

Presenter		Question	Response
Helen Baker (Graduate Education updates/eprog updates)	1	In what way will the new Campus Solutions be used for the eProg replacement? Will we ensure that the system is user friendly for supervisors and students?	As part of the eprog replacement project, all options are being explored for delivering the technical solution to meet the high level requirements of the project. CS is one possible technical solution for the replacement eProg system but this is still under discussion. An initial gap analysis has been conducted and the project team are due to meet with Ciber (Ciber is company who are the implementation partner for Campus Solutions) to go through a proof of concept demonstration - all eProg Faculty leads are involved in this. Whichever solution is agreed upon the aim will be for a user friendly system for all end users.
Helen Baker (Graduate Education updates/eprog updates)	2	What is the timescale for the eprog replacement system being implemented?	The initial project schedule was for implementation of a replacement system by 2017. However, this was based on a rebuild of the current system and the project schedule was also developed before eProg was integrated within the student lifecycle programme. Whilst the project team are still working towards that deadline it is dependent on the agreed technical solution but any updates relating to timeframes will be provided as soon as possible
Helen Baker (Graduate Education updates/eprog updates)	3	Is there any idea on the level of support that will be in place for the new system? For example, is it envisaged that there will be a dedicated helpdesk that schools can contact directly and be given a trackable job number?	One of the high level requirements for the eProg replacement project is that there is appropriate support in place both in terms of user support and technical support. Our understanding is that any issues or support requests will still be recorded and tracked via the Landesk system but until the technical solution has been agreed it is not possible to say exactly how the support will be delivered
Helen Baker (Graduate Education updates/eprog updates)	4	Is the system going to be rolled out to all schools/faculties simultaneously, or will it be phased in?	This hasn't been agreed yet but will need to be considered in terms of the roll out strategy. The system will be a University system for all Faculties and Schools, but consideration will need to be given as to whether it is piloted alongside the existing system and phased in gradually or replaced at the same time for all schools. One of the high level requirements is that data is migrated from the existing system to the new system to help support the transition, but it is not yet known how the transition will be managed
Helen Baker (Graduate Education updates/eprog updates)	5	Is it intended to be a modular system, so that additional functionality can be included later if needed, or will it be fixed to a limited number of core functions?	Yes, the intention is for it to be a modular system so that it is future proofed to allow flexibility for additional functionality or changes to functionality.
Helen Baker (Graduate Education updates/eprog updates)	6	What training will be available and will it be compulsory for administrators, students and supervisors?	The exact format of training provision hasn't been agreed yet but it is a high level requirement that the appropriate training is in place to support all users
Helen Baker (Graduate Education updates/eprog updates)	7	Can we have 'dummy' views of different role types so that we can see the different views of different users in order to assist in completing forms and guiding users through workflow steps?	The high level requirement to be able to see how other role types view the system was captured as part of the consultation process. The detail of how that would be implemented hasn't been agreed yet as it will be dependent on the technical solution.
Mark Leech (Well being updates)	8	How do we balance the wellbeing agenda with the University's operational targets for submission and completion rates?	The wellbeing agenda is a strategic priority for the University and is implicitly linked to the 2020 vision to improve the student experience. The University's wellbeing strategy and associated implementation plans aim to provide better and more targeted support for students and will hopefully help identify issues at an earlier stage which should therefore support students in completing their programme on time. Obviously in some cases, where there are extenuating circumstances students will require additional time to complete their research but it is hoped that by increasing efforts to better support students that this will support operational targets for submission and completion in a lot of cases.

Mark Leech (Well being updates)	9	What do schools do around the promotion of wellbeing support for PGR?	A draft wellbeing strategy and PGR Wellbeing implementation plan is currently under preparation which will provide more detailed information about the actions we need to take at all levels of the University. It is important that you all feedback any comments you have when the strategy and implementation plan are released for consultation. In the interim, contact Paul Redmond, Director of Student Life to ask for guidance.
Laura Markham-Jones (Tier 4)	10	Please could the panel provide some clarification on maternity leave for Tier 4 students - What are the circumstances which allow a student to stay in the UK for more than 60 days, and what is the process for this?	Maternity leave for Tier 4 students is treated as any other interruption. If a student wishes to take a period of leave greater than 60 days then she will have to leave the UK and be reported to UKVI as taking a leave of absence. Students need to make timely arrangements with their school for their period of absence and need to be aware that most airline place restrictions on whether expectant mothers can fly or not close to their due date and should bear this in mind if she do not wish to fly with a new-born baby. If a student has been told that she cannot fly for medical reasons we would need evidence from the student's GP or midwife confirming the period during which the student should not fly. This needs to be sent to visa@manchester.ac.uk. The student would then be viewed as having an authorised absence and will need to be monitored by the school on a monthly basis. If at the end of the period covered by the medical evidence the student still wishes to take further leave from her course, the studentl happen by September 2016, but by the end of the year is a realistic target.
Laura Markham-Jones (Tier 4)	11	Can previous attendance milestones be used to complete the census check for international students, instead of students attending additional census check meetings?	If the attendance milestone is in the same month as the census, and the attendance milestone does not highlight any issues with attendance then it can be used. If the milestone has not yet been completed or the supervisor has identified an issue with the student's attendance, then the student will need to attend a census meeting.
Laura Markham-Jones (Tier 4)	12	Please could we have some clarification regarding visas for students who are given permission to submit late? This is not an extension of registration - are students unable to extend their visa if they are granted permission to submit late?	Under University regulations, a student in late submission is not a registered student and as such is not entitled to supervision, do not pay fees and should not be sponsored by the University for visa purposes. If a School believes that there is a compelling case why a student should be sponsored under late submission then please contact visa@manchester.ac.uk
Laura Markham-Jones (Tier 4)	13	Is there any guidance for overseas visiting students that cannot get a UK bank account	This issue has been escalated to colleagues in the Student Admissions and Administration team who are taking this issue forward
Tanya Luff (Internationalisation)	14	What support/guidance can we offer to international students who are affected by financial problems when their sponsors stop paying fees/stipend? How do we know what the university position is?	<i>International Relations, SSC and Credit Control liaise on a quarterly basis to consider the largest international sponsors of students i.e. our "top 40" list which can be seen on our sharepoint site <b>add location</b> (temporary location until full SRID provision is launched at the end of July). Credit control colleagues can update you on the position for a particular student for tuition fees. SRID engage with sponsors overseas on a regular basis through meetings or email updates and where possible share intelligence gathered about changes to sponsor's situations. We have greater intelligence on the tuition fee situation than stipends as those are usually paid directly. In the past 2 years we have addressed the issues relating to Syrian sponsored students and this year we are looking at the situation relating to Iraq Kurdistan students as they have been highlighted as sponsors of concern. The hardship fund operated by SSC has a limited fund which can be applied to</i>

Tanya Luff (Internationalisation)	15	What can we do to improve our supervisors understanding of the management of sponsor relationships and communications?	<p>We are developing our Sharepoint site to be able to provide information on engagement with sponsors and what having a sponsored student means – this is based on the RAID intranet information which has been available for a number of years. For supervisors of students sponsored by the Saudi Arabian Cultural Bureau (SACB) we have developed process documents to try to outline the requirements.</p> <p>If there are opportunities within Divisions or Schools where you feel a presentation or conversation with key academic individuals e.g Director for PGR in a School, would be helpful please let me know and I would be happy to both update from SRID's perspective but also listen to concerns in order to improve our communication</p>
Tanya Luff (Internationalisation)	16	How can we work better with the Alumni office in relation to OS students?	waiting for SRID
Helen Baker (Graduate Education updates/eProg updates)	17	Thesis Submission: Who will need to consider requests to deviate from open access within 12 months?	A new process workflow has been defined and technical development work required to implement the new workflow is currently in progress. This process will require the supervisor to approve the thesis access setting. As part of the workflow students would need to submit a case for deviating from the default position and this would automatically be referred to the supervisor for consideration and a decision. The new process will be done at the point of first submission
Helen Baker (Graduate Education updates/eProg updates)	18	How much will GET be involved in the other work - streams under MRA review? Specifically, the recommendation around an increased role at faculty level in managing PGR recruitment?	<p>Russell Ashworth is leading the group that will be addressing this recommendation and Andrew Walsh is on that group. As part of this work, Russell has established two additional task groups.</p> <ul style="list-style-type: none"> <li>- Delivery model task group - looking at developing a standard operating model across faculties (GET are not on that group)</li> <li>- PGR task group - to address whether the PGR marketing, recruitment and admissions functions should be combined with or separate from UG/PGT and/or whether it should be combined with PGR administration (Helen Baker is on this group along with Faculty/School representatives)</li> </ul>
Helen Baker (Graduate Education updates/eProg updates)	19	Is it compulsory for all Doctoral Research to create an ORCID?	Yes, all researchers are required to claim an ORCID and record it in an appropriate University system. A RAPIIDS follow on work package has been defined to implement a standard operating procedure to formalise this requirement in support of the University's publications policy and this will be supported by a communications campaign to ensure all researchers are aware of the requirements. For PGRs, MDC have agreed that a new standard question will be added to all Year 1 annual review forms asking students to confirm whether they have claimed their ORCID and directing them to a new library webpage to record the ORCID information (or claim an ORCID if they haven't already got one). It is hoped that this will all be implemented over the Summer period but a delivery date has not yet been confirmed as its dependent on the technical developments to the library webpage.
Helen Baker (Graduate Education updates/eProg updates)	20	EPROG - Will the New system have a 'Trusted User' function so PA's, or Co-Supervisors can fill in info on Academics behalf?	<p>The replacement system will have a number of associated 'roles' and the function of each of these roles will need to be defined as part of the more detailed requirements. The roles are likely to be based around the current roles (main supervisor, co supervisor, advisor, PGR Director, PGR admin, system admin, internal assessor, examiners etc.) but more in depth work is required to determine what functionality each of these roles would have access to.</p> <p>As it stands, main supervisors or cosupervisors can already complete progression forms and PGR admin can also complete forms, but there needs to be a more formal assessment of whether this is appropriate.</p>

Helen Baker (Graduate Education updates/eProg updates)	21	Does the CS9-2 look the same as the current CS System?	I haven't seen CS9.2 yet, but my understanding is essentially that the functionality is not that different from the latest version (9.0). However, the main complexity at UoM is that the current version 9.0 implemented at UoM has been heavily customised and therefore some Oracle updates to that version have not been implemented. My understanding is that one of the things that has been addressed with 9.2 is the look and feel and that a more user friendly 'skin' or 'interface' is available, but again I haven't seen this yet
Claire Hughes	22	PGR Space - Is the library space equivalent in size to the Schunck space? What is the Schunck former PGR space going to be used for?	The dedicated PGR Space within the main library will be located on Red Floor 3. The space will be swipe card access for PGR students and consist of a PGR common room/meeting room, quiet study area with around 55 desk spaces, a presentation/training room and a photocopier/vending machine room. The proposed PGR space within the library will provide more square footage compared to that within the Schunck Building. It is yet to be confirmed what will reside in the Schunck Building
Helen Baker (Graduate Education updates/eProg updates)	23	Where can we find a copy of the Marketing, Recruitment, Admissions review?	<a href="http://documents.manchester.ac.uk/display.aspx?DocID=26961">http://documents.manchester.ac.uk/display.aspx?DocID=26961</a>
Helen Baker (Graduate Education updates/eProg updates)	24	Exams Policies - 'new elements from MDC' - Can we know what these are and have an opportunity to Comment (as may affect procedure).	Most of the changes requested by MDC were relatively minor but they have all been fed back to the Faculty PGR teams via GAG for comment before the final versions were approved. The final drafts of the 4 exams policies have now been agreed by MDC and will be submitted to the June Senate meeting.
Helen Baker (Graduate Education updates/eProg updates)	25	Our PGR theses currently default to 'closed' access (c.s) - will the 'open' access default after 12 months change this default in C.S?	The thesis access setting will default to 'open access within 12 months' when the student submits their thesis at first submission in eScholar. The revised workflow will enable the student to submit a case for deviating from that position and will also enable the supervisor to consider any requests and make the final decision on access. This data is recorded in escholar.
Helen Baker (Graduate Education updates/eProg updates)	26	Student Lifecycle Project, Pilot Project, MBS Distance learning - Does this include DBA?	Yes, the student lifecycle programme covers all students. The work stream focusing on the pilot project to implement CS9.2 for blended learning does not include any PGR students at this stage so the DBA is not included
Mark Leech (Well being updates)	27	Could the student rep handbook be circulated please!	Yes, the student rep handbook will be circulated via GAG
Helen Baker (Graduate Education updates/eProg updates)	28	Could we have an update from the admissions implementation group as schools have received no information since the report was issued	Updates can be requested via the lead for each of the work streams. These are: a. Market Intelligence and Research Unit - Alan Fearn b. Faculty student marketing, recruitment and admissions - Russell Ashworth c. Student forecasting - Helen Barton d. PGR Admissions system - Sarah Beer / Helen Baker (this work is now part of the student lifecycle programme) e. University Portfolio Advisory Group - Clive Agnew
Helen Baker (Graduate Education updates/eProg updates)	29	should we be asking new first year PGR's to sign up for an ORCID ID during welcome week or do they get prompted with an email from someone?	The main way to collect ORCID IDs for PGRs will be through a new page on the library website. A communications plan is being developed by the library as a follow on work package to the RAPIIDs project but once this webpage is available we should be promoting this requirement to PGRs as much as possible. It would therefore be helpful to highlight the ORCID requirement at induction but the communications plan will provide further information.
Helen Baker (Graduate Education updates/eProg updates)	30	Open access/thesis submission - what happens to thesis submission regarding open access when a thesis is industry funded and therefore required restricted access?	Where any funder has terms and conditions which require the thesis to be restricted access, this would be considered a valid case to deviate from the standard default position of open access within 12 months. It is hoped that we will be able to record the fact that a student has a restricted access clause in their contract on the new Pure system and if so, we would be able to take a feed from this system to ensure that any student who has this clause in their contract would automatically have their access setting set to restricted with no option to change it.

Helen Baker (Graduate Education updates/eProg updates)	31	E-Prog - what systems are other major academic institutes using to monitor PGR student progress? Is there a system which works well and has good practice which we could emulate?	The analysis completed as part of the eProg replacement project suggested that there was no other off the shelf package that could meet the high level requirements for the eProg replacement system. Anecdotal feedback from conversations with other institutions suggests that a number of institutions have also developed systems in house and some have used other off the shelf packages but only for some areas of equivalent eProg functionality
Helen Baker (Graduate Education updates/eProg updates)	32	We are not seeing MDC/GAG updates unless these are what is stated in the faculty of Humanities PGR Bulletin.	An activity report is generated every month for GAG and for MDC containing updates on progress with key PGR projects (although GET only started to generate this report about 3 months ago). Faculty PGR teams are asked to disseminate the information within their respective Faculties - in some cases this is done by circulating the GAG/MDC report and in some the information is used to update Faculty communications but it is up to the Faculty team to decide how to disseminate the information
Helen Baker (Graduate Education updates/eProg updates)	33	E-prog - Will it build any of the new system, or will an outside company?	This is still under discussion and no firm decision has been made yet but it is hoped that the technical recommendations will be agreed within the next month.
Helen Baker (Graduate Education updates/eProg updates)	34	Will the Schools be asked to provide scenarios for the 'next step' within the eProg replacement project.	The next step will be to define more detailed requirements and this will be done in close consultation with all stakeholders. So far we have gathered high level requirements but we will need to drill down these requirements to a more detailed level to ensure we capture the needs of all scenarios. If you are interested in taking part in that process please contact Marcellina Boyle (marcellina.boyle@manchester.ac.uk) and she will add you to her list of stakeholders
Helen Baker (Graduate Education updates/eProg updates)	35	How is the default open access period going to be communicated to SVSRS?	Technical work is underway to implement the revised workflow to implement a default open access within 12 months and to incorporate supervisor approval as part of the workflow. Once this work is complete and has been checked, a communications plan will be put in place to inform students and supervisors. It is envisaged that this will be through normal communications channels (ie: via GAG, MDC, PGR Directors)
Mark Leech (Well being updates)	36	With regards to training staff (Academic and PSS) what support is available to PGRs? Will there be support for staff?	This is an important point. In order to support PGRs and their wellbeing, there must be an environment of support that includes staff knowing where to signpost PGRs to to gain support. Strategies, procedures and processes to support staff will be part of the PGR Wellbeing Implementation Plan.
Mark Leech (Well being updates)	37	PGR Wellbeing - We should work towards being in a strong place for Sept 16' induction and require support from the centre (limited resource at school level)	Significant progress has been made in the past few months to raise the profile of PGR Wellbeing and its implications, and to galvanise people and resource to improve support for PGRs and key staff associated with them. An overarching University Wellbeing Strategy, underpinned by a PGR Wellbeing Implementation Strategy is currently undergoing consultation. The next step will be implementation. Centrally, the Graduate Education team is also working to strengthen the PGR rep system as this is integral to PGR wellbeing. Part of this work is bringing together PGR reps from across the University to help us develop a needs-based PGR peer-to-peer support network. We are also looking into organising University wide Welcome events for PGRs to help them get a sense of the wider PGR Community. There is much work still to be done but a key goal is to produce a final version of the PGR Wellbeing Implementation Plan with buy in from Heads of School, Faculty Deans etc. to ensure it is implemented. It is doubtful if this will happen by September 2016, but by the end of the year is a realistic target.
Mark Leech (Well being updates)	38	Comment: Wellbeing - Goal 3 of the strategy: induction is not the right forum to talk about mental illness.	The University Wellbeing Management group is discussing the best forums for discussing PGR Wellbeing. At best, inductions can be used to provide a overview of the support available and not go into specific issues with specific individuals.
Mark Leech (Well being updates)	39	Skills Training: It would be useful to look at training geared to CDTs - individual CDTs do this but for new administrators it would be good to have a set 'Menu@ of CDT - based skills training.	There is a large portfolio of training available to PGRs and staff in CDTs via the Training Catalogue and provided by dedicated Faculty Researcher Develop and PSS Teams. If there are any gaps in current training provision, or there is a need for a specific mode of delivery, CDT Administrators can flag it with their Faculty researcher development training team or with the University CDT Administrators Group chaired by Claire Hughes.

Mark Leech (Well being updates)	40	How does PGR Well-being compare to UG/PGT? Figure given was 78.5% what is the figure for UG/PGT?	Comparative PGR/PGT/UG data has been requested by Mark Leech to The Counselling Services and The Atrium. No data yet received yet.
Mark Leech (Well being updates)	41	Well being - One of the goals was review resource of Counselling Service, but what about resource in other support areas, e.g.. Supervisors, Advisors, School/Faculty PSS, DASS, SU, IAT, International Society etc.	In the development of the University Wellbeing Strategy and PGR Implementation Plan, there has been considerable discussion about how to better support Supervisors, Advisors and PGR Admin Staff. Comments on the draft wellbeing documents will identify if draft provision is sufficient. Contact has been made with the International Society to begin discussion about the role they could play in supporting wellbeing of International PGRs. The SU have been involve in discussion about the role they can play in PGR Wellbeing. There are groups which will have been missed - e.g. the IAT - but the consultation process of the Wellbeing Strategy and PGR Implementation Plan should capture these omissions for incorporating into a revised version of both documents.
Mark Leech (Well being updates)	42	Consultation Website - Will all drafts remain on the website until final version is approved?	Drafts of both the University Wellbeing Strategy and the accompanying PGR Wellbeing Implementation Strategy will be uploaded onto the GAG SharePoint area for access by faculty Leads to disseminate.
Mark Leech (Well being updates)	43	Should the Central team be trying to set up a buddy up system?	Such a scheme will be ideally lead by PGRs themselves. Mark Leech is organising events for PGR reps in the Teaching and Learning Commons in an attempt to build up a sense of community amongst them. When appropriate, we will be asking them to help us set up a PGR peer-to-peer buddying system by consulting with the PGRs they represent to scope needs and provide comments.
Mark Leech (Well being updates)	44	Well being - Will there be any Money available for PGR reps to organise events for PGR Students	There is some limited funding available but it is not an ongoing resource. Alternative funding will be sought.
Mark Leech (Well being updates)	45	PGR Well being: Supervisor training MUST be compulsory (otherwise only the 'good' supervisors will attend) - In some areas, there are too many PHD's per staff member (supervisor - student ratio way too high)	MDC is looking into Supervisor Training. A number of schemes are already in place or being developed and MDC will be looking at whether systems can be replicated in other Faculties. If not, then alternatives will be considered as engagement of Supervisors with training is a significant issue.
Mark Leech (Well being updates)	46	Communication is key for PGR administrators - students based off campus and not always sure all important information is received.	We agree, communication is key. Regarding PGR Wellbeing all consultation documents will be uploaded onto the relevant SharePoint area where Faculty leads will have access for disseminating information.
Mark Leech (Well being updates)	47	Well being - Can compulsory equality and diversity training be added to PhD MPhil pathways?	Any training course can be added to eProg pathways to make it compulsory for all students on that pathway.
Mark Leech (Well being updates)	48	Whilst there is a wealth of information for PGR students on the University website, there is still a lack of engagement from students on seeking out this information - partly because this information is extremely disjointed and not always linked on websites	This point is related to number 46 above. There is an institutional problem with students accessing information, and wellbeing is no exception. Mark Leech has been working with the My Manchester development team to build a Wellbeing microsite with links out to all relevant information.
Mark Leech (Well being updates)	49	Wellbeing - PGR Reps sometimes have difficulty recruiting reps. How could this be addressed?	This is probably best addressed at a local level, where procedures and processes used to recruit PGR reps, as part of a wider Succession Planning Strategy, should be reviewed, improved and implemented. Mark Leech has been working with GAG to identify best practice and put stpes in place for succession planning
Mark Leech (Well being updates)	50	Student rep events - could this be communicated to administrators via the website, or is it just Faculty reps that are invited?	So far, it is only Faculty reps who have been invited to Rep events via Eventbrite. However, if it is felt that there would be a mutual benefit from inviting PGR Administrators to attend, then this can be arranged. A concern would be that PGR reps may feel inhibited by the presence of people they may know and/or are seen to represent "The University".
Mark Leech (Well being updates)	51	PGR Rep Events - How do we know if our reps have attended, or been invited? Perhaps feedback/Minutes/Invitations could be cc'd to PGR administrators?	At present, there are no procedures in place to feed back to PGR Administrators which PGR reps have attended events. However, for all future events, Mark Leech will circulate a list of the PGR reps who attend events to Faculty Leads for dissemination.

Tanya Luff (Internationalisation)	52	Internationalisation - Alongside this, what are we doing to arrest the downward trend in University of Manchester's ranking/status in the UK? We are unable to fill RCUK studentships in EPS!	waiting for SRID
Tanya Luff (Internationalisation)	53	Internationalisation - How are recent UKV1 rules affecting this? Priority countries are all 'overseas'.	waiting for SRID
Tanya Luff (Internationalisation)	54	Can we have info on who in SRID is responsible for which countries/partnerships	We are currently finalising our Sharepoint collection and this information will be provided. For qualification assessments please use the intquals@manchester.ac.uk email address.
Mark Leech (Well being updates)	55	Were students challenged on why they don't feel a belonging? Events/ groups/ meetings are arranged for students but they don't turn up - what should we do? We need to bridge the gap	PGRs attending the events organised so far (1 x University -w ide event for all PGRs, 2 x events for PGR reps), and they have been asked about feeling a lack of community and the problem of engagement with events. Regrading the former, there have been a wide range of reasons given, but a consistent message is that the best way to communicate with and engage PGRs is via their peers. Where PGR reps have been most effective, for example, is where they have made efforts to go and see those they represent individually or in groups. Allegiance, I have been told, is first and foremost to building and/or Research group if PGRs are in one.
Mark Leech (Well being updates)	56	Can staff feedback for the wellbeing strategy?	Yes, once the draft wellbeing strategy is ready, it will be released for open consultation.
Mark Leech (Well being updates)	57	Will supervisor training be made compulsory?	Mark Leech has set up a supervisor training working group and the feedback from this will be presented to MDC. One of the areas under consideration will be compulsory supervisor training.