

**SEC17D006**

**Title:** *Update From Student Services*  
**Author:** Dr Jon Sharp – Director of Student Services  
**Date:** 27/09/17  
**Circulation:** SEC 3 October 2017  
**Agenda:** SEC17A001  
**Version:** Final  
**Status:** Open

---

**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 October 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. The Plan of Work for 2017-18 is currently being finalised and will be presented for comment at the next meeting of SEC

## Student Services Plan Of Work 2016-17

|   | Activity                                    | Target Completion Date    | Lead  | Progress as at October 2017   |
|---|---|---------------------------|-------|---|
|   | <b>Corporate Plan</b>                       |                           |       |   |
| 1 | Develop Mental Health Vision                | Apr-17                    | JL    | The Mental Health Policy, Strategy and Action Plan have been approved by LTC  |
| 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 Harrassment - new policy and process | completed                 | JS    | The Changing the Culture Implementation Group is well established and has set up sub-groups to progress specific items of work – Communications plan; Policy review; Bystander Initiative; HEFCE funded project and Partnership working.                                    |

|   |  |              |    |  |
|---|--|--------------|----|--|
|   |  | Ongoing      |    | Each Sub-group is taking forward its particular area of responsibility. We have appointed staff to HEFCE project, made a start on general comms through the guerrilla marketing campaign, linked up with external partners and agreed a model of development for the introduction of a Bystander Initiative. We will be holding a launch event in February 2018 with our partners. |
|   |  | October 2017 |    | Two online training packages are being rolled out to staff and students in the Autumn<br>We have a theatre company delivering Consent focused interactive sessions during Welcome Week   |
|   | <b>Policy Development</b>                                  |              |    |  |
| 5 | Non Academic Complaints                                    | Jul-17       | JS | The new Policy has been approved and will be implemented in 2017-18  |
| 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        | Detailed review indicates that a private income generating strand of activity would not be feasible. However, scope remains for efficiency gains and product based income generation that will continue to be explored.  |
| 10 | Non-Academic Disciplinary Regulations for students  | Dec-17    | JS/<br>DO | A review of all disciplinary processes is being carried out and the non-academic dimension will be considered as part of this wider review by SSDC. Subsequently, any resulting new policies and procedures will be constructed so as to ensure that the advice from UUK re: offences that may constitute criminal activity and the recommendations from the UUK Changing the Culture report are fully incorporated. |
|    | <b>Process Reviews/<br/>Improvements</b>  |           |           |  |
| 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 improvement 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 | We now have access to the relevant modules within the 'Kinetic' software system and will be seeing how these can be used to best effect.                                   |
| 18 | Individual Arrangements Comms       | May-17    | JA | Agreed improvements to the management of communication between relevant University departments have been drawn up and a new approach is now in place                       |
| 19 | Reasonable Adjustment recording     | Sep-17    | JL | The necessary work has been included in the SAS Sprint plans and we will have a SITS based recording system in place for the new year.                                     |
| 20 | Vice Chancellor's Suspensions       | completed | JS | A new process has been implemented and is working well for all affected departments  |

|    |  |           |       |   |
|----|--|-----------|-------|---|
| 21 | Fitness for Study Process                          | Jul-17    | JS    | A new policy has been approved by LTC and the associated processes have been developed for implementation in 2017-18  |
|    | <b>Service Delivery</b>                            |           |       |   |
| 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. Appropriate support has been put in place 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    | Refurbishment works have been undertaken in the MFC. Director Student Services is working with EST and ISOC to undertake further works in Islamic Prayer Facilities   |
|    | <b>Staffing Related</b>       |        |       |   |
| 30 | Staff workload modelling      | Sep-17 | JS    | Ongoing   |
| 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  |
|    | <b>Funded Projects</b>                |        |    |  |
| 34 | HEFCE Catalyst funding                | May-18 | JS | A successful partnersip 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 the delivery of this project. Staff have been appointed and work is underway. |