Student Education Service Programme

Student Education Service Update

November 2013

Andrew Parkinson

Student Education Service  working together to provide an exceptional Student Education Service
Agenda for the session

- Welcome
- Update on progress – Professor Vivien Jones
- Customer relationship management (CRM) procurement – members of the SES programme team
- Training and development – members of the SES programme team
- Questions & answers
- Next steps
Student Education Service Update

November 2013

Vivien Jones
Student Education Service Programme

Update

- Service vision and principles
- Delivering the vision – the SES programme
  - Organisational development
  - Process and systems development
Vision
To deliver an exceptional student experience through a sector-leading, cross-university, integrated Student Education Service which

- is grounded in principles of quality, equity, consistency and opportunity for students and for its staff
- works in a fully integrated way to the highest service standards; and
- works in partnership with academic colleagues, other services and Leeds University Union, in support of the whole student experience, both curricular and co-curricular, in line with Leeds for Life
How the SES Programme will deliver the vision

The SES programme business case approved by VCEG in July sought funds to support the delivery of the SES vision under two major strands:
1. Organisational development
2. Process and systems development
1. Organisational development: work underway

**Service leadership**

- Director appointments (Admissions, Student Operations, Student Opportunity)
  - Offers made and informally accepted by successful applicants
- Appointment of the Chair of Student Support and Wellbeing
  - Panel to be held 15 November (internal appointment)
Service management

- Senior managers appointed over the last few months:
  - Louise Banahene – Head of Educational Engagement
  - Tessa Mobbs – Head of Programmes and Assessment
  - Jenny Lyon – Head of Quality Assurance
- Three new Faculty Education Service Managers (FESMs)
  - Michael Byde – ESSL
  - Claire Ingle – Environment
  - Louise Powell - Engineering

Details of the full teams are on the programme website: [www.leeds.ac.uk/student_education_service](http://www.leeds.ac.uk/student_education_service)

- Support being provided to Heads and senior managers in establishing their new teams and strategic priorities
Student Education Service Programme

Service establishment

- **SES programme communications**
  - SES programme website
    - [www.leeds.ac.uk/student_education_service](http://www.leeds.ac.uk/student_education_service)
  - Regular email communications / SES update sessions for staff

- **SES website for students and staff**
  - A single Service website which will provide comprehensive support and guidance to our students and staff is being developed for 2014/15

- **Service communications channel**
  - For business as usual Service communications

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Service establishment

- **Service look and feel**
  tone of voice guidance to support Service establishment – supporting consistency and professionalisation

- **Training programme**
  training needs analysis/staff survey – planned for November/December

- **Service standards and measures of success** – work will begin in January 2014 to develop an approach for the whole Service

- The Service’s **infrastructure** needs are being mapped out

- **Cross-Institutional Functional Management Teams (CIFMTs)** established

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Cross-Institutional Functional Management Teams (CIFMTs)

- One for each standard function: admissions, assessment, programme support, quality assurance, student support
- Bring together functional managers from each faculty with appropriate colleagues from central teams
  - To deliver and develop operational policies
  - To advise on policy development
  - To establish and develop the SES “one service” model
  - To provide an opportunity for genuine partnership working
  - To identify things we’re doing that we no longer need to do
Functional networks

- There will be a network for each functional area to:
  - encourage direct involvement of all SES staff
  - provide updates
  - share good practice
- Inaugural meeting of the Admissions Network held 23 October
  - Further information about the event on the SES programme website
Hopefully this is the start of many similar events. It has been great meeting up with people I haven’t spoken to in a long time. I’m really keen to find out who the CRM supplier is.

We’d like to hear about the bigger picture to improve our understanding of what’s happening. There have been so many changes we feel a little bit lost. We don’t really know what to expect, but it will be interesting to find out more about the functional managers.

I’m keen to get a coherent view of what is happening in admissions and to hear the public facts about how recruitment went this year.
It’s brilliant that PGR will be included in an early phase of the CRM implementation; we need something just as much as everyone else!

More generally, the Student Education Service is providing a platform for colleagues to work more broadly, in my case across a federal Faculty. As long as we get communication going, then nothing can stop us!

I feel like there’s been a big jump from before the event to after in terms of developing a shared understanding.
2. Process and systems development: work underway

- **Tactical initiatives** (pre- and post-application)
- **CRM procurement** to support admissions in the first instance, followed by the whole student journey (including on-course developments)
  - Microsoft/PriceWaterhouseCoopers announced as preferred supplier
  - Now in the ‘discovery phase’ with the aim of signing the full contract in January
Customer Relationship Management (CRM)

Anthony Allen
Nev Rogers
Training and development

Penny Foster
Caroline Pearman
Questions & Answers

All presenters and members of the SES programme team
Next steps

Vivien Jones
Next steps
- Appointment and establishment of senior leadership team
- On going implementation of central Service teams
- CRM discovery phase
- Targeted session for Faculty-based colleagues with CRM demo
- Training needs analysis/staff survey
- Ensure that the FESMs and faculty teams continue to develop their Service strategy and strategic priorities
- Ensure full academic engagement
- Deliver the vision for the SES over the next two years