Message from Geoff Green

Despite the unprecedented level of change and uncertainty facing UK Higher Education, Leicester is making steady progress against its Strategic Plan.

The examples I was able to share with you at the last staff talk underline our efforts, but it’s the hard work carried out across the division – both individually and collectively – that is making this vision a reality.

Whether it’s the change the Student Lifecycle Team is helping us make, the impact on employability our Career Development Team is helping deliver (did you know our employability rate increased by 1.2% to 95% this year?) or the fact that teams – like Registry and Student Support Services – are helping more students than ever, you are all helping make the strides needed to maximise our students’ success.

This vision for Student and Academic Services goes beyond simply improving the student experience. And the underpinning objectives – Discover, Transition, Progress, Success – are about the lasting impact we can have on our students’ prospects, lives and wellbeing.

More detail will be available in the coming weeks about the strategy, but if you have any questions or comments I would be delighted to discuss these at the next coffee and conversation session on 27 June at 11am or email acadregistrar@le.ac.uk.

Updates

Student Lifecycle Change Programme

Welcome to Leicester Project

The Student Lifecycle Change Programme, IT Services, Registry, Campus Services and Student Experience teams are coordinating some exciting improvements to the student experience from online registration, through their arrival and on to ‘welcome week’.

Project deliverables for September 2017 include:
- Improved online registration screens, including functionality for students to upload documents prior to visa/identity check
- Completion of some registration processes at halls of residence
- New induction template and framework for academic departments
- Induction week timetable published online and in welcome packs
- Student ID card to work as a payment card

Further information: Welcome to Leicester project web pages

Access Student Services Project

Another core project focuses on improving Student Services Centre services and making it easier for students to access them. The introduction of the Student Information Desk, an online enquiry service from the start of next term, allows students to access services 24/7 online, including booking appointments and events. Professional Services staff will be able to track student engagement across services, with academic staff easily able to access student support information and effectively signpost students.

Further information: Access Student Services project web pages
What’s on the cards for the new academic year?

The Student Lifecycle Change Programme team is hosting a series of short ‘What’s on the cards?’ sessions during June and July. At these sessions you’ll meet members of the team, take a look at some of the new technology that will be available for staff and students by the start of term and hear details about all the programme deliverables for the 2017/18 academic year.

Find out more and book your place:
www.le.ac.uk/student-lifecycle

Curriculum transformation

Focusing on improving the overall student experience on our taught programmes, the two main changes from September 2017 will be:

• the implementation of a new academic year structure, to facilitate improved student transition and progression, with a dedicated induction week and a resit period in late July/early August
• years 1 and 2 of undergraduate programmes will have standard module hours of 10 per credit

Future curriculum planning lead-in times have also been confirmed, including the introduction of a window for minor module changes from March 2019 (see “New Academic Year” section via the link below).

Further information: www.le.ac.uk/curriculum-transformation

Data insights service

The Planning Office has launched a data insights service to keep you informed about the University’s position in relation to external benchmarks such as league tables and changes in policy.

Further information: Data insights Yammer group

Student experience summit

Over 125 staff attended the Student Experience Summit on 3 May which highlighted the need to take a holistic view of the student experience, which connects with all students and enables strong partnership working.

Find out more and to view the presentations:
Student Experience Summit web page

National Student Survey 2017

The 2017 NSS closed on 30 April and 2,265 students took part making our response rate 73.8% – 2.4% higher than 2016. The NSS results will be made available by HEFCE in August 2017.

Did you know that...

• We’ve invited over 5,000 students to register for graduation this year.

• The Student Services Centre has had 45,892 enquiries in just 9 months.

• Our Registry and Fees Payment Office have supported 22,494 enquiries.

• On our busiest day during Semester 2 we saw 666 students.

• The number of students taking part in the 2017 National Student Survey was 5.5% higher than the national average.

Dates for the Diary

Closing date for 2017 Times Higher Education Awards
Wednesday 28 June

Student and Academic Services Quiz Night
10 July - watch this space