

ISC10D059 - Start of Year 2011-12: Timescales & Issues

- Key dates relating to Start of Year activities, and an initial draft of this paper highlighting some of the issues to be considered, have been discussed with representatives from T&L, SITS team and Planning.
- The list below details events taking place during the key three weeks around the start of the academic year and illustrates the potential pinch points in vacation week 14 and semester week 1. Any problems experienced in these key weeks would have a significant impact on the experience of new students in their crucial first few days at UEA.
- ISD is also currently undertaking a review of campus card procedures with a view to enhance the user experience.

Almanac Week	Day	Date	Event	Schools & Departments most affected
Vacation 13	Mon	12 Sep	MED MBBS term starts	MED
	Mon	12 Sep	NAM ODP & Midwifery students start	NAM
	Mon	12 Sep	PGCE Secondary terms starts	EDU
	Mon	12 Sep	CCN HE teaching begin (TBC)	ISD
Vacation 14	Mon	19 Sep	INTO intake 2 re-sit results to UEA	INTO , T&L Hubs?
	Mon	19 Sep	Library extended opening hours begin	ISD
	Wed	21 Sep	New international student arrivals	DOS, SEC, UUEAS, Accommodation, ISD
	Wed - Thu	21 -22	Registration of new international students	T&L Hubs, ISD
	Fri	Fri 23	Registration of returning students	T&L Hubs, ISD
	Thu - Sun	22– 25	International orientation programme	DOS, ISD
	Sat & Sun	24 – 25	Undergraduate arrivals	DOS, SEC, UUEAS, Accommodation, ISD
Week 1	Mon	26 Sep	Start of Autumn semester	
	Mon	26 Sep	New students registration & induction	T&L Hubs, ISD, DOS
	Mon	26 Sep	Freshers' fair (11am – 4pm)	UUEAS
	Mon	26 Sep	HUM PGR induction	
	Mon	26 Sep	NAM Year 1 Nursing students start	NAM
	Tue	27 Sep	New students induction	
	Tue	27 Sep	SOC Mart & Sports Mart (12 noon – 4pm)	UUEAS
	Sat	1	Admissions Open Day	

Issue	Risk	Mitigation	ISD actions	Other UEA action
Advance registration	Staff in hubs may not be familiar with SOY processes and unable to advise students or resolve issues Lack of support available for prospective students	1) Training, including demo of advance registration process for all T&L hub teams 2) Arrange meeting to agree 1 st & 2 nd line support & escalation routes in Planning, SITS team and ITHD	SITS team to arrange demos of advance registration process (1) SITS team & ITHD to ensure staff have information needed to resolve queries (2)	T&L Hubs to schedule training for new teams to ensure they are familiar with advance registration processes and SOY processes(1) Planning to arrange backup for BO for queries (2)
Planned IT system changes e.g. migration of student Email to Exchange	Insufficient resource to adequately support planned IT changes as well as Administrative Integration Project	3) Good project management with suitable roll-back plans in place 4) Agree realistic timescales and moratorium on any system changes close to SOY	Early identification of resources & risks with re-prioritisation by Project Boards if required (3 & 4)	
Lack of information or effective communications	Students could be given incorrect information Staff in hubs may not be familiar with SOY processes and unable to advise students or resolve issues	5) Need to indicate possible resolution times for certain kinds of problem so students do not expect instant response and agree who is best to provide support 6) Consistency of terminology in all processes & across campus. Same information available at all help points across campus 7) Share relevant information as widely as possible. Need to identify key contacts in new structures esp T&L 8) Training, including demo of advance registration process	HW arranging SOY support meeting involving ISD, Planning, L&T etc (5) HW to meet with John Tully/ Andrea Blanchflower to update contacts lists to reflect AIP changes (7) HW to work with T&L, DOS & SU to collate & circulate SOY information (5 & 7) HW to circulate list of key dates to Admissions, senior staff in T&L hubs, ISD Heads etc (7)	T&L Hubs to schedule training for new teams to ensure they are familiar with advance registration processes and SOY processes(8) T&L, DOS, SU to provide details of contacts & SOY events (6 & 7) DOS arranging signage to be used at key information points e.g. Lib, Sec, DOS, SU etc (6)

		for all T&L hub teams	SITS team to arrange demos of advance registration process (8)	
Campus card production & delivery	<p>Problems with photo upload/password resets or other part of campus card production process</p> <p>Delay in distribution of campus cards</p> <p>Problems for students transferring from INTO to UEA</p>	<p>9) Improve feedback e.g. confirmation email or message on screen, to users when photo upload has been successful</p> <p>10) Improve password reset process</p> <p>11) Streamline campus card production processes</p> <p>12) Accommodation to hand out campus cards to residents during arrivals events.</p> <p>13) All other cards to be handed out by ISD in Library</p> <p>14) UEA students transferring from INTO to have cards made only after UEA course start date</p>	<p>CIS to confirm improvements to photo upload process are in place (9)</p> <p>CIS to implement password-reset facility allowing users to reset their own passwords based on security questions (10)</p> <p>Implement recommendations of current review of campus card process being undertaken by SUMS (11, 12, 13, 14)</p>	<p>Accommodation to liaise with ISD re timings and processes needed to distribute cards at arrivals (12)</p> <p>Planning to confirm earliest date by which PGR cards can be handed out (11,13)</p> <p>INTO to inform all students transferring to UEA of arrangements for collecting new cards (14)</p>
Regional Associate Colleges	<p>Delays in production of campus cards or datamailers</p> <p>Students could be given incorrect information about entitlements & processes</p>	<p>15) Agree deadlines for data import into UEA SITS</p> <p>16) Agree delivery dates in advance</p> <p>17) Ensure CCN & EC HE students have access to accurate & up to date information about their UEA entitlements & how to access them</p>	<p>HW & CDB to liaise with key contacts at CCN & EC to agree processes, dates & route for problem resolution (15, 16, 17)</p>	<p>UEA Partnerships Office have up to date information about processes & timescales (17)</p>