

RH100 Panel 1 Report

Date: Thursday 01 December

Panellist Attendance – 78%

Departments in Attendance – Student Engagement and Sport, Strategic Planning, SSC, Students' Union.

Discussion Topic 1 – Enquiry Management Service

The RH100 panel investigated the 10 service groups of the Enquiry Management Service and discussed the current mode of categorisation and proposed changes.

Panellists informed the college that...

- Some of the service group titles do not easily explain the content of the category.
- The list of services is 'too long.'
- The list of service groups is a little 'complicated' and not very user friendly to students.
- Within the 'Student Record and Enrolment Support Services' service group, enrolment was ordered as the most important, above student records, college card and travel.
- It is not clear where the Careers Service sits within the service groups.

Panellists therefore suggested...

- Within the service group of 'Appeals, Complaints and Misconduct, each facet should have its own icon within the category.
- 'Engagement monitoring' should be changed to attendance to make it clearer to students what is meant.
- Information regarding visa eligibility, visa technical and visa advice should be added within the 'Immigration and Visa Advice' service group.
- 'Physical Wellness and Personal Wellbeing' should be two separate categories.
- Include alumni services, alumni information and graduate career services in the 'Graduation' service group.
- Include neurodiversity in the title of the 'Disability Support' service group.
- Include a service group on 'Medical and Emergency Services.'
- Make 'Housing and Living on campus' more specific so it becomes 'Student Housing and Living on campus' so students living off campus in private accommodation know there is also information available to them in this service group.

What next?

The EMS Project team will review the responses of the RH100. They plan to create a smaller student focus group to assist with further co-design of the project.

Appendix:

Service groups discussed:

1. Student Record & Enrolment
2. Module Registration & Timetable
3. Appeals, complaints & misconduct
4. Your assessments – Examinations, transcripts & certificates.
5. Dignity & Inclusion
6. Disability Support
7. Document & letter requests
8. Fees, funding & money advice
9. Graduation
10. Physical Wellness & Personal Wellbeing
11. Housing and Living on Campus
12. Immigration & visa advice
13. Student Life
14. Other
15. Engagement monitoring