

SU Presentation: Enrolment Week Feedback

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Welcome Weeks 2018



Outline

- Welcoming Students
- Communications
- Putting students back on track
- Global Planning
- Recommendations



When it was good, it was very very good....





...but when it was bad it was...

Welcoming Students

Principle: Students should have a positive experience, that enables them to complete processes in a timely and efficient way, is fun and excites them for their year(s) of study ahead.

The Challenges

- Students NOT 'welcomed' in a traditional CS way
- Lots of queues (both indoors & out)
- Hot / no water
- no seating / lots of standing still whilst queuing.



The SU was key to ensuring a 'Welcome' happened, troubleshooting difficulties and managing the journey post enrolment, *and celebrating the start of their journey.*

Communications

(the way we *all* communicate, not just a Dept)

Communications

Our Principle: Communications to new starters should be timely, concise, accurate and accessible.

The challenges

- **Pre-arrival patchy, inconsistent messaging & quality, curated both locally and centrally.**
 - Demographic issues. i.e. Parents/Carers//Workers
 - +/- Academics ability to email new students.
- **Significant numbers of Students did not know where or when their induction was, which created higher levels of anxiety.**
- **Limited baseline understanding amongst frontline staff of processes and where to seek help.**
- **User experience of setting up LSBU account poor, with low pre-arrival take up. Creating knock on affects to Inductions**
- **New arrivers had limited understanding as to the full process expected of them**
 - (induction is compulsory)
 - the length of time both for induction/enrolment
 - course contact hours/days
 - *sometimes even the course they had been put on to...*
- **Digital platforms not mobile optimised and non-dynamic**
- **Additional difficulties for clearing/non-traditional entrant students**



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Use your username and password to access university online resources including the student portal [my.lsbu](#) which contains information about services and importantly access to your personal timetable. If you are just starting at LSBU please see our [new students](#) pages to find more information and guidance to get you started.

Who are you?



Please key in the student number printed on your pass card. Your printed ID slip will have this if you do not yet have a card.

Surname or Family Name?

Your date of birth?

Day	Month	Year
<input type="text"/>	January ▼	<input type="text"/>

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Clear form

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Putting students back on track

Putting Students Back on Track

Our Principle: Sometimes things go wrong; we need to be prepared to create swift resolutions of both individual and wider systemic issues.

- No planned single issue resolution centre – SU became this.
- Some School Offices shut for parts of day (i.e. 11-2), including on their Schools enrolment. No extended hours to match enrolment hours. Limited understanding of processes.
- ~80% of VG11 Lecturers no shows
- No one was taking responsibility to resolves causes of problems.
- Saturday & after 4.30pm even less resource to resolve issues
- Staff - low coordination. Areas unclear as to if and when received.



Global Planning



Global Planning

Our Principle: Welcome Week (0) is a high priority institutional wide event. All stakeholders in all departments should be aware, briefed and thinking about how their operations need to change - it is not business as usual.

Staffing levels across enrolment weeks (incl. Fri & Saturday wk -1)

Key staff being on annual leave in the run up to and during wk 0 - with limited management plans

Logistics Planning

- K2 window cleaning above doors on to Kell St (risk/did not look good)
- Movement of vehicles on site

Wayfinding poor incl. K2 to Extension block

Campus readiness

- Summer works: students going to CD in Extension block with wet walls and trades working at height.
- Change over: cleaning/change over between events

Other things

Heathrow (emergency contact/collection service/point)

School quizzes/activities interfering with operations (*nice idea though*)



Recommendations

- Undertake a holistic review ensuring appropriate processes that ‘welcomes’ students and enables a smooth introduction to LSBU/LSBSU. Where *appropriate*, standardised approaches as far as possible.
- The Student Experience is key, this is one of the earliest interactions with the institutions, you’re setting a tone for the future. User experience testing before public launch is crucial (SU can help here too.)
- Invest in systems that enable an integrated and bespoke communication with our new starters that enable all key activities to be included i.e. enrolment appointments, course inductions and student welcome programme, and gives confidence to stakeholders.
- Key information about enrolment, induction and semester one timetables should be available in advance of arrival – ideally this should be no later than A-level results day, *but earlier the better!*
- With time pressured students, enrolment, induction and welcome should be seen as valuable, and quality of curation should be managed.
- All staff, no matter in what department or division should have a sense of playing a role in Welcome – create a culture of all hands to the pump.
- Continue to see the Students’ Union as a resource, *we’re willing to help!*

Sajjad Hossain
VP EDUCATION

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Nelly Kibirige
**STUDENTS' UNION
PRESIDENT**

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