27 September 2013

Dear colleagues

This latest update provides information relating to progress in the development of the Student Education Service (SES) focusing in particular on the following areas:

- Admissions network event in October
- Recruitment of the Service Directors
- Appointment to the roles of Head of Educational Engagement, and Head of Programmes and Assessment
- SES programme website
- LeedsforLife website
- Development of an SES website for students and staff
- CRM procurement

Admissions network event in October
A reminder that an admissions network event, bringing together admissions practitioners from across the institution, will be held on 23 October. For further information or to book a place, contact Naomi Tickhill naomi@lubs.leeds.ac.uk.

Recruitment of the Service Directors
As I noted in my previous update, the Directorships of Student Operations, Admissions, and Student Opportunity were advertised externally with a closing date of 20 September. An assessment centre and interviews are planned for late October. At the same time, the role of Chair of Student Support and Wellbeing was advertised internally.

Until the new senior leadership team is in place, Andrew Parkinson will continue to provide support to the Student Operations team and Andrew and Kath Hodgson are supporting the Faculty Education Service Managers.

Appointment to the roles of Head of Educational Engagement, and Head of Student Programmes and Assessment
I’m delighted to announce that we have made the following appointments to these two roles:

From 01 October, Louise Banahene will take up the post of Head of Educational Engagement. She will lead the Educational Engagement team, which was previously part of Access and Community Engagement, and have responsibility for developing widening participation and student access.

Louise will report to the Director of Admissions and will be a member of the SES Admissions and Student Recruitment management team.

Tessa Mobbs has been appointed to the post of Head of Programmes and Assessment, within Student Operations. Tessa will continue to be a member of the SES Student Operations management team, reporting in due course to the Director of Student Operations. Tessa will bring together team members, who are formerly part of Student Administration, to support student programmes, timetabling, assessment, examinations and graduation. During October, Tessa will be working alongside David Gardner, who has been managing the Student Programmes and Assessment team in the interim.
**SES programme website**

The SES programme website [www.leeds.ac.uk/student_education_service](http://www.leeds.ac.uk/student_education_service) has been substantially revised to provide up-to-date information about the developing Student Education Service and the projects which are supporting the Service development. The site will be updated regularly to keep colleagues informed about the progress we are making.

**Leeds for Life website**

The new Leeds for Life website is now live [leedsforlife.leeds.ac.uk](http://leedsforlife.leeds.ac.uk). The refreshed and updated design, adaptive to mobile devices, makes it easier to find opportunities and to book personal tutoring sessions. The new website integrates the volunteering database and enables students to search and filter the range of opportunities in a more detailed and effective way. They can then save and reflect on these opportunities on their Living CV, which is in the form of a timeline that builds up over the student’s time at Leeds.

Staff from Student Opportunity and Enhancement, and Leeds for Life Student Ambassadors, are available to present and demonstrate the new website. Contact [leedsforlife@leeds.ac.uk](mailto:leedsforlife@leeds.ac.uk).

**Development of an SES website for students and staff**

One of the projects being undertaken as part of the SES programme is the development of a single Service website which will provide comprehensive support and guidance to our students and staff.

The first phase has recently begun and is concentrating on gaining an understanding of how our existing sites across SES are used by both content owners and end users, through qualitative and quantitative analysis, to inform the development of an integrated website.

It is anticipated that the new website will go live in time for the start of the academic session 2014/15.

**CRM procurement**

Procurement processes for the CRM system are still ongoing with discussions continuing with the two shortlisted suppliers to clarify aspects of their bids. These discussions will be taking place over the next few weeks, with a decision likely to be made on the way forward by the end of October.

If you would like any further information about any of these developments or have any comments to make on communications about SES developments, please contact [sescommunications@leeds.ac.uk](mailto:sescommunications@leeds.ac.uk).

Best wishes

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