

RH100 Training Report

Date: Tuesday 10 October

Panellist Attendance – 78%

Departments in Attendance – Student Engagement, Internal Communications.

Discussion Topic – Start of Session Welcome Activity

As part of their training, the RH100 panel discussed seven topics offered during the Welcome period: the Official Royal Holloway App, IT, Communications, Support Events and Initiatives, Enrolment, Campus Operations and Arrivals Logistics, Residential.

Panellists informed the university that...

- Most panellists downloaded the Official Royal Holloway app before they arrived.
- The events timetable on the app was the most useful feature.
- There is not enough information on the app specifically targeted towards commuter students.
- Students did not know that the photos submitted for their ID cards had been rejected until it was too late. If it was rejected, they didn't know why so couldn't make the necessary changes.
- Panellists do not like the authenticator needed for logging into their IT accounts.
- Overall panellists were satisfied with the communications received during the first few weeks of the new academic year. Some felt overwhelmed but most liked the content.
- Panellists found the enrolment process stressful and difficult.
- Panellists listed several issues upon move in, e.g., rats in Runnymede and Reid, ladybirds inside, and a door in Buter was broken.

Panellists therefore suggested...

- Panellists found the campus maps difficult to orienteer, they suggested an interactive map with a 'you are here' feature.
- The website needs some improvement and changes made as it can be difficult to find information about enrolment.
- To investigate the possibility of providing more support during move in weekend, such as people on hand to help carry things if someone is arriving alone.
- The format of the app needs to be improved to make it easier to navigate.
- Improve the quality of cleaning and room checks for the Halls of Residences as rooms were not always clean upon move-in.