

Student Experience Committee Meeting

2.00 pm on Wednesday, 15 May 2019
in 1B16 - Technopark, SE1 6LN

Agenda

<i>No.</i>	<i>Time</i>	<i>Item</i>	<i>Pages</i>	<i>Presenter</i>
14.		Welcome Week and Enrolment process 2019	3 - 14	SB

Date of next meeting
2.00 pm on Wednesday, 9 October 2019

Members: Pat Bailey (Chair), Steven Brabenec, Kat Colangelo, Kirsteen Coupar, Sajjad Hossain, Dawn Ingleson, Nelly Kibirige, David Mead, Samantha Robson, Carol Rose and Shân Wareing

In attendance

Apologies Gary Francis

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Enrolment and Welcome Week - revised approach 2019/20

Page 3 **Steven Brabenec &
Ralph Sanders**

Organisational
Effectiveness



**London
South Bank
University**

Executive summary

1. Despite considerable improvements in the Welcome Week process achieved in September 2018, the current approach is unsustainable and negatively impacts on the student experience
2. A revised approach has been recommended and agreed (following in-depth review process across PSGs, Schools and Students Union and feedback from New Student Survey)
3. For September 2019 we will enable eligible students to choose when they want to enrol, with appointments from 1st July onwards (target 50% enrolled prior to Week 0)
4. The focus on Welcome Week becomes Induction and Welcome to LSBU
5. Further developments to take place for future enrolments, moving more of the process online and reducing the amount of documentation required at face-to-face sessions
6. Project aligned with changes to the Timetabling process

Summary findings 2018

Clearing

A really positive and successful year, with further improvement on the horizon

Induction

This is fundamentally what Welcome Week is about – introducing students to their course, tutors, supporting their early weeks, and enabling them to build a network. It is a critical part of the student's academic experience and supports progression. There's evidence of real progress but we need corporate and school activity to be better coordinated and supported by the whole organisation

Enrolment

Our complexity makes it more difficult for LSBU, but our current (one week/onsite) approach is unsustainable – our students suffer, critical processes like TT are impacted and the process is hugely reliant on a few heroic actors with too much business risk. The pressure on core individuals/long hours results in enquiries/queries (from students & staff) having delayed responses (creating a lot of stress for students)

Reenrolment

Reenrolment processes are very manual – the system and go-live timings results in a lot of additional chase-up activity prompting students to enrol/addressing system problems at the busiest time of year. The user experience needs improvement but overall experience could be improved if it all happened (significantly) earlier and potentially enable more focus on achieving a higher re-enrolment rate

Cross-cutting / general

Everything continues to improve year-on-year, but we need more improvement within Schools/PSGs and the estate, and more targeted support to particular cohorts eg PT – and professionalise the way we operate and connect all functions – directly/indirectly all impact student experience. A better student experience was delivered, but massively reliant on Triage system to capture issues and long-hours/relentless focus from small group – the enrolment/induction/experience falls down far too often which can impact their relationship with LSBU irretrievably

Underpinning principles

Alongside recommended improvements for 2019, these principles are proposed to underpin all welcome-related activity at LSBU – setting expectations and focussing staff on a common goal of great student experience:

LSBU is welcoming from the start

Preparedness in advance

Students are here to succeed

Students can always get an answer

Priority recommendations for 2019

Recommendations are detailed in the accompanying Findings document, and appended to this slide pack. Three improvements are business-critical for 2019:

1. Bring forward Enrolment to the first possible point, reserving week 0 for Induction events
2. Provide induction timetables to incoming and returning students well in advance of their start date
3. Revamp governance and planning of Welcome-related processes

Priority #1: bring forward enrolment

What

Enrolment should be delivered before week 0 – with as little burden on incoming students as possible:

- As early as possible
- Checking and validating only as absolutely necessary
- Requiring the student to come onsite only as absolutely necessary
- Case managing each enrolment

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Why

- Our volume of incoming students is impossible to manage onsite without negatively impacting induction activities, student experience, and staff wellbeing
- Although few enrolments could be entirely 'automated', many students' experience could be further streamlined
- Earlier pre- and full enrolment gives LSBU more clarity, confidence, and capacity to engage

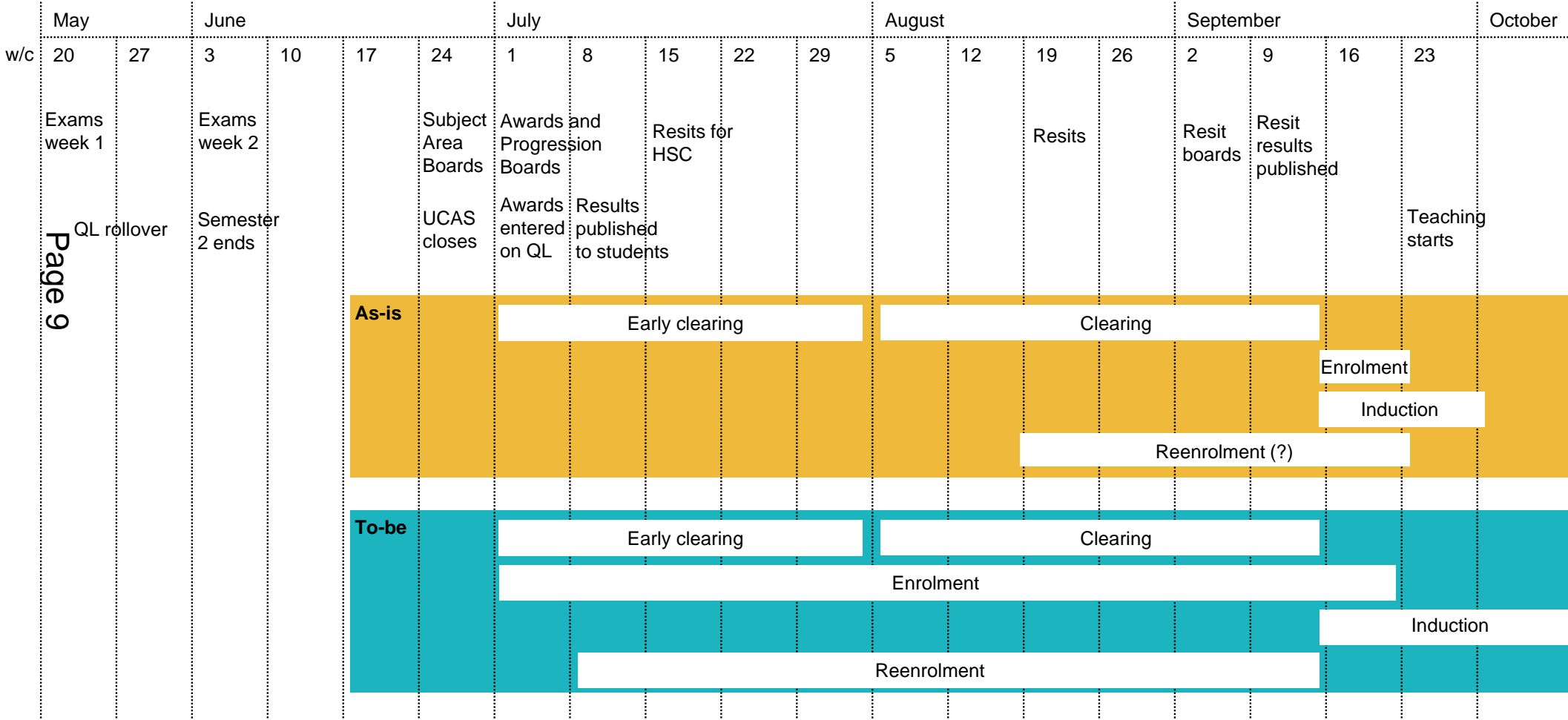
How

- Multi-disciplinary team, seconded part-time through spring and summer 2019, to plan, document and share a revised approach to enrolment, working model for case management, communications to students and staff
- Operational leadership focussed and supported to clear organisational or logistical blockers
- Use existing systems for operational management and delivery, learning from eg use of Skype by International

Challenges

- Relevant resources are in short supply – backfill may be necessary to maintain continuity across other functions
- System solutions for case management are limited – could include QL, Hobsons Connect or temporary solutions, creative thinking required

Academic / administrative timeline



Additional slides

Priority #2: induction timetables

What

Directly provide induction timetables (ideally alongside full teaching timetables) well in advance, in the most accessible form for students. This should cover corporate, school and course-level activity. Schools should consider organising their course induction timetables to mirror the standard teaching timetable

Why

- Induction is essential and mandatory
- Despite improvements, avg attendance is 76%
- Students, particularly p-t, need to plan travel, caring arrangements and work, around their induction activity

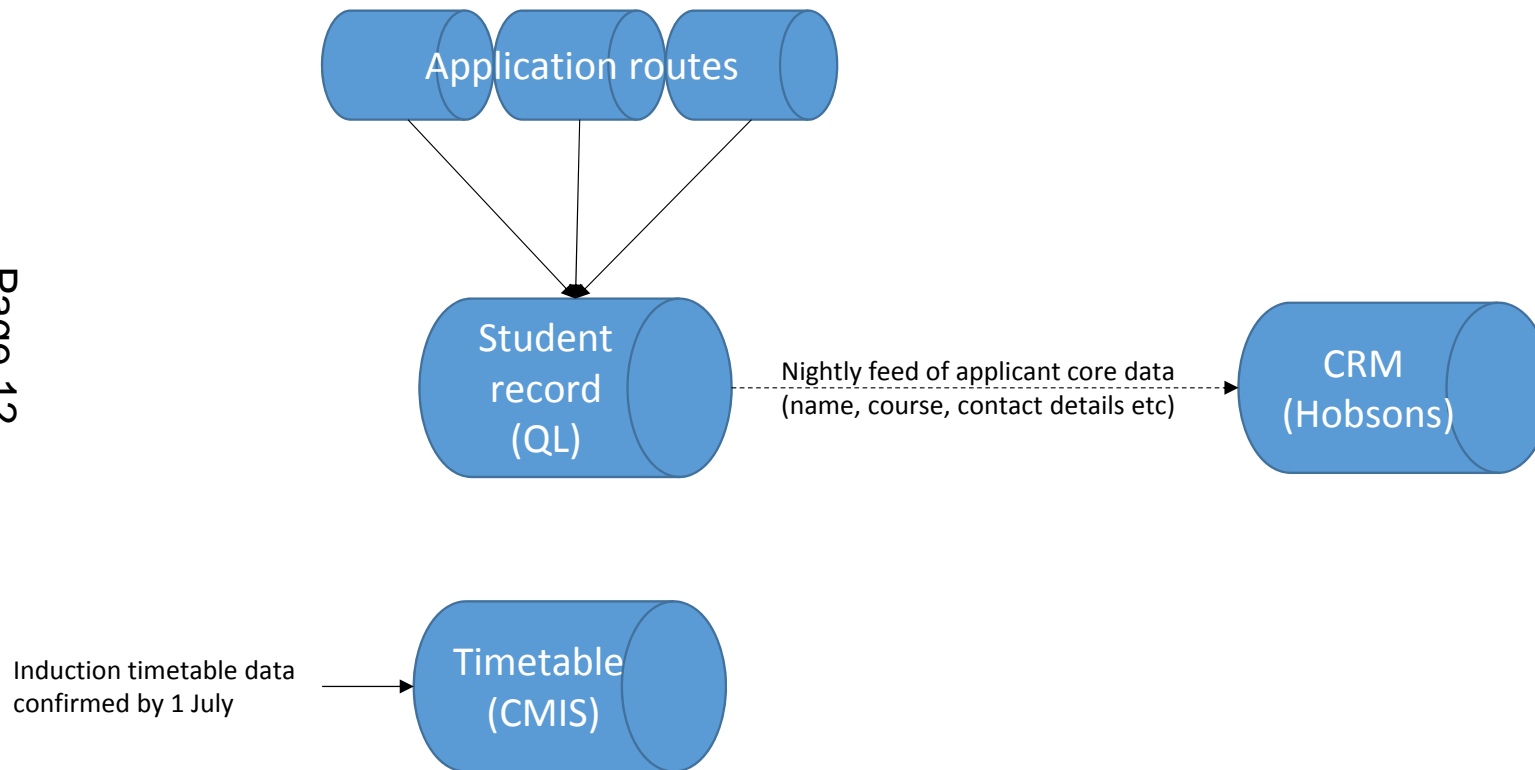
How

- Ensure school and course induction timetables are signed off and recorded in CMIS in June 2019 (being addressed through the Timetabling project)
- Systems development to communicate timetables directly – options appraisal appended to this pack
- Agree corporate induction timetable (Student Services and LSBSU) in June 2019, standard flyer for all students

Challenges

Induction / teaching timetables

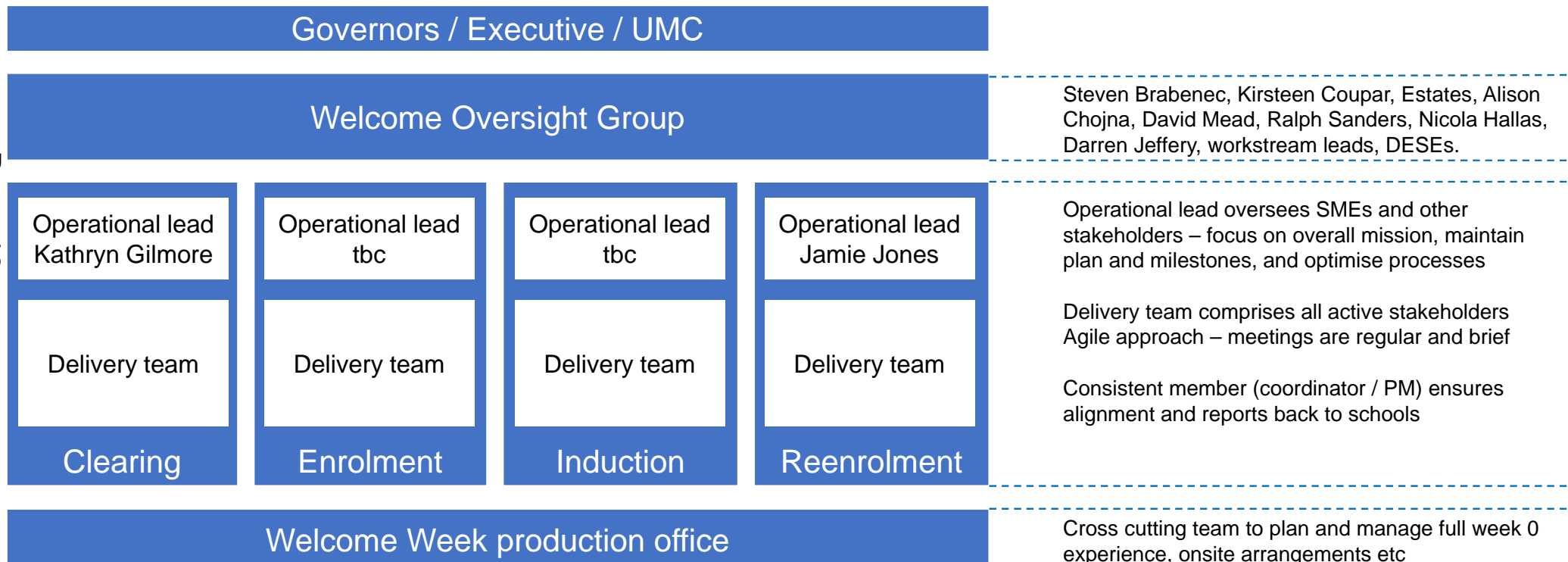
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Priority #3: Welcome governance

Objective: permanent, effective management and oversight of Welcome functions

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