Student & Academic Services
Staff Meeting

7 November 2016
Agenda

- Strategic Context
- Financial Context
- Achievements
- Student Experience
- Organisation and Management
- Key Messages
Context
Strategic Context

Overall satisfaction up from 85% to 88%

Graduates in professional jobs/further study 75.2%. Up 3.2%

Up three places to 25th

Still top 200 (172)
University Financial Context

- HEU UG student recruitment strong: 3,712 against target of 3,433 (+279)
- OS student recruitment challenging: 1,590 against target of 1,801 (-211)
- Unlikely to need the £5m contingency set against this: will reduce the deficit budget in 2016/17 from -£12m to -£7m
- Currently targeting a balanced budget in 2017/18 and surplus budget thereafter
- Working towards savings through VSS and institutional transformation projects: made progress but still some way to go
- Divisional contribution to this: target of £923k, delivered £635k, gap of £288k to find, but holding pay/non-pay contingency of £705k
SAS Investments for 2016/17

Secured

• Fabulous First Year £50k
• Safeguarding training £20k
• Mental health awareness training £24k
• Accessability allocation £151k
• Alumni careers mentoring £50k

Under discussion

• Sports BUCA leagues £166k
• External invigilation for exams £41k
• Placements £259k
• Enterprise £60k
# Divisional achievements since May

## Strategy
- 30+ projects institutional transformation
- External consultation responses
- Launching new ‘Head of Department’ Handbook
- KPI reporting Discovery strategies
- Implementing new HE Code of Corporate Governance
- Re-writing 100s BO reports due to SITS Academic Model

## Curriculum & Systems
- CoreNet system in Counselling
- 12 new programmes approved
- CorporatePlanner tool for student number model
- Tills/ChilliPay system launched
- MyUoL App – 11,308 downloads and counting
- Lecture Capture – 4,177 events recorded, 7,949 viewing hours
- Re-implemented SITS Academic Model
- Major/minor pathways launched

## Customer Service
- Created Student Services Centre in CWB
- QAA Action Plan submitted in July
- 6,044 new student registrations
- 6,000+ students graduated in July
- 4,000+ student sports members
- 3,169 visitors to the FFY marquee
- 24 student sports scholarships awarded
- 274 academic appeals handled
- 2,000 students attended IWW

## Awards
- Retained Varsity 35-12
- Three welfare staff won SU awards
- HEA teaching accreditation
- Sports Groundsmen ‘highly commended’ by IOG
- Careers AGR Award ‘Best Single Initiative’ for SMART48
- 48th in BUCS league – highest ever
- Shortlisted in three categories for the Discovering Excellence Staff Awards
- 4,000+ student sports members
- 2,388 unique visitors to Careers Festival
- 2,000 students attended IWW
- 600 visa applications processed
- 600 students graduated in July
- 274 academic appeals handled
- 3,169 visitors to the FFY marquee
- 24 student sports scholarships awarded
- 2,000 students attended IWW
- 6,000+ students graduated in July
- 6,044 new student registrations
- QAA Action Plan submitted in July
Student Experience
Teaching Excellence Framework (TEF)

The Government has introduced the TEF as a way of:

a. Better informing students’ choices about what and where to study
b. Raising esteem for teaching
c. Recognising and rewarding excellent teaching
d. Better meeting the needs of employers, business, industry and the professions
## TEF assessment framework - model

<table>
<thead>
<tr>
<th>Aspect of quality</th>
<th>Teaching Quality</th>
<th>Learning Environment</th>
<th>Student Outcomes and Learning Gain</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria</strong></td>
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<tr>
<td>Statements that identify what assessors will be looking for</td>
<td>Teaching Quality criteria</td>
<td>Learning Environment criteria</td>
<td>Student Outcomes and Learning Gain criteria</td>
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<tr>
<td><strong>Evidence</strong></td>
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<tr>
<td>The evidence base that will be used to form a judgement against the criteria, made up of core metrics and split metrics plus additional evidence</td>
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<td>Core metrics</td>
<td>Additional evidence (provider submission)</td>
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<tr>
<td>In future years this will be expanded to include further metrics, e.g. teaching intensity, % staff with ATQs or HMRC data.</td>
<td>National Student Survey (Q 1-4 – teaching on course; Q 5-9 – assessment and feedback)</td>
<td>National Student Survey (Q 10-12 – academic support)</td>
<td>Employment/destination (DLHE)</td>
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<td></td>
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<td>Retention/continuation (HESA)</td>
<td>Highly-skilled jobs metric</td>
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<tr>
<td><strong>Statement of findings</strong></td>
<td>Teaching Quality statement of findings</td>
<td>Learning Environment statement of findings</td>
<td>Student Outcomes and Learning Gain statement of findings</td>
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<tr>
<td>Description of performance in each aspect</td>
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<tr>
<td><strong>Overall outcome</strong></td>
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<td>TEF Rating</td>
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<td>TEF rating</td>
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<td>Question</td>
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<td>-------------------------------------------------------------------------</td>
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<tr>
<td>4. My course has challenged me to achieve my best work</td>
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<td>5. My course has provided me with opportunities to explore ideas or</td>
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<td>concepts in depth</td>
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<td>6. My course has provided me with opportunities to bring information</td>
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<td>and ideas together from different topics</td>
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<td>7. My course has provided me with opportunities to apply what I have</td>
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<td>learnt</td>
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<td>21. I feel part of a community of staff and students</td>
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<td>22. I have had the right opportunities to work with other students as</td>
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<td>part of my course</td>
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<td>23. I have had the right opportunities to provide feedback on my</td>
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<td>course</td>
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<td>24. Staff value students’ views and opinions about the course</td>
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<td>25. It is clear how students’ feedback on the course has been acted on</td>
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Over to you

https://padlet.com/wall/9ywc6gwa7hs3
Matriculation
What does the Learning Strategy say?

**Students graduating from our University will be resourceful, independent and resilient. They will be proud of their achievements and will want to maintain a lasting connection with us. Our graduates will have the qualities of integrity, openness of mind, breadth of perspective, and concern for ethics; all of which will equip them for professional success and active, informed citizenship now, and into the future.**
SAS Leadership Team
Student Journey Pictures
SAS Leadership Team
Student Journey Pictures

https://prezi.com/puf4zeehyc7i/the-student-journey/?utm_campaign=share&utm_medium=copy
Perspectives on the student journey

The students' perspective

Margo Baas, Career Development Service
Laura Freeman, Student Administration
Becky Johnson, Strategic Planning & Performance
Matt Weir, Sport and Recreation

Thanks to Elena Boaru and Course Reps from the...
Before university...
Hi! Nice to meet you 😊
THIRD YEAR
What do we do particularly well?

*Things about the Student Experience Leicester does particularly well:*

- Inclusivity
- Widening Participation
- Friendly campus

*What could be distinctive:*

- A flexible, personalised, tailored package
- Well supported (before, during and after university?)
- Students could build their own university experience
- Students would know/be told the distance travelled
Leadership Structure

- SAS-DG (Directors Group): Geoff, Rob, Becky, Chris meet weekly to coordinate strategy and priorities across the Division

- SAS-LT (Leadership Team): SAS-DG plus all heads of service/deputies meet regularly plus away days to ensure effective communication and joining up

- Matrix structure in which all directors have a functional accountability, but also a cross-cutting accountability for an area of the student experience

<table>
<thead>
<tr>
<th></th>
<th>Functional</th>
<th>Student Experience</th>
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<tbody>
<tr>
<td>Geoff Green</td>
<td>Overall strategy and direction</td>
<td>Student Lifecycle Programme &amp; Student Experience Team</td>
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<tr>
<td>Becky Johnson</td>
<td>Planning &amp; Governance</td>
<td>Sports &amp; Recreation Service</td>
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<td>Rob Fryer</td>
<td>Career Development Service</td>
<td>Student Support Service</td>
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<tr>
<td>Chris Garrod</td>
<td>Registry Quality Office</td>
<td>Academic Administration</td>
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</table>
Key Messages: what does it mean for me?

1. Engagement in a conversation about the student journey: we want your input.

2. Continuing location changes and implications for working practices.

3. Lean-based customer service ethos in all that we do.
Questions