What we are asking you to do…
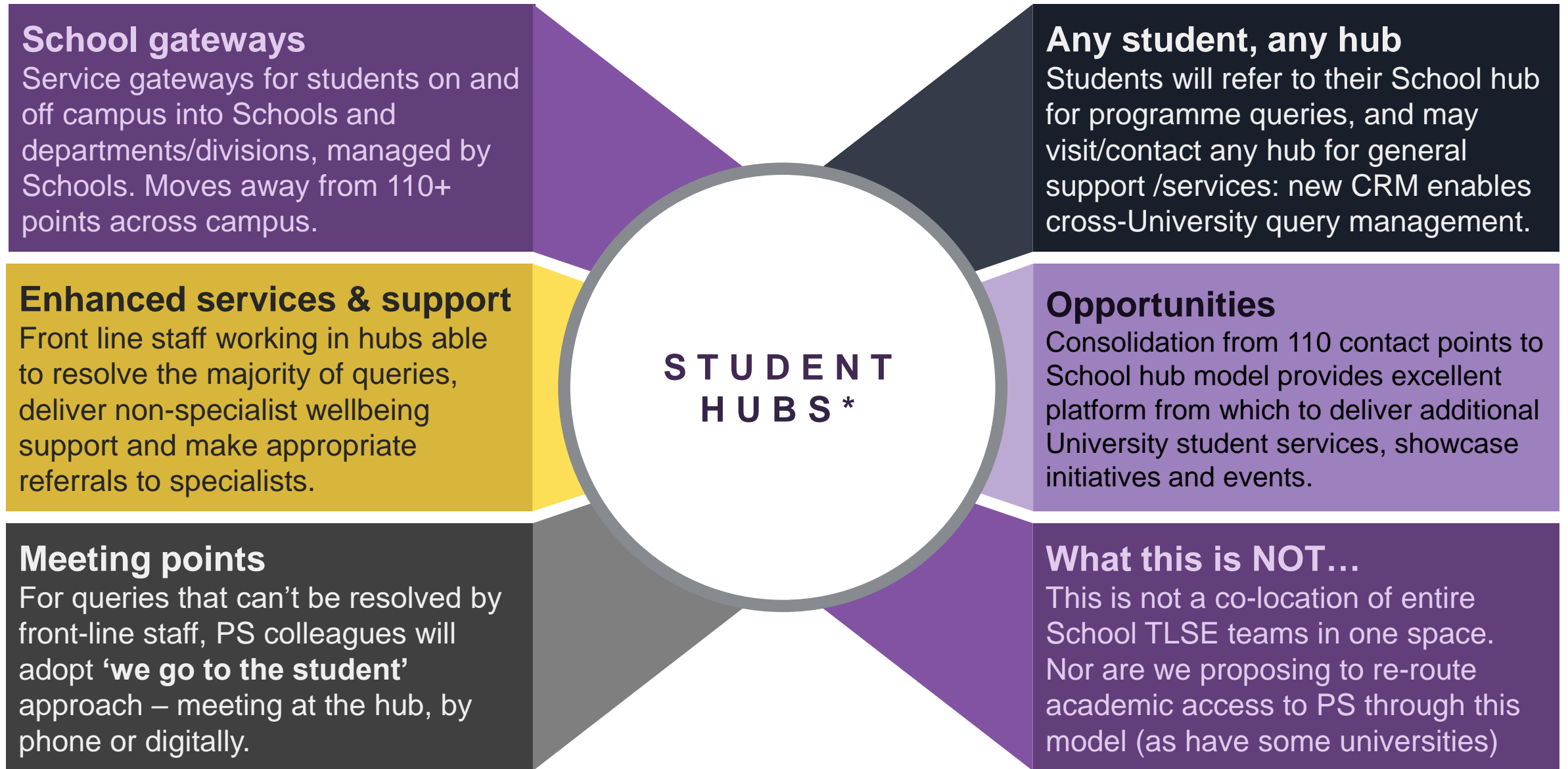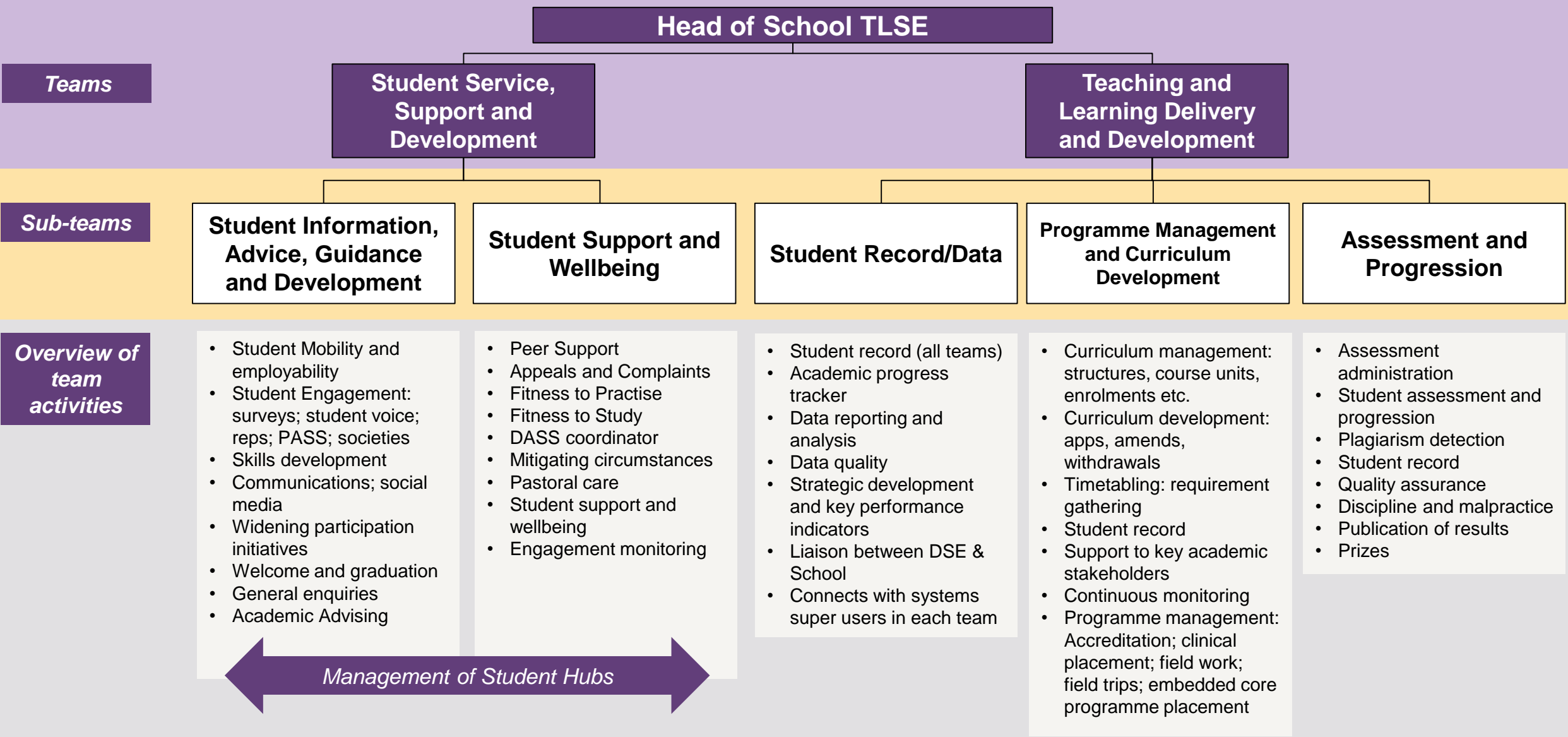
- Consider and discuss these developing proposals within your local areas

- Provide your feedback via our online form as soon as possible and no later than 31 March 2021:

  - What benefits can you see from the developing proposals?
  - Are there any significant challenges/risks that we are so far missing?
  - Are there further opportunities to be realised from the developing proposals?

- **Next steps:** Your feedback will be used to further shape our new organisational design, as demonstrated in earlier phases of the programme

- Engagement will continue throughout the programme, your local Student Experience leaders will keep you abreast.

STUDENT HUBS*

School gateways
Service gateways for students on and off campus into Schools and departments/divisions, managed by Schools. Moves away from 110+ points across campus.

Any student, any hub
Students will refer to their School hub for programme queries, and may visit/contact any hub for general support /services: new CRM enables cross-University query management.

Enhanced services & support
Front line staff working in hubs able to resolve the majority of queries, deliver non-specialist wellbeing support and make appropriate referrals to specialists.

Opportunities
Consolidation from 110 contact points to School hub model provides excellent platform from which to deliver additional University student services, showcase initiatives and events.

Meeting points
For queries that can't be resolved by front-line staff, PS colleagues will adopt **'we go to the student'** approach – meeting at the hub, by phone or digitally.

What this is NOT…
This is not a co-location of entire School TLSE teams in one space. Nor are we proposing to re-route academic access to PS through this model (as have some universities)
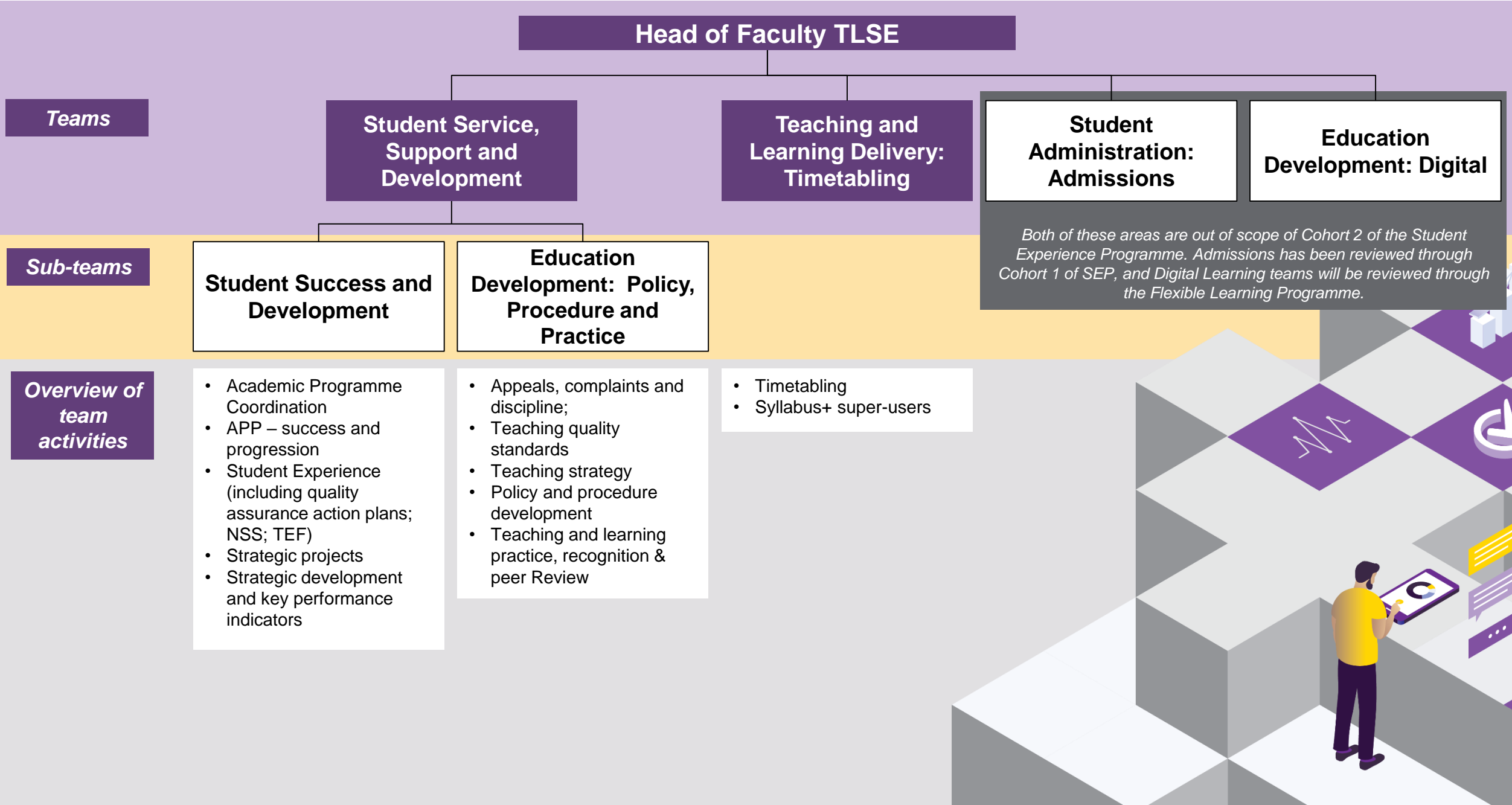
*Interim title, suitable signposting terminology to be determined via engagement

Developing School TLSE structure

Head of School TLSE

Teams

Student Service, Support and Development

Teaching and Learning Delivery and Development

Sub-teams

Student Information, Advice, Guidance and Development	Student Support and Wellbeing	Student Record/Data	Programme Management and Curriculum Development	Assessment and Progression

Overview of team activities

• Student Mobility and employability • Student Engagement: surveys; student voice; reps; PASS; societies • Skills development • Communications; social media • Widening participation initiatives • Welcome and graduation • General enquiries • Academic Advising	• Peer Support • Appeals and Complaints • Fitness to Practise • Fitness to Study • DASS coordinator • Mitigating circumstances • Pastoral care • Student support and wellbeing • Engagement monitoring	• Student record (all teams) • Academic progress tracker • Data reporting and analysis • Data quality • Strategic development and key performance indicators • Liaison between DSE & School • Connects with systems super users in each team	• Curriculum management: structures, course units, enrolments etc. • Curriculum development: apps, amends, withdrawals • Timetabling: requirement gathering • Student record • Support to key academic stakeholders • Continuous monitoring • Programme management: Accreditation; clinical placement; field work; field trips; embedded core programme placement	• Assessment administration • Student assessment and progression • Plagiarism detection • Student record • Quality assurance • Discipline and malpractice • Publication of results • Prizes

Management of Student Hubs

Developing Faculty TLSE structure

Head of Faculty TLSE

Teams

Student Service, Support and Development

Teaching and Learning Delivery: Timetabling

Student Administration: Admissions

Education Development: Digital

Both of these areas are out of scope of Cohort 2 of the Student Experience Programme. Admissions has been reviewed through Cohort 1 of SEP, and Digital Learning teams will be reviewed through the Flexible Learning Programme.

Sub-teams

Student Success and Development

Education Development: Policy, Procedure and Practice

Overview of team activities

- Academic Programme Coordination
- APP – success and progression
- Student Experience (including quality assurance action plans; NSS; TEF)
- Strategic projects
- Strategic development and key performance indicators

- Appeals, complaints and discipline;
- Teaching quality standards
- Teaching strategy
- Policy and procedure development
- Teaching and learning practice, recognition & peer Review

- Timetabling
- Syllabus+ super-users

Developing DSE Student and Academic Services structure

Teams	Student Success & Development	Education Development	Teaching & Learning Delivery	Business Improvement Support and Delivery	Student Administration
Overview of team activities	• Careers Service including internship programme • Student volunteering • Peer support • Coordination of welcome, induction and transition • Stellify programme and awards • Student success elements of APP	• Quality framework including student voice and surveys • Policy and procedure development and management • Institute of Teaching and Learning • Digital education • Placeholder for other aspects of flexible learning	• Scheduling and coordination of teaching timetable • Scheduling and implementation of assessment timetable • UCIL operations • UMW operations • Appeals and complaints including liaison with OIA	• Student systems support and ownership • Exploitation of system functionality to support students and staff • Process improvement • Management of the student record including data quality • Student 360	• Student admissions • Student finance • Student immigration advice and compliance • Service delivery including registration and 'start of year' • Management of institutional datasets

Developing DSE Campus Life structure

Teams	Disability Services	Occupational Health	Counselling and Mental Health	Advice and Response
Overview of team activities	UMAC • Disabled Students Allowance assessments • Relationship with Student Finance England • Income generation DASS • Assessment and support plans • Staff training • Support mitigating circs, exam boards appeals etc. • Ensure statutory compliance • Assistive tech and data Management • Personal Support Worker Service	• Health surveillance • Management a School referrals • Applicant assessment for regulated courses • Ill-health retirement • Pre- placement assessments • Mobility or travel • Health promotion	• Counselling • Mental Health and Risk Management • Relationship with Greater Manchester Hub/NHS • Psychological wellbeing practitioners • Group and workshop programme • Staff training	• Conduct and discipline • Fitness to study • Preventative wellbeing • Specialist study mentors services • Sexual violence and harrassment • Safeguarding • Staff training

Developing Faculty PGR structure

Key
- ■ = Team (purple)
- ■ = Sub team (gold)
- ■ = Overview of team activity (light purple)

Head of Faculty RBE

Faculty PGR Services

- Strategy Development
- Management and Leadership
- PGR Student Experience
- Targets and student number planning
- Strategic partnership development
- Planning cycle
- Data quality management
- Management of funding

PGR Operations

PGR Operations

- Management of DTP/CDT programmes
- Management of professional doctorate programme (inc professional/clinical placements)
- Programme specific training and cohort development activities (residential, workshops)
- Thesis submission/ dispatch to examiners
- Thesis examination and award process
- Monitoring of progression milestones in CRM (eg annual reviews)
- Progress committees
- Research activity support/guidance (PURE, ORCID)
- Research ethics (advice and signposting)

PGR Funding

- Management and allocation of internal awards
- Post award funding management
- Coordination and submission of annual reports to funders
- UKRI compliance, approval and reporting of funding allocation and changes (JeS)
- Management of Faculty expense account
- Amending fees/stipends

Ownership of Financial activity falls within Central finance

PGR Recruitment & Admissions

- Admissions (all steps including CAS and funding confirmation)
- Contracts (individual, institutional)
- Offer holder conversion
- International recruitment
- Recruitment (open days, funded programme inc CDTs / DTPs, self-funded)
- Allocation of internal funding awards (including bursaries, awards, internal funds)

Faculty C&M

PGR Marketing

- Marketing (inc international, CDTs/DTPs, prospectus, website, WP activity)

Formal line management with FC&M but suitably embedded within FPGR