

## RH100 – Panel Discussion

**Time: 6.30 to 8.30pm**

**Date: Tuesday 21<sup>th</sup> February**

**Venue: Wetttons Annex A**

### **Welcome**

The first part of this meeting will consist of the panel being given updates on the feedback they have provided over the past 3 meetings. This will be followed by a session led by the **SU**, looking at the different services they provide, and ways to improve them, alongside looking at ideas and areas that students would like to see the SU explore. The final session will be led by the **Communications** department to explore your thoughts on the way in which academic department offices are set up across College, from what they are called to the way that they look and where they are located.

### **RH100 feedback update**

Richard Hawley will lead a discussion with the panel regarding the different actions that are being taken as a result of RH100 feedback across the different academic and professional service departments which have featured in the panel meetings so far.

### **Student Union**

#### ***Session 1 – Group Discussion***

The aim of this session is to understand what services provided by the SU which students use and what they think of them. It will also highlight services students did not know came from the SU and possibly find areas that still need to be covered.

#### **Preparatory questions to think about and explore with others before the panel discussion.**

- What services have you used from the Students' Union?
- What have your experiences been with the Students' Union?

#### ***Session 2 – Group discussion***

The aim of this session is to highlight the Bright Ideas platform and look at what has come through it so far, and to get feedback on the current ideas and their relevance to students. This session will also give the panel an opportunity to put forward new ideas.

- Do students know the Bright Ideas platform exists?
- Do people understand the process for ideas and how they can be successful?

- What would you like to see the SU doing through Bight Ideas, and what have others said to you about the system?

### ***Session 3 – Exercise***

In groups split into students and SU staff. Students can come up with ideas they would like to see from the SU. The SU staff then have the role to talk through the ideas and consider the following:

- What goals would you set and how would you achieve them?
- What funding would the ideas need?
- What would need to be done to implement them?

After this, the ideas will need to be ranked by importance. Think of how much of an impact each idea would have, how many students would it help, and whether it is achievable.

### **Communications**

#### ***Discussion topic 1 – Group discussion***

The aim of this session is to establish what you think works well and not so well about current academic department offices across campus, in particular in relation to their names, locations and signage. In groups, discuss your experience and expectations of academic department offices' names, locations and signage. Please reflect on the questions below:

- When you think about your academic department office, what's the first thing that comes to mind?
- If you can remember, what was your first impression of your academic department office when you started studying at Royal Holloway?
- Do you know whether your academic department office has an 'official' name? What do you call it e.g. 'I'm going to head to ....'?
- What do you think about the location of your academic department office? Is there anything that could be improved? Are there things that work well?
- What are your thoughts on the posters and materials that you find up on walls around and inside your academic department office? Do you notice them? Are they useful?
- If you're a joint honours student, are there any similarities and / or differences across your academic department offices that you find useful and / or challenging?

#### ***Discussion topic 2- Group discussion***

Please complete the table based on the enquiry management system. This is a tool that will point you in the right direction if you have a question about operations and support on campus. Please work in groups and complete the following questions.

- Have you seen similar systems elsewhere and what have they been called?
- Do you have any ideas for our RH enquiry management system and what it could be called?
- What would be the most intuitive name for new students?

### ***Discussion topic 3 – Group discussions***

Based on the services and advice that can be provided by your academic department offices to you and your fellow students, we have some suggestions on what we could call the academic department offices in the future.

We would like your feedback and thoughts on the options below. We shall split you into groups and ask you to rank the name options, and submit alternatives with the reasoning for them.

Potential names to consider and rank:

Potential name	Rationale
1) [History] Helpdesk	To indicate that it is a place where you as students can get support, not just a place where operational queries e.g. 'where's this room?' are answered. Earlier this academic year, the SU also opened their helpdesk, so consistency could be helpful.
2) [History]: Help and Information	To indicate a place where you as students can access support / assistance. The introduction of the word 'information' could also relate to potential visitors and guests.
3) [History]: Information point	Shift in focus here to 'Information point' for you as students and potential visitors too.
4) [History]: Reception and Office	Focus on a common phase 'reception' that many students / staff and visitors are familiar with.

**Please suggest alternatives which you think could work, and share the reasons for them.**

***We'll share the results and chosen name before the next panel meeting.***