

University of Glasgow

Student Lifecycle Project Board

Minute of the interim meeting with the Colleges held on Friday 9 September 2011 at 0930 hours in Room 251, Gilbert Scott Conference

Attendees:	Robert Fraser, Neal Juster, Christine Lowther, Sandy Macdonald, David Newall (Convener), Stuart Ritchie, Dorothy Welch
In attendance:	Jenny Beattie, Pat Duncan, Pat Furze, Catherine Martin, Barbara Mueller, Janice McLellan, Lee McClure, Lillias Robinson, Val Stringfellow, Helen Young
Apologies:	John Chapman, Carol Clugston, Frank Coton, Nancy Donald, Iain Forster, Tom Guthrie

1 Update Registration and Enrolment

David Newall welcomed colleagues to the meeting for a further update on progress. Updated registration and enrolment statistics had been circulated the previous evening and Barbara Mueller led members and attendees through the statistics.

To date 22,263 AANs had been sent out. This figure now included PGR students. 17,156 students had started registration which accounted for 80%. 55% of these had completed registration and 45% had started enrolment. 26% had achieved 120 credits at UG or 180 at PG.

Although progress was being made in registration, some students continued to struggle with enrolment. Numbers for block enrolled students were not yet reflected in the circulated statistics. Block enrolment would need to be done by Schools and a reminder about this had gone to HoSAs on 8 September. There was an urgency to start processing these and for part time students there was a particular issue as fee calculation could not be done until enrolment completed.

Stuart Ritchie was concerned that the feedback he was receiving from students was that they could not enrol at all due to one reason or another and stressed that the reasons surrounding this should be unpicked as soon as possible.

2 Support Calls

As at 8 September, Colleges and the Project Team had received 7,139 support calls. 1,966 calls remained open with half of these sitting with the SLP Team. 5,173 calls had been resolved/closed with 1,122 still open after 3 days and 387 of these over 10 days old. The Team was actively targeting those calls over 3 days old to get them closed.

Students were finding a number of areas relating to registration problematic including holds and the process for part-time students. Financial registration and enrolment were the main difficulties encountered by the student helpers based at the Round Reading Room support cluster. One of the enrolment issues related to visiting students wanting

to enrol on classes with prerequisites and they were being directed to College drop in sessions.

The Project Team was working on the backlog of calls and had put together a quick response FAQs to be sent out .

Additional Support had been available in the Round Reading Room from 7 September and there had been a steady flow of students seeking assistance. The Team was pursuing more student helpers for Fresher's week and Colleges were asked to let the Team know if they had any available A-Typical workers.

Sandy Macdonald had investigated the call centre option and 'Response' had been appointed to start w/c 12 September. Students would be contacted through their mobile phone numbers and encouraged to look at the guidelines, read the guidance and proceed through registration. If there was spare time towards the end of the week, the Response team might be asked to help with the backlog of support calls.

College teams said that Job Aids were urgently required for some processes and it was agreed that Lillias Robinson and others should liaise with Barbara Mueller to identify what was needed for registration and enrolment activities.

Action: BM and LR

A number of issues had been reported by the Colleges which included students being unable to find classes/ tutorials on the new system and clashes.

The amount of manual intervention required by staff, and in particular, advisers, was causing a great deal of worry among the Colleges.

The rate of UG enrolment and registration had slowed for the College of Arts. There were 144 open calls, with a lot of these relating to prerequisites for one of their smallest schools. Issues reported included:

- Students not clicking 'view all' once in the system and thinking courses were full when they were not - an email would be circulated to students about this issue.
- Holds not being released within 24 hours with some taking several days. Barbara Mueller reported that these were now scheduled to run overnight so AAN letters would be sent out first thing Monday through to Saturday.
- Enrolment and advisor resource.

Level 1 and Level 2 Students in Arts would be emailed a note of their classes so that they had the dates even if they had not yet managed to enrol. David Newall asked other Colleges to discuss replicating this idea.

Social Sciences had a number of arrangements in place for their students. Issues flagged to the Board included:

- Fee set up problems re part time students in education
- Students not being able to see 'My Requirements'
- A need for further information on financial registration

There was unease expressed at the large number of international students still to turn up and the additional workload this would involve. It was noted that an email had been

sent to international students to allay any students' fears that they would not be allowed to progress to enrolment until fees were paid.

Stuart Ritchie reported that students who had applied for hardship loans had been told that this would be flagged as an outstanding debt and they would not have their fees paid. Stuart Ritchie would pass full details to Christine Lowther to investigate.

Action: SR/CRL

There were reports of accommodation debts not clearing off the system until a few days after being paid and this would be looked into as well.

Action: BM

The Board agreed that all students should be allowed to progress to enrolment, even if they had not paid their fees. It was also agreed that ID cards should then be withheld until fees were paid. The necessary process changes would be put in place to enable this to happen and students would be informed. It was accepted that allowing students to enrol without paying fees would lead to additional work in the collections process.

Action: CRL,

There were a number of fees issues for MVLS and Lillias Robinson undertook to forward details of these to Christine Lowther.

Action: LR

In relation to block enrolment on classes, it was conformed that another training session could be run if required.

Christine Lowther reported that further development work not immediately required had been put on hold until the support work relating to registration and enrolment was cleared.

UCAS was planned to go live on 26 September. This involved mainly staff in RIO. Training and go live for the Direct Admissions module had been postponed to October. This would ease the pressure on the college staff involved as they are currently fully engaged in registration and enrolment work..

3 Any Other Business

Christine Lowther asked to be advised if colleagues had any concerns regarding the process to progress PGRs .

Action: College reps

A further meeting of the Board and College representatives would be arranged for the following week. David Newall asked Colleges to pass on the Boards' thanks to staff for their work.