

### Student Growth and Services (24/4/17)

The plan for student growth was considered over the period December 2014 to November 2015. In February 2015, UEA held the extensive consultation exercise with staff and students. The University decided upon two phases of planned 1,500 growth in the run up to the 2015 admissions round.

The increase in undergraduate intake in 2015 was only sufficient to fill the gap left by under-recruitment in previous years, so in the 2015/16 academic year, the overall number of students on campus was barely greater than 2012/13. In other words, there was negligible net growth overall. From the 2016 intake, there has been net overall growth for the first time in three years. This note sets out past and planned action to prepare for that growth?

Growth and key services	Plan and resources <b>[Planned activity in red]</b>	Planning lead	Timeline	Key Forums	Student Involvement
Learning & teaching spaces	<p>The stock of available teaching rooms is annually assessed over the period November to March in the light of projected student numbers. Room changes and refurbishments are planned for the summer period, based on student numbers, to ensure there are sufficient rooms to deliver the timetable. In summer 2015, approximately 60 meeting rooms, previously managed by Faculties and central divisions, were brought into the centrally-bookable room stock for teaching. In summer 2016, arrangements were also made to make better use of the teaching spaces in the SportsPark.</p> <p>Estates are continuing to work on bringing additional space into teaching use for 2017/18. The University is renting additional space in the Centrum Building, moving some administrative staff there, and will make further space changes to increase office space for academic staff and bring into use additional space for teaching. A building project is underway at Earlham Hall to bring more teaching space into use. A £23m teaching building for Science in agreed for the bottom of Chancellors Drive.</p> <p><b>Keep teaching room stock under annual review, as currently, and provide more rooms as required.</b></p>	Neil Ward, Josie Stevens, Ian Callaghan, Nigel Shed	<p>Bring sufficient new space into use for start of 2017/18.</p> <p>During 2017/18, bring in new teaching space for 2018/19 to compensate for the loss of Blackdale.</p>	Learning & Teaching Spaces Group; Space Management Group; & ETP	Student membership of Learning & Teaching Spaces Group

Library	<p>There is an agreed plan for the development of the internal space within the Library to increase the number of student study spaces in line with the 'student:spaces ratio' for the period of growth over the next five years. The work has been in two phases. In Phase 1, approximately 55 additional student study spaces were found for this academic year (2016/17) by better utilisation of existing space. For Phase 2, in 2017, a further phase of work will create an additional 150 to 200 study spaces. This work involves putting rolling stack on the lower ground floor to increase the efficiency of space use for library books etc. and free up space for additional study spaces.</p> <p><b>Carry out the Library project work in time for September 2017.</b></p>	JCF & Nick Lewis	<p>Phase 1 – summer 2016 – complete</p> <p>Phase 2 – expected during 2017 ahead of Sept.</p>	<p>ISSC</p> <p>Student Experience Committee (including on Monday 3<sup>rd</sup> Oct 2016)</p>	<p>SU membership of ISSC and Student Experience Committee</p> <p>SU membership on the Library Forum.</p> <p>SU membership on the Library Space Project.</p>
Student welfare services	<p>There has been an extensive review of the structure, function and organisation and administrative arrangements of the former Dean of Students Office which ran from December 2015 to May 2016. A new Student Support Service (SSS) has been designed, with a new Director (Dr Jon Sharp) and new additional resources put into the wellbeing and mental health team, including a new Head of Wellbeing who is a trained Clinical Psychologist. A series of new administrative processes are now in place which should significantly improve the capacity of the service. The changes have been received very positively by the Students' Union.</p> <p><b>SSS will keep resourcing of student welfare services under continual review.</b></p>	Led by Neil Ward and Andrea Blanchflower	Reforms in place for 2016/17 academic year. New Director of Student Services and Head of Wellbeing are in post	Student Experience Committee	SU membership of Student Experience Committee; regular liaison meetings with SU welfare officer and other SU staff
Learning & Teaching Service	<p>After the timetabling pressures in the approach to the start of term 2015, additional resource was put into LTS to ensure resilience in Hubs services and timetabling. This has helped reduce staff turnover in LTS Hubs and has also enabled a more joined-up approach to timetabling and rooming within LTS.</p>	Brian Summers, Neil Ward		Timetabling Group	SU Sabbatical was a member of Timetabling Group.

	LTS will keep resourcing of student learning and teaching services under continual review.				
Study Abroad Office	<p>Increasing student numbers has resulted in an increased workload for the Study Abroad Office. In autumn 2016, additional staff resource was agreed for the Office.</p> <p>ARM will keep resourcing of Study Abroad services under continual review.</p>	Angelina Bingley		ARM Exec	SU Membership of the Study Abroad Working Group.
On-campus accommodation	<p>UEA built an extra 514 student bedrooms on the Blackdale site to accommodate an expanded entry of new students for the 2016/17 academic year. This was completed on time. Further discussions are in train to consider additional student residences on the Blackdale site for 2019/20.</p> <p>The Registrar will regularly review the University's capacity to meet its obligations on student on-campus accommodation.</p>	Brian Summers	Current plan is for new residences to be completed in time for AY 2019/20	University Council	SU Monthly meetings with Accommodation Office
Off-campus accommodation	<p>The Registrar has been working with his team (from ARM, SSS &amp; EST) to plan for the additional UEA students who will be potentially entering the market for privately-rented accommodation in summer 2017. A set of options and strategies are being pursued which expand the capacity for on-campus accommodation, help encourage greater capacity in the city, and help provide mitigating options for summer 2017 if these two strategies themselves do not provide enough accommodation.</p> <p>The University engaged the City Council on the Article 4 threat to student accommodation in the city.</p>	Brian Summers, Jon Sharp, Angelina Bingley		Registrar University Council	SU Monthly meetings with Accommodation Office

	The Registrar will regularly review the capacity of Norwich’s private rented market to provide off-campus accommodation.				
Student Union	<p>Resulting from the deal on student sport, the Union has benefitted from an increase in its block-grant which is a boost for the work supporting student societies in particular.</p> <p>The Annual SU Review meeting chaired by the Registrar reviews the Student Union budget.</p>	Brian Summers, Neil Ward			Discussions with SU Chief Executive
Student sport	<p>Following about 18 months of discussions, the University and SU agreed to change the funding and management of student sport, in response to concerns from the sports clubs themselves and the need for improved co-ordination. Student sport is now administered from a Student Sport Office in the Sportspark.</p> <p>The University is working with Norwich Rugby Club on a £7m investment in sports pitches and facilities on campus.</p> <p>The Sports Committee will keep the capacity of sporting facilities under review.</p>	<p>Phil Steele</p> <p>Brian Summers and Phil Steele</p>	<p>New student sports arrangements in place for AY 2016/17</p> <p>Planning permission granted Nov 2016</p>	Sports Partnership Committee	Student membership of Sports Partnership Cttee.
Union Shop	<p>This is run by the Students’ Union, not the University. However, Estates have worked to identify and provide additional storage space for the shop.</p> <p>The Annual SU Review meeting chaired by the Registrar reviews the Student Union budget.</p>	Josie Stevens		Space Management Group	<p>SU</p> <p>Discussion with SU Chief Exec in SU Review meeting.</p>
Transport	<p>Discussions are underway about new bus routes and services.</p> <p>Discussions are on-going.</p>	Estates			SU representation on Car Parking Working Group

On-campus catering	<p>The intention is for greater use of 'pop-up' catering facilities on campus during the main teaching weeks.</p> <p><b>Discussions are on-going.</b></p>	Estates / Catering			
Social study space	<p>As new buildings are built, or major refurbishments take place, social study space will be actively considered. In the short term, the University is considering a proposal for improving the use of Union House to enable more use as social study space.</p> <p><b>Discussions are on-going.</b></p>	Estates			