

**Report from the Director of Student and Academic Services**

**Context**

This standing report updates on broad developments being managed within Student and Academic Services. Other work being managed by the Service is embedded into other reports on the agenda (e.g. Education and Student Strategy etc.)

Education and Student Committee is asked to **note** the report.

## Transformation Programme

The Transformation Programme is currently preparing to submit the business case to Finance Committee on 24<sup>th</sup> February.

The Transformation Programme consists of a series of projects that will improve the underpinning systems and processes that support the educational offer and student experience. Projects within the programme comprise:

- **Module Operations** (highlighted by Associate Deans Education)
- **Module and Programme Information** (highlighted by Associate Deans Education)
- **PG Admissions** – Will bring about consistent approaches to the processing of applications and consistent reporting and management information.
- **Management Information (MI)** - Will develop a standard approach to MI across the University. Simplified processes and clarity on who is responsible for reporting.
- **Migration to e:Vision** – Will develop standardised processes and greater automation that will improve efficiency and reduce time.
- **Standard & Variant Operating Procedures** - Will identify administrative (not academic policy) processes where there potential for standardisation to provide greater parity of experience for students and more efficient use of staff time. There will be scope within this for variations based on criteria agreed by Deans.
- **Personal Tutoring Records** – Will develop a way for personal tutors to record the occurrence of the personal tutorial. Provide tutors with access to the necessary student information to have an effective personal tutorial e.g. student grades. (highlighted by Associate Deans Education and the SU)
- **Student Portal & Communications** – Phase 2 of the Student Portal will develop a portal that acts as an information hub for students and delivers greater personalisation (highlighted by the SU).
- **Scholarships Management**
- **On-line induction timetables**

A full map of these projects and the timeline is currently under development for Finance Committee and will be available to Education and Student Committee shortly.

The programme team has been liaising with a number of stakeholders, including Associate Deans (Education) and the Students' Union (SU). The Operations Board (established through PSR2) which brings together senior professional staff from S&AS and Schools is playing a key role in drawing together the work and co-project leads between S&AS and Schools are also being proposed. There is a very close working relationship with IS as many of the benefits from the programme would be technologically enabled. On-going engagement with students and academic staff is planned for the programme and more information on this will follow subject to the approval of the business case by Finance Committee.

Lisa L'homme and Susannah Marsden have been working closely with colleagues on UET to establish the support required from them and the Deans in ensuring success of the programme. On-going support from these colleagues for the duration of the programme is critical to its success.

## **Consumer Markets Authority**

The set of terms and conditions for applicants accepting an offer and students has been completed. The drafting was overseen by a sub-group of ExCo chaired jointly by Susannah Marsden and Tim Longden and ExCo approved the final document. Much credit goes to Mark Smith in Student and Academic Services for leading the work in creating a document that has been commended by the Deans at ExCo. Work is now progressing in establishing an action plan. This comprises complex work as to how we embed applicants and students signing-up to the terms and conditions through our current processes, as well as a significant drive we will need to progress to support academic and professional staff in understanding the implications of the CMA requirements. This is particularly relevant in relation to changes to courses. Proposals will be presented to ExCo shortly.

## **PREVENT**

Lisa L'homme has coordinated the University's response to the Government Prevent Duty with which all universities are required to comply. This was approved by ExCo in January and presented to Council on 5<sup>th</sup> February. An implementation Steering Group, managed by Lisa and chaired by Professor Andrew Jones, will start meeting in early February. This will include what are likely to be some complex discussions about staff and student engagement with the duty.

## **Reasonable Adjustments**

Lisa L'homme has also coordinated work to establish an improved approach to how the University considers reasonable adjustments for disabled students. This has been approved by UET/Deans and will be disseminated.

## **Santander Placement and Internship Scheme – Careers Service**

This year's Santander Placement and Internship scheme 2016, an activity led by the Unitemps Team in Careers, was launched at an evening event at the end of January. The scheme provides our students with funded opportunities to enhance their skills and employability in small to medium-sized organisations.

## **January Examinations**

The Exams Team very successfully ran the January exams for over 23,000 candidatures. They had some particular challenges this time around in relation to sheer volume of exams to be scheduled in the allotted academic year slot and to ensure that students had sufficient breaks. The Exams Team has now also relocated into the reconfigured E212 space for several teams of Student and Academic Services, one of the benefits of the Drysdale Level 2 configuration. This is the first time in 7 years that the Exams Team has been located with the department in which it sits which should bring benefits to the team and to the integration of that work.

## **Customer Service**

Michelle Preston, Head of Student Services, has led the establishment of the Customer Service sub-group of the Operations Board to focus on creating a more consistent approach to student customer service with Schools. The group comprises colleagues from Schools and Student and Academic Services – another collaboration arising from the organisational work we progressed through PSR2.

### **External Focus and Profile**

Lisa L'homme and Shereen Sally have been chosen to as speakers at this year's AUA (Association of University Administrators) Conference in April. This is the biggest gathering of professionals in the year. Lisa will be presenting on *Leading Change in Universities - Creating a collaborative community of professional service staff for student and academic administration* which follows the work she has led following PSR2 on the establishment of the Operations Board and Transformation Programme. Shereen will be presenting on *Student Surveys – New ways of improving response rates (Shereen Sally)* following the successful approach she has led within City during the past few years.

The Vice-Chancellor has invited the Director of Student and Academic Services to make an entry for the Times Higher Leadership and Management Awards for the work the Service has led on student surveys and support for the student experience. This will be submitted in February.

Susannah Marsden  
Director, Student and Academic Services

4<sup>th</sup> February 2016