

Question	Answer (if answered in session, write answered)
<p>Is the University planning to address the issues with students finding private accommodation in the city? Napier is 'home of the difference makers' and many students are coming from across the UK and abroad to study, in Edinburgh specifically, but cannot find a 'home' of their own in the city. I'm not saying this is Napier's fault, but it would be reassuring to know if the University is planning to address this with the council and other HEI in the region.</p>	<p>We are working to address the student accommodation issues in Edinburgh in discussion with the other Edinburgh Universities and College, exploring how we can support students. We have updated the information we provide to international students, to make the situation clearer. Property &amp; Facilities colleagues are in discussion with private providers to explore potential actions.</p> <p>We offer an advisory service facilitated by our Student Accommodation Team for our returning and postgraduate students. This service provides our students with information on the housing market both for HMO properties managed through local agencies, and private purpose-built accommodation suppliers (PBSA).</p> <p>We recognise that sourcing private sector accommodation in Edinburgh can be challenging, especially when students are looking for housing simultaneously. To address this, we have arranged an additional 80 beds from private providers for Trimester 1 in addition to our own student accommodation, and we are already sourcing accommodation for Trimester Two from a local private provider to support our returners and international students joining us in January 2023.</p> <p>Our Team is in regular contact with other HEIs and other stakeholders looking at potential solutions for this ongoing issue.</p>
<p>Is there any mentoring scheme for staff to support Widening Participation students? I know other Universities have this in place.</p>	<p><b>THIS ONLY ADDRESSES EMPLOYABILITY CAREERS – INPUT ON WHAT SUPPORT WE PROVIDE TO SETTLE IN TO UNIVERSITY and ...</b></p> <p>At present we do not have a mentoring scheme in operation, however we are exploring options around employability support and development in the near future, to run alongside the extensive career development workshops, personal coaching sessions already offered by our Careers and Development team and the number of other support networks Student Futures offer.</p>

<p>Is the "enterprise" career pathway dead?</p>	<p>Answered in session. Note: We are doing work to look at merging the research and enterprise academic career pathways. We have had very few applications on the enterprise pathway over the last seven years.</p>
<p>Can the University buy all staff a bus pass for year? Get us moving in a greener way and help us with the cost-of-living crisis.</p>	<p>We are not in a position to do this, but have offered other support for staff with cost of living crisis.</p> <p>Some transport providers offer discounted travel if you buy a season ticket and colleagues can apply for a Travel Season Tickets Loans, to help purchase a season ticket with a monthly deduction taken direct from salary. The application for can be found on the <a href="#">intranet</a>.</p>
<p>Given the rise in income, are there plans to put some of that towards pay to help support staff with 9.9% inflation and the cost of living crisis?</p>	<p>We understand the challenges of the costs of living crisis for our staff.</p> <p>ENU made an offer to our recognised trade unions in September, which included a non-consolidated payment of £1500 and free breakfast to help alleviate some of the challenges colleagues face amidst the current economic climate. This was in addition to the 3% pay award to the majority of our staff with lower grades receiving up to 7%.</p> <p>Regrettably, we did not reach agreement on the offer, however, we are meeting regularly with our trade union partners to continue dialogue on whether we can reach a mutually agreeable outcome.</p>
<p>Can I move my server onto an Edinburgh tram, so it will (maybe) remain connected?</p>	<p>You're invited to contact Claire Taylor (IS) to discuss.</p>
<p>I saw the target figure for 22-23, but could you tell us more about how exactly Napier plans to reduce its carbon footprint?</p>	<p>Answered in session.</p>
<p>It would be great to see the University working on sustainability by introducing electric car charge points at the campuses for Staff and Students. The need for these is only going to get greater as more people switch to electric.</p>	<p>We have progressed diligence with ECV providers, and we have a project in flight with the aim to install ECV points across our campuses.</p>
<p>How long will it be that, given inflation, in real terms staff will be taking pay cuts year on year?</p>	<p>Answered in session</p>
<p>Our website is very unfriendly to find the staff and get their details. It will be good to have a new look to the website with school webpages having more focus on the research.</p>	<p>We are always looking at the UX and SEO of our website, this year we have invested in the team that drive that optimisation and made a number of significant improvements, including our accessibility. We have also invested in our School's marketing and communications</p>

	support - a benefit of which is the webpages built to support the School's newly introduced Research Centres. We also work closely with our communications colleagues in RIE to enhance our research and innovation promotion and reputation.
Can we have an update on the planned EV Charge points at each campus and whether these will be free to use.	We have a project in flight with the aim to install ECV points across all our campuses. Whilst a decision is still to be made, it is unlikely that these points will be free of charge.
Does the university have an official stance on the constitutional question?	Answered in session.
As a newly appointed international faculty, I want to point out that accommodation support is also needed for newly appointed faculty coming from abroad, not only students. It has been very stressful and challenging for me to move here and get affordable accommodation in a timely manner. Thank you!	Thank you for sharing your experience our Recruitment Team are looking at what support we can offer to colleagues joining the University.
Have we lost the link between programmes and their administrator? The "admin" emails are getting bigger and I see only the PL is the link person on the Moodle interface. Plus, many students say the "iPoint told me to go see my Programme Leader". Why? 95% of the Questions are for the Programme Administrator. This is not adding any value and good use of academic time.	<p>All programmes still have a dedicated programme administrator based in their School Office (also known as the Programme Administration and Student Support (PASS) Team).</p> <p>Some academic colleagues have noted that we are using an increased number of generic email addresses (e.g. <a href="mailto:saci@napier.ac.uk">saci@napier.ac.uk</a>, <a href="mailto:tbsquality@napier.ac.uk">tbsquality@napier.ac.uk</a> and many others) because, as with many professional services, staff movement (often to promoted posts within the University) means that the use of these emails helps ensure resilience/continuity of support. This does not mean that there is not a named administrator.</p> <p>We are always looking for ways to ensure that admin tasks are picked up by administrators and would welcome feedback from programme leaders on areas that we can provide additional support.</p> <p>We will ensure we remind the iPoint staff to refer to the School Offices (although think that most of them do) as there are staffing issues which have resulted in us needing to use temporary staff at a couple of the iPoints</p>
Is part of the continuation problem perhaps continually driving up student recruitment numbers, meaning staff are dealing with larger PDTs and less able to identify disengagement.	We understand that many students who are considering dropping out or who are struggling to engage with their course may have many complex challenges in their lives. We have good

<p>On top of 2 years of the Covid 19 and less personable teaching.</p>	<p>student counselling and wellbeing support, and we are also looking at further investment to support academic study skills. We acknowledge the additional work for staff who are there to support academic vs personal difficulties –so it would be helpful to understand what we can do to help here – e.g. in terms of better signposting or extra provision.</p> <p>With regards to student numbers – as a consequence of significant student drop out this year, we need to make up the students (Scottish domiciled) numbers we have lost from our population – although this does not represent and increase beyond our target (this has been the same for the last ten years and is controlled by the Scottish Funding Council).</p> <p>As we recruit more International students additional roles are being budgeted in Schools to cover the increased workload. However we have experienced difficulty in recruiting new colleagues to fill those roles but we will continue with staff recruitment until all vacancies are filled.</p>
<p>Is there any update on the union discussions as the last email update felt a little like a 'look at what you could have won' update...</p>	<p>We met with our Trade Union partners on the 28<sup>th</sup> September and 5<sup>th</sup> October to continue discussions in partnership on whether we can achieve a mutually agreeable and affordable solution to the current pay dispute. During these discussions, we reviewed the budget and undertook some provisional scoping work which is currently on-going.</p> <p>A further meeting is scheduled to take place on the 14<sup>th</sup> October.</p>
<p>Is there any update on the hybrid working trial, have any changes been made or are we still on for an overall review at the end of the year?</p>	<p>Answered in session</p>
<p>Do we / could we undertake 'exit' interviews with students so we can gather information on the reasons for leaving ENU, which could inform our retention strategy or provide insights to support recruitment figures?</p>	<p>Students are asked to complete exit interviews, however the data that is captured is very generic and many of our students do not let us know they are leaving.</p> <p>This is something that we will look at again as we explore how to address student retention issues. The university has a 'Keep on Track' service and we will do more to ensure that students use this service as they think about</p>

	leaving, to ensure they get good advice and we capture student insights.
Are we conducting any research into feedback from students on what they would like to see from the university in terms of support etc. during term time, especially from new students who started just last month? (expectation vs reality can be a real issue)	<p>University senior management meets regularly with the ENSA sabbatical officers/Chief Executive to consider feedback from the student community. Various professional services also conduct surveys and act upon the feedback they receive from students. NSS, PTES and PRES are also good sources of helpful and constructive feedback, which help inform service planning and delivery. Module evaluation questionnaires will also help identify student needs.</p> <p>In SCEBE we are aiming to conduct such research, to understand better our students and their needs.</p> <p>Module evaluation questionnaires will also help identify student needs.</p>
With the increase in PG numbers, who is going to do all the dissertation marking (a bottleneck)?	Deans will continue to review and manage resources to support this need as far as possible using the variety of different options available for securing the right expertise, recognising that there remain recruitment challenges in some subject areas.
Could time also be spent with professional services departments on their external website development/improvements?	We are looking at ways to improve the user experience on our external website and that work is in progress. The staff intranet is the home to our professional services webpages, which are owned, edited and managed by each department. IS and Marketing will be reviewing our intranet pages and more details on the outcomes of that review will follow.
When the lump sum payment was proposed as part of the rejected offer, what consideration was given to the potential negative impact such a lump sum would have on low paid staff in receipt of benefits?	Consideration was given to the impact a lump sum payment may have on staff for a variety of reasons and circumstances and therefore we agreed to offer staff the ability to choose whether they wished to receive the proposed payment in a lump sum or in monthly instalments.
Over the past week, it looks like many UK universities are doing things for students in terms of cost of living help. What are we doing to help them?	There is a lot of good material in the sector now offering ways in which universities can assist with the cost-of-living crisis. This was recently reviewed by a small working group and all SLT members have now been asked to consider what steps they can take in their areas of operation that would make a difference e.g. reviewing library related fees, reviewing the

	cost of meals. We will communicate more on this in the coming months
is there any correlation between larger cohorts and drop-outs? Does it break down by school? I.e. - any additional insight beyond the topline figure reported.	There are a number of different lenses you can apply but all the data is available to view in Cognos if you are keen to look at a particular subject/school/cohort.
Some institutions are providing free breakfast (porridge and toast) and lunch (soup) - is there a plan to introduce this for students (and possibly staff) to help with the cost of living crisis	<p>In the offer made to our recognised Trade Unions in September, it included the provision of free breakfast for staff to assist with cost-of-living challenges. Discussions are currently on-going with our trade union partners and this aspect will be considered as part of those discussions.</p> <p>Free breakfasts are now being offered to students across our three campuses.</p>
Other Universities have made offers outwith the national offer. Why has Napier decided not to do this?	<p>ENU made an offer to our recognised trade unions in September with a view to ending the current dispute on the national pay outcome.</p> <p>Regrettably, we did not reach agreement on the offer, however, we are meeting regularly with our trade union partners to continue dialogue on whether we can reach a mutually agreeable outcome at ENU.</p>
Any plans for SFC financial clawback as well as flat cash settlements in light of <a href="#">recruitment</a> figures?	Whilst there is a risk of a financial clawback on the teaching grant linked to under-recruitment of SFC numbers, we continue to have positive dialogue with the SFC to help explain the context and challenges surrounding this. We believe this to also impact the wider sector and hopefully we can avoid any material financial implications.
Is there a plan to open applications for permits on campus? We have had a number of new starts join us and with a move to return to campus it would make the journey easier to park on campus where public transport is not possible.	<p>The car parking strategy is currently under review and permits are currently on hold. A Staff and Student Travel Survey will launch on Monday 17<sup>th</sup> October.</p> <ul style="list-style-type: none"> <li>• The survey will be open for four weeks.</li> <li>• All staff and students are encouraged to participate.</li> <li>• The information gleaned will be used to inform: <ul style="list-style-type: none"> <li>○ Travel Plan. The Plan will cover all modes of travel and all University buildings.</li> <li>○ Parking Policy. An updated Plan will be agreed by the end of December 2022.</li> </ul> </li> </ul>

<p>Any plans on how to respond if we lose SFC-funded places? And the associated loss of income through the main teaching grant?</p>	<p>As explained above, whilst there is a risk of a financial clawback on the teaching grant linked to under-recruitment of SFC numbers, we continue to have positive dialogue with the SFC to help explain the context and challenges surrounding this. We believe this to also impact the wider sector and hopefully we can avoid any material financial implications and look to rebuild and indeed grow our provision in strategic areas.</p>
<p>Considering how different each league table is, are there any plans on focusing on a specific one and improving on the measures used by them?</p>	<p>If we continue to improve and deliver a great student experience, research outcomes, employability, continuation rates, and invest in our staff and facilities, then our league table rankings will improve. Our University strategy is designed to achieve the transformational actions necessary to achieve these things and deliver the targets measured by the University KPI's. Our focus will always be on delivering our university strategy which will in turn improve our league table rankings.</p>
<p>I've noticed that new cars for local garages are being delivered to the car park at Sighthill. Is this impacting the waitlist for parking permits?</p>	<p>This is not impacting on permits and is only for a short period. We have been monitoring spaces and availability has not been an issue for those with permits.</p>
<p>since ENU boasts the 'inclusion', when are we going to have Gender Equality Plan (GEP) in place? Not only for it is a right thing to do, but also to get any EU funds (GEPs are compulsory for ALL institutions, EU and non-EU...)</p>	<p>ENU does have a Gender Equality Plan 2021 – 2025 in place. <a href="#">Access it here</a>.</p>