

SEC16D25

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 February meeting will inform our planning and further work over the course of the year.

Background

The Director of Student Services was asked by the Committee to provide members with a regular update on the progress being made in terms of new initiatives and process improvements. The table below provides a brief commentary on each area of the agreed Plan of Work for the year.

Student Services Plan Of Work 2016-17			
	Activity	Lead	Progress as at January 2017
	Corporate Plan		
1	Develop Mental Health Vision	JL	This is nearing completion: there are structure implications that are currently under discussion and involve hiring new PWP (short term, high impact intervention) practitioners
2	Inclusive Teaching re: DSA Changes	JL/JA	Work is underway with University colleagues to introduce lecture capture and we also looking at introducing new mind-mapping software under license for use by all students
3	Community Liaison developments	JA	The Director of Student Services is meeting regularly with local councillors; a new community focused email has been set up and the SRT is now tasked with responding to community issues as part of their remit
4	Sexual Harrassment - new policy and process	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'. Additionally, we are members of an Epigeum consortium developing a training package for staff responding to disclosures of sexual violence; we will be rolling out 'Consent Matters' to new students and will be submitting a Catalyst bid for £70k in support of our work on this issue.
	Policy Development		
5	Non Academic Complaints	JS	A new procedure will be drafted and consulted on before the end of the academic year
6	Disclosure Agreements	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'	JS	See item 4 above
8	Contribute to UEA Staff Well Being policy	JL	Policy has been completed

9	Review the current funding model for dental services	JS	Meetings with the University dentist and practice manager are timetabled in order to review current model with a view to improving the cost-effectiveness of activity
10	Non-Academic Disciplinary Regulations for students	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
	Process Reviews/ Improvements		
11	Introduce E-Filing	JA	This has been completed
12	Information storage policy and processes	JA	Work in this area is ongoing
13	Return To Study	JS	A Process-Fix event took place and revised processes, guidance, correspondence and flow charts are in production
14	Non Academic Discipline process	JS	Revised processes will be drawn up once new regulations have been drafted
15	Mental Health appointment system	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	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	JS	To date most accommodation work has been focused on reviewing the offer made to returning students, setting the level of the annual rent increase and analysing capacity in the private sector for the short and medium term
18	Individual Arrangements Comms	JA	Improvements in the communication between University departments are being discussed and a new approach will be in place after Easter 2017
	Service Delivery		
19	Create Online mental health resources	JL	A number of online resources are currently in development
20	Disability mandated accommodation	JL/JS	The changes in DSA have required us to look closely at how we manage accommodation mandated by DSA and we are confident that we are in a position to respond positively to the new requirements.
21	Restructure approach to Non-Medical Helper support	JL/JS	In order to improve the service for students and to avoid the

			potential for financial irregularity and undue cost falling on the university we will be moving away from direct provision of Non-medical helpers in the near future
22	Embedding Nightline with work of SSS	JL/JS	SSS and the Union continue to work closely in this area. A new permanent location in the Music Building has now been identified and work continues to ensure that is ready for occupation as soon as possible
23	Review of student experience in Residences	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.
24	Develop Group work	JL	The number of group sessions is being expanded and the popularity of these groups suggests that we should continue to grow in this area of provision
25	Redesign of Web presence	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
26	Review of MFC space provision	JS	Meetings with EST have been set up and work on refurbishment will begin before the end of the current academic year
	Staffing Related		
27	Staff workload modelling	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
28	Staff skills training plan	JA	A number of skills needs have been identified and planning for staff training and development is underway
29	Management training plan	JS	This item will be progressed once the new Well Being vision has been implemented
30	Review of management responsibilities	JS	See item 29 above