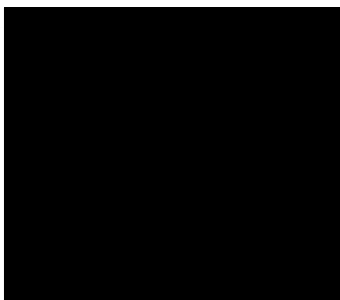


From: External Relations
Sent: 21 July 2017 10:58
To: Staff
Subject: Geoff's Update - July 2017



Geoff's Update - July 2017



We start with a congratulations to Professor of Information Science Mike Thelwall and the Statistical Cybermetrics Research Group, Research Institute of Information and Language Processing (RIILP), for their **number one world ranking** for their research in the [Academic Ranking of World Universities – Shanghai Ranking](#) – published recently.

Clearing 2017 - update for staff

Clearing is now open across UK universities, and we are working towards one of the

busiest periods in the Clearing process when students receive their A Level results on Thursday 17 August and our Hotline opens to them at 7am that morning.

Prospective students are already looking at our Clearing [web pages](#) and can [register their interest](#) to receive a call from us on A Level results day or to apply to us directly if they already know their results. We will once again be running a widespread advertising and publicity campaign to promote the University during Clearing, and holding an Open Day on Saturday 19 August where students can apply directly to us on the day by bringing in their results.

This year we have evolved our Clearing process internally to ensure our potential students get the very best experience possible, enabling us to handle more calls than ever as we have increased our Clearing Centre phone lines from around 20 to 87 call stations this year. We are expecting in the region of 6,000 calls to the Clearing Hotline on the first day alone.

For the first time, over 50 trained student advisors will be answering the calls on the Clearing lines as the first point of call for enquirers. Not only will prospective students be speaking to current students of the University – a real positive, and reassuring for those going through Clearing – but these advisors will also be able to make offers to prospective students on the spot if they have the right entry grades for courses. The call handlers will be supervised by members of staff experienced in Clearing.

These advisors will refer calls to academic staff when there is more detail needed or to discuss other courses that may be available to the potential student – all in the ethos of us as the 'University of Opportunity' and enabling students to access higher education and start the right course at the right level.

Inevitably, the Clearing Hotline can get extremely busy and we do not want prospective students to be left waiting or having to call back. A phone hunt group is being set up so that if the Clearing Hotline phone lines are all busy, calls will be taken by staff experienced in Clearing throughout the University.

Admissions staff will be focusing on confirmation and processing international, postgraduate and part-time applications for 2017/18 entry.

The Clearing Hotline number is **01902 51 85 85** and opens from **7am – 7pm on Thursday 17 August, 7am – 7pm on Friday 18 August, 9am – 5pm on Saturday 19 August, 10am to 4pm on Sunday 20 August, and 8am to 5pm from Monday 21 August onwards.**

As well as the Open Day, we will be holding Clearing Open Afternoons on a Wednesday from 2pm onwards where potential students can visit us, tour the University, find out more about their course/s of interest and apply. These start from Wednesday 23 August.

The Clearing process lasts right through to the start of the new academic year so across the University we will all be focusing on assisting as many new students as possible to start with us in 2017/18. Students First is our priority and recruitment is competitive now across all UK universities – Clearing no longer has the stigma it may have once had and you'll see students will all different types of grades coming through the system as it is a 'buyer's market', the power is with them to choose where they would like to study. We have to do everything we can to ensure Wolverhampton is their number one choice in Clearing and that's a job for all of us.

University safety checks following Grenfell

You can read the latest information on our safety checks following the Grenfell fire [here](#)

Staff appointments



Welcome to Emma Bull, who has joined the University as Director of Organisational Development in the Offices of the Vice-Chancellor from her previous role as Director of Student Services at QMUL, where she also spent time as Interim Chief Operating Officer. As mentioned in a previous Geoff's Update, Emma will lead the development of our systems through a cultural transformation process in which, together with Deputy Vice-Chancellors and Corporate Service Directors, a new way of working will be established with an enhanced customer focused service.

Honorary graduates lunch

We recently held a lunchtime celebration for our honorary graduates – attendees spanned across music, sports, the arts and business. You can find out more [here](#)

Estates update – transport strategy

A five-year transport strategy is being developed that encompasses inter-site travel, parking and commuter travel. Stakeholder comments and views will be sought in due course. This will be a major opportunity to shape how the University responds to environmental needs.

Geoff

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