

## RH100 – Panel Discussion

**Time:** 6.30pm

**Date:** Tuesday 15 November

**Venue:** Moore Annexe 34

### Welcome

The first panel session will consist of three parts, an interactive session at the beginning where you will be asked to group the services a student may access whilst at the college. During the second session you will be asked to consider a number of questions, with the opportunity for open discussion. The third session will be a brainstorm to understand in greater detail how students want to interact with the college.

### *Session 1 - Interactive*

Student First have documented all of the services that a student will have access to during their time at the college. During this session you will be provided with 75 cards, with each card representing a service, and asked to group them. We are exploring how a student 'journeys' through college, and what the natural groupings are for services from the student's perspective.

Once you have grouped the services, we would like you to then 'walk through the journey' and mark the cards as follows:

- a Q if you think the service should be delivered by College student services
- an S if you think the service should be delivered by the student union
- an A if you think the service should be delivered by academic departments
- an O if you have never heard of the service
  
- Please add an \* to the 10 services that are most important to students.

You have been provided with some extra cards – these should be used if there are any services you think the college should provide, and they are not included.

- **Preparatory task before the panel discussion:** at Appendix A are the 75 services, talk to your fellow students and start to map out your student journey.

### *Session 2 - Discussion*

The college has agreed that our provision of services to students can be improved and we want to work with students to 'get it right'! Following on from the above exercise Richard Hawley will lead a discussion to explore the responses provided and to specifically provide a baseline to the following three questions:

- What are student's expectations of the new Student Centre?

- What are student's expectations of the new Academic Centres?
- What are your expectations of technology provision at the college?

It is important to the college that we are able to understand the expectations of our students and to support them.

- **Preparatory task before the panel discussion: share with your peers the ambition of the college, and collate their thoughts on the above questions.**

### ***Session 3 - Brainstorm***

The panel will be split into groups and given approximately 10 cards each. For each card respond to the following question:

- What would be your expectations in terms of how queries and issues associated with the service are dealt with particularly in terms of:
  - response times,
  - who deals with your query/issue and how many staff are involved, and
  - what would you not want to happen or experience?
- **Preparatory task before the panel discussion: through your week take note of the services you are accessing, and what your thoughts are on the experience.**

### **Next RH100 Panel**

The next panel on 6 December 2016 will be asked to focus on the Academic Centres and to consider design proposals for specific services, including timetabling and extenuating circumstances.

## Appendix A: Student Journey & Services



Hall Application & Allocation	Personal Tutor/ Advisor Allocation	Representative Sport
Hall Fee Payment	Course Selection & Allocation	Performance / Elite Sport
Hall Move In & Welcome	Group Selection & Allocation	Part - Time Opportunities
Local & Commuting Student Welcome	Student Timetabling	Careers Consultancy
Housekeeping & Maintenance	Learning & Teaching Induction	Employability Skills
Laundry Services	Attendance Monitoring	Placements & Internships
Postal Services	Coursework Submission	Community Volunteering
Hall Support	Extenuating Circumstances	Skills Award
Hall Live & Events	Coursework Collection & Feedback	Student Welfare
Private Housing Advice	Academic Appeals	Student Counselling
Campus Orientation	Exam Schedule Publishing	Misconduct & Discipline
College Card	Special Examination Arrangements	Incident Management
Bus, Cycle & Pedestrian Links	Exam Delivery	Opportunities & Skills Induction
Campus Catering	Non-Progression Provision	Student Societies & Events
Parking Permits & Enforcement	Course Outcome Publishing	Fitness, Health & Gym
Campus shop	Degree Outcome Publishing	Recreational Activity/ Sports
Campus Security	Learning Support Induction	Research Student Development
Visa Application	International Student Support	Research Progress Reporting
Regulatory Signup	Disability & Dyslexia Support	Research Ethics
Tuition Fee Arrangements/ Payment	Learning Resources	Research Student Upgrades
Attendance Confirmation/ ID Check	VLE	Writing Up Transition
Certifying Documentation	IT Support & Printing	Thesis Submission
Change of Programme	Information Skills	Viva Examination
Interruption of Studies	Study Skills/ Support	Financial Advice Welfare & Support
Supervisor Allocation/ Confirmation	Faith & Chaplaincy	Research Student Induction