Vice President, Belfast, Students Union
Marion Khorshidian	Campus Library Manager Belfast
Mark Millar	Reprographics Manager
Laura Mills	Campus Library Manager Jordanstown
Craig Shilliday	ICT Customer Services
Emma Thompson	Site Vice President, Jordanstown, Students Union

**Apologies**

Claire Flanagan	SU President
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MK welcomed representatives to the second meeting of the academic year. A change to the running order was agreed so that matters raised by SU Officers could be discussed first.

**1. Matters raised by Students Union Officers**

**Belfast**

SC circulated some comments raised by students on the Belfast campus. Most comments related to problems with printing and to Wi-Fi provision.

MM acknowledged the difficulty that students were having and reported that some of the problems are due to ageing equipment. The tender for a new fleet of multi-function devices (MFDs) is in progress so new machines will be delivered in June or July 2012. These will all be colour-enabled and have a facility for Wi-Fi printing. A marketing campaign is planned from May 2012 to inform students about the new fleet. SC asked if summer 2012 was a realistic date for implementation and MM explained that the contract for existing equipment expires in the summer so the new fleet has to be introduced then. It is hoped that the 'follow-me' printing and cashless payment systems will be introduced by September 2012 also. The cashless payment system will operate using student ID cards and ET asked how students could put credit on their cards. MM explained that there will be online systems using PayPal and debit cards. SC asked if premium-quality printing and large-format printing would be available. MM reported that these will be considered as part of ongoing discussions about the Greater Belfast Development.

In relation to Wi-Fi problems, CS reported that network colleagues had been investigating these for several weeks. Some of the access points were too close together and caused signal overlap so have been removed. This has improved Wi-Fi connectivity in the areas previously affected. Between Aug 2011 and Feb 2012, on four occasions a bug affected some Wi-Fi provision in Jordanstown and Belfast so an upgrade will be done to resolve this issue. Connections to Wi-Fi have increased dramatically since December 2011 and may be due to the increased use of Wi-Fi enabled smart phones and other mobile devices, which 'reserve' a Wi-Fi connection even if not in active use. A short term workaround would be that staff and students turn Wi-Fi off on smart-phone and mobile devices whilst on campus and not needing a Wi-Fi connection. However, this is recognised as difficult to communicate to users and the advice would be unlikely to be followed to the extent required. As a priority resolution, a NAT (Network Address Translation) system will shortly be put in place to significantly increase Wi-Fi capacity.

SC asked if Wi-Fi could be improved in the Orpheus Building (Block 81). CS will enquire about this and report back. [update following the meeting: *the Network Team have advised that while the WLAN is not designed to be "global access" across the entire BT campus, they will investigate the possibility of increasing the coverage there.*]

SC reported that the reporting mechanism for fault-reporting in the open-access computing area on Level D of Block 82 was unclear. MK replied that discussions are taking place with IT colleagues to improve signage and guidelines for this area.

Finance & Information Services Department  
Library

In relation to Macs being decommissioned as part of the refresh cycle, SC asked if students could buy the Macs that were being taken out of service. MM suggested that SC contact the University sustainability manager, Adrian Davis ([aj.davis1@ulster.ac.uk](mailto:aj.davis1@ulster.ac.uk)) to discuss the possibility.

Jordanstown

ET reported that some students said that there were insufficient copies of core texts available in the library, especially books which were too expensive for students to buy themselves. LM replied that in some cases core texts are available as e-books but if this is not an option, students should contact the subject librarian for their Faculty to see if additional copies of the books could be purchased. A list of subject librarians is available at: <http://library.ulster.ac.uk/contact/#subject>

## 2. Library Services

MK reported that there had been some difficulties with a final year student last summer who was unable to graduate because books were not returned. One of the points made was that no-one had mentioned this when tickets for the ceremony were being purchased. This is because tickets are sold in February and the library does not send letters to students until May. To prevent the same thing happening this year, MK asked SC and ET to remind final year students to clear any fines outstanding and return books as soon as they've finished with them.

MK thanked the SU reps for posting library information on the Union Facebook page.

## 3. ICT Services

CS reported that the Belfast ICT Campus Manager, Eric Courtney, had retired and that the Jordanstown Manager, Ann McSherry, would be responsible for ICT at Belfast until further notice. MK added that it was important to report ICT problems to the servicedesk so that Ann could assess the support required. It was noted that some problems could be resolved remotely by colleagues on other campuses.

CS reported on the possible closure of at least one ISD computer lab in Jordanstown. Following a review of usage, figures suggest that some labs are used for as little as 5% of the time, which is not sustainable. CS added that Ann McSherry would contact SU reps to discuss this further. LM asked if the 24 hour lab in Jordanstown would remain, CS replied that it should not be affected.

ET commented that students don't remember that the labs are available to them so perhaps advertising is needed. LM replied that flyers are handed out in Jordanstown library and students are reminded about the labs but that most prefer to use the library because help is also available.

In relation to printing, MK mentioned that there are helpful FAQs on the ICTCS website. Some students at Belfast had used these prior to printing dissertations in December and reported that there were some useful guidelines to follow. The link to the FAQs is: <http://www.ulster.ac.uk/isd/itus/printing/faq.htm>

ET mentioned that the SU is developing a 'virtual union' with tailored content for students. CS suggested that the revised 'student experience' webpages would be useful as a starting point. These are available at: <http://www.ulster.ac.uk/isd/student/experience/>

## 4. Reprographics

topics covered under point 1 above.

## 5. Health & Safety issues

no items to report.

MK thanked everyone for participating in the meeting and as this is SC's last meeting, wished him success in the future. The next meeting will be held in Jordanstown in November, LM will circulate details nearer the time.

Marion Khorshidian  
Campus Library Manager, Belfast  
15/3/12