

SEC16D037

Title: *Update From Student Services*
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Issue

An update on progress on the Student Services Plan of Work.

Recommendation

Recipients are invited to consider the progress made to date against the Student Services' Plan of Work.

Resource Implications

A number of the initiatives and actions detailed have resource implications, any resourcing needs are discussed in relation to the specific area of activity through the appropriate committee or group.

Risk Implications

Student Services have been making good progress and continued good progress is necessary to minimise the risks associated with under-performance in any area of Student Services provision. The senior management of the Service are working closely with staff and with all stake-holders; the risk of not delivering against the Plan of Work is regarded as Low in all aspects.

Equality and Diversity

Issues of Equality and Diversity are carefully considered in relation to how they might impact on all strategic developments within the Service. The Student Services senior management team work closely with the Student Union and the University's Head of Equality and Diversity to ensure that all members of the UEA community are fully considered in the development of new policies and procedures.

Timing of decisions

Input from Committee members at the May meeting will inform our planning and further work over the course of the year.

Background

The Director of Student Services presented to SEC in February on progress against the Student Services Plan of Work. The table below provides a further update.

Student Services Plan Of Work 2016-17

	Activity	Target Completion Date	Lead	Progress as at May 2017
	Corporate Plan			
1	Develop Mental Health Vision	Apr-17	JL	A strategy paper and plan are being presented to May SEC; staffing levels and modes of delivery are under active review
2	Inclusive Teaching re: DSA Changes	For academic year 2017/18	JL/JA	Work is underway with University colleagues to introduce lecture capture and we have purchased a license for innovative mind-mapping software solutions for students with a range of SpLDs
3	Community Liaison developments	Ongoing	JA	University and Student Union staff have regular meetings with local elected representatives chaired by the Director of Student Services. This has proved to be a useful forum for all concerned and has allowed concerns and opportunities to be shared in an effective way
4	Sexual Harassment - new policy and process	completed	JS	University Council has approved the proposal submitted by the SU and SSS. As a result an Implementation Group has been established that will deliver on the recommendations within 'Changing the Culture'.

		Ongoing		The first two meetings of the Changing the Culture Implementation Group have taken place and are the subject of a separate paper at the May meeting of SEC
		Summer 2017		The Epigeum consortium training package for staff responding to disclosures of sexual violence is expected to be ready for release at the end of July 2017; we will be rolling out 'Consent Matters' to new students in advance of the start of the 2017 academic year.
	Policy Development			
5	Non Academic Complaints	Jul-17	JS	A new procedure will be drafted and consulted on before the end of the academic year
6	Disclosure Agreements	Completed	JA	A new procedure has been implemented such that disclosure is 'opt-out' rather than 'opt-in' thereby saving considerable time in delivering support to students
7	Develop new policies in response to 'Changing the Culture'	Jan-18	JS	See item 4 above
8	Contribute to UEA Staff Well Being policy	Completed	JL	Policy has been completed

9	Review the current funding model for dental services and introduce income generating activity	Sep-18	JS	Meetings with the University dentist and practice manager have taken place to improve delivery costs. A meeting with the second University dentist has been timetabled (arrives in May 2017). Director Student Services will be working with staff to develop income generating activity within UDS; the aim being to both contribute to University funds and to support the appointment of a dental hygienist by the target date
10	Non-Academic Disciplinary Regulations for students	Jul-17	JS/ DO	These will be reviewed to ensure that the recommendations from the UUK taskforce are properly embedded and to remove some of the unnecessary time-cost in current processes
		Dec-17		Following early meetings of the Changing the Culture Implementation Group and taking expert advice it is likely that we may need to amend the regulations through two iterations: 1. to remove the current lack of clarity and excess time-cost and 2. to introduce clauses that best reflect the recommendations of the UUK Task Force in the context of the Pinsent Mason Guidance on implementation
	Process Reviews/ Improvements			
11	Introduce E-Filing	completed	JA	This has been completed
12	Information storage policy and processes	Aug-17	JA	Work in this area is ongoing

13	Return To Study	completed	JS	A Process-Fix event took place and revised processes, guidance, correspondence and flow charts have been produced. Training for LTS, PGR and SSS staff has been rolled out
14	Non Academic Discipline process	Dec-17	JS	Revised processes will be drawn up once new regulations have been drafted
15	Mental Health appointment system	Aug-17	JL	A significant overhaul of the triage system and other efforts to reduce wait-times have been implemented. The new vision for Mental Health will bring further improvements
16	Visa Extensions	Jul-17	JA	Discussions with all relevant parties to ensure that information is not lost or delayed and to avoid duplication of effort are underway
17	Modelling accommodation allocations	Aug-17	JS	Director of Student Services will work with the Accommodation Manager to develop more sophisticated models for allocating rooms to students that take into account, where possible, finer grain preferences than simply accommodation price point
18	Individual Arrangements Comms	May-17	JA	Agreed improvements to the management of communication between relevant University departments are being drawn up and a new approach will be in place after Easter 2017
19	Reasonable Adjustment recording	Sep-17	JL	Head of Well Being is working with the SITS Development Team to make best use of the modules to allow up to date management of reasonable adjustments within the student record system rather than in bespoke departmental level spreadsheets. The necessary work has been included in the SAS Sprint plans

20	Vice Chancellor's Suspensions	completed	JS	A process review examined the existing processes pertaining to VC suspensions and returning suspended students to study. A new process was agreed (no new Regs required) and has been drawn up and distributed to relevant departments
21	Fitness for Study Process	Jul-17	JS	A process review examined the current Fitness for Study process and concluded that it leads to a very unsatisfactory disciplinary route as its last resort approach. It was agreed that the Director of Student Services would produce a new policy (and associated processes) for approval that removed the disciplinary dimension while retaining a means of mandating an interruption to study.
	Service Delivery			
22	Create Online mental health resources	Aug-17	JL	A number of online resources are currently in development
23	Disability mandated accommodation	Completed	JL/JS	The changes in DSA have required us to look closely at how we manage accommodation mandated by DSA. Working with the Accommodation Manager we have established a viable approach for managing accommodation need of this type under the new legislation
24	Restructure approach to Non-Medical Helper support	Aug-17	JL/JS	The University has formally given notice that it will cease to be a direct provider with effect from 31 August 2017. We will be developing appropriate support to direct students with NMH allocations to registered providers.
25	Embedding Nightline with work of SSS	Aug-17	JL/JS	The pressure on space across the University has meant that we are now looking at a two stage solution: A medium term Nightline location in the SSC with permanent signage and necessary works undertaken by SSS to ensure this meets the requirements for a high quality Nightline Service; a longer term aim (within 2 years), agreed with EST, to accommodate counselling staff and Nightline within a single space

26	Review of student experience in Residences	Sep-17	JS	Student Services will be working closely with both BIU and SU to develop a more comprehensive understanding of the student experience of residences in order to better target resources for improvements.
27	Develop Group work	Jun-17	JL	In addition to expanding Group sessions we have markedly improved the way in which these are publicised to students and are also developing more peer support groups. In particular Student Services have signed up to the Student Minds initiative in partnership with the Student Union
28	Redesign of Web presence	Sep-17	JA/JS	Work has begun on content correction and we will work with the University team in readiness for the relaunch of the UEA web presence as a whole
29	Review of MFC space provision	Aug-17	JS	A plan for refurbishment has been agreed with all works to be undertaken during the summer period. Meetings with the Islamic Chaplain to discuss the feasibility of the Muslim community also using the MFC as their primary location have been initiated. We are also in the process of appointing a second Islamic Chaplain to cover those days when the current Chaplain is unavailable
	Staffing Related			
30	Staff workload modelling	Sep-17	JS	Once all necessary process-fix events have concluded we will begin the work of mapping necessary resource to volume of activities across the Service
31	Staff skills training plan	Sep-17	JA	A number of skills needs have been identified and planning for staff training and development is underway

32	Management training plan	Sep-17	JS	This item will be progressed once the new Well Being vision has been implemented
33	Review of management responsibilities	Sep-17	JS	See item 29 above
	Funded Projects			
34	HEFCE Catalyst funding	May-18	JS	A successful partnership bid with the Student Union was submitted to HEFCE resulting in £35k of matched funding to deliver on a Safeguarding Partnership project. The University is working with the Student Union on recruitment to key posts and the establishing of a Project Steering Group comprising Director of Student Services, Chief Executive SU (or nominee), Head of Student Services, Welfare, Community and Diversity Officer of the SU

