

Staff Update

Exclusively for staff at The University of Manchester

STUDENT SATISFACTION SURVEY

Staff are being urged to encourage students to take part in the biennial University of Manchester (UoM) Student Satisfaction Survey launched on 22 April.

Covering all aspects of the student experience, and open to all students, the UoM Student Satisfaction Survey is a vital source of information and feedback from students about the quality of their experience here at Manchester. Students can tell us how satisfied they are with their programme of study, with the support and facilities we provide and the food and accommodation we offer. There are also questions covering values, advocacy and expectations.

The Student Satisfaction Survey is designed to act as an indicator of overall satisfaction or dissatisfaction, enabling the different parts of the University to explore in more depth any issues which arise in their particular spheres of influence. It is consequently short – it should take students no more than five minutes to complete.

There are a limited number of compulsory questions in each section of the survey. The answers to these questions form part of the University's Key Performance Indicators. KPIs are used to measure progress towards 2015 objectives, and feed into the annual Operational Performance Reviews.

Structure There are four main sections.

Your Course or Research Degree
Tailored as appropriate to taught and research students

Support Services Provided by the University
Opportunity to rate satisfaction with: Student Services Centre, Computing and IT Services, JRUL, Careers, Academic Advisory, Counselling, Disability Support Office, Accommodation Office, Manchester Student Homes.

Your Experience of The University of Manchester

Opportunity to rate satisfaction with catering, accommodation, registration and induction, sport, student portal, School/Faculty intranet, communication, administration and organisation, University environment and facilities.

A series of agree/disagree statements, covering values, advocacy and expectations.

Overall Satisfaction

The question on overall satisfaction with the student experience at The University of Manchester will be retained at the end of the questionnaire.

In addition to prizes for individuals – which include a Nintendo Wii, filling a library with books (via Oxfam), UoM branded clothing, Food on Campus Vouchers and tickets for the Martin Harris centre – the School which achieves the highest response rate to the survey (as a percentage of the number of students in the School) will win £1000 from the University to be spent on something which will benefit all their students.

Please encourage students to take part in the survey and make their voice heard.

Results will be published towards the end of the summer.

You can find out more about the Survey, including results and action plans from the previous surveys held in 2005, 2006 and 2007, online at: www.manchester.ac.uk/studentexperience/student-surveys/staff



PENSIONCHOICE UPDATE

As reported in last month's Staff Update, the University is introducing a new arrangement for paying pension contributions called PensionChoice which will be a cost-saving opportunity for the vast majority of USS and UMSS pension scheme members who will pay less national insurance contributions.

Further information on PensionChoice has now been sent out to all USS and UMSS members in a letter and more information will be issued to members this month.

PensionChoice@manchester.ac.uk

COPYRIGHT IN TEACHING MATERIALS

To help researchers gain a greater understanding of intellectual property and associated issues, UMIP has organised a series of informal, one hour forums on specialist subjects. Each consists of a short presentation followed by an open discussion. Copyright in Teaching Materials is the subject of the next session and is held over two dates and two locations:

9am – 10am Thursday 28 May 2009 – Room G13, Sackville Building
9am – 10am Thursday 18 June 2009 – Seminar Room, Michael Smith Building

Refreshments will be available

To register your interest, please contact Sarah Harris by email: sarah.harris@umip.com or tel: 0161 306 8515



ALISON'S MAYORAL ROLE

Alison Firth of the John Rylands University Library takes up her role as Lord Mayor of Manchester this month.

Alison, will fulfil her duties during her year of office while on secondment from the Library. As Library Development Officer she was involved in fundraising for the new extension on the Deansgate Building and the current exhibition programme.

A teacher for 20 years in Manchester, Alison has been a Liberal Democrat Councillor for Withington since 1984 and is a governor at two local schools. She has also been a Trustee of Ladybarn Community Association for 25 years. She is a member of the Friends of Ladybarn Park and serves on the Executive of Withington Civic Society.

Alison's consort will be fiancé Andrew Fox.

Alison said: "I am looking forward to the year ahead, during my year of office I will be focussing on young people with a particular interest in how music and singing can build confidence and promote emotional resilience".

LOCAL CHARITIES BENEFIT FROM TONER RECYCLING

The University has recently made a valuable donation to a local recycling charity as a result of a pilot scheme to recycle used toner cartridges.

Simon Atkinson, the University's Waste Co-ordinator is pictured donating £340 to the Wesley Foundation which is a Hulme based charity that re-uses/ recycles household items and sells them to the local community.

Since September 2008, staff have been able to recycle their toner cartridges through the Environmental Services Unit who collect them from each building and return them to their depot for collection by OfficeGreen. They re-use/recycle the cartridges and any associated packaging, and provide a small rebate on most cartridges which can be donated to a chosen charity.

Since the introduction of the scheme, around 2,500 toner cartridges have been collected which equates to nearly three tonnes, as a result, OfficeGreen will already be able to donate over £1,000 to charity on behalf of the University.

Simon said: "The scheme has been a huge success, and the intention is to introduce a more formal scheme across the campus in the near future with designated collection points in each building managed by House Services Staff. Although we are aware that there are a number of existing arrangements that individual Schools have put in place, we would encourage people to use the official scheme once it is introduced in order to get best value for the cartridges we are collecting, and ensuring the University complies with the relevant legislation".

In the meantime, anyone wanting to recycle their toner cartridges should contact Charlotte McHugh (Waste and Recycling Assistant) on ext. **50343**



OBITUARY



Professor Bob Boucher 1940-2009

The University is saddened to announce the death of former Principal and Vice-Chancellor of UMIST, Professor Bob Boucher who died on 25 March 2009.

Professor Boucher held the position from 1995-2001. During this time he expanded the biosciences to stand alongside UMIST's traditional

strengths in the physical sciences and engineering, and created the University's first-ever clinical chairs. He was also a pivotal figure in securing a new building for the School of Management and strengthening its alliance with the Manchester Business School, so that together they became one of Europe's premier academic centres for business and management.

In 2001 Professor Boucher was appointed Vice-Chancellor of the University of Sheffield, the continuation of a long association with Sheffield where he had previously been Pro-Vice-Chancellor and had led the mechanical engineering department.

Professor Boucher was appointed a CBE in 2000 for his services to higher education and the engineering profession. After retiring as Vice-Chancellor at Sheffield in 2007 he held many prominent positions including chairman of the City's Museums Trust and a Deputy Lieutenant for South Yorkshire.

He made a significant contribution to the maintenance and improvement of quality in higher education through his involvement with the Quality Assurance Agency and the Higher Education Funding Council for England. He was also an influential figure on the international stage, working on behalf of Universities UK, the British Council and the Association of Commonwealth Universities to maximise the recruitment of overseas students to British universities.

Professor Boucher is survived by his wife, two sons and a daughter. A private funeral was held on 4 April.



IAN'S SET FOR CRIME REDUCTION

Ian Halliwell is the University's newly-appointed Crime Reduction Adviser. He joins from Greater Manchester Police where he spent 30 years, the last 15 in a crime reduction/security adviser role.

As part of the Security Services Team based at the Harold Hankins building, Ian's remit covers all aspects of staff and student personal security and the security of buildings and property including Halls of Residence. He will work closely with the Police Campus Liaison Officer, PC Scott Schofield.

Ian said: "The University is working towards a vision for the future via the *Manchester 2015 Agenda*; I believe that in order to achieve the goals we have been set, we need to continue to provide a safe learning environment. I feel this can be achieved by striking a balance between the security of premises and unrestricted legitimate access to buildings."

He added: "Security in general is not the sole responsibility of the police or the Security Services Team; we all have to play our part. By increasing the awareness of potential crime on campus and by encouraging the reporting of suspicious activity, I hope that together we can make the University as a whole, an area that the criminal elements will want to avoid."

On a personal note, much of Ian's leisure time is taken up with family activities, he has two step-children and runs an under-16s' football team. Ian and his wife are registered foster carers and currently look after a sixteen-month-old boy.



FIRST-TIME RUNNER RAISES MONEY FOR HOPE FOR CHILDREN

Freddy Lecue, Research Associate in Manchester Business School, is running his first marathon in Edinburgh on 31 May. He's aiming for 3 hours 45 minutes but admits he will be happy to cross the finishing line in one piece!

Father-to-be Freddy is running to raise money for the charity Hope for Children, who make even the smallest donation go a long way, for example: From just £3 you can sponsor a child from the slums to receive an education, daily nutrition, medical care but ultimately a chance of better future.

You can sponsor Freddy online at: www.justgiving.com/freddylecue

CHANGING FUTURES INSIGHTS INTO THE MANCHESTER LEADERSHIP PROGRAMME



This month sees the launch of 'Changing Futures', a new publication which highlights the latest developments in the Manchester Leadership Programme (MLP).

The publication is packed with information on both the academic and volunteering requirements of the MLP, with case studies of students and schools, names of key academics involved, insights from programme directors and voluntary organisations and a feature on how the MLP is boosting the employability of students.

Launched in 2005/6 with 80 students, the MLP is quickly growing in popularity with 600 undergraduates representing all schools currently taking part and 900 places will be available next academic year. The ambition is to continue to grow the programme so that by 2015 it is offered to all students at the University.

University colleagues can get involved with the MLP through:

- promoting the MLP to your students;
- exploring how the MLP could be tailored to meet the needs of your programme or school;
- recommending key academics or external speakers to deliver a session, or to be interviewed for the online unit; and
- providing contacts in not-for-profit organisations who may have suitable volunteering opportunities.

For more information please contact:

Leadership in Action Unit – Colette Cooke, MLP Manager
email colette.cooke@manchester.ac.uk

Volunteering Opportunities – Lindsay Gilbert, Head of Volunteering and Community Engagement
email lindsay.gilbert@manchester.ac.uk

General Enquiries – Jane Ratchford, Director
email jane.ratchford@manchester.ac.uk

www.manchester.ac.uk/mlp

HELP NEW GRADUATES FIND JOBS

Staff are being asked to help promote the two-day Graduate Recruitment Fair, running on 17 and 18 June, to our new and recent graduates.

The Fair is one of the biggest of its kind in the UK, with different exhibitors on each day offering opportunities aimed at graduates from a wide range of degree disciplines. It will be open from 10.30am to 4pm each day at the Armitage Centre in Fallowfield.

Organised by the MLP, Careers and Employability Division, the Fair has been consistently voted "the best recruitment fair" by the Association of Graduate Recruiters and attracts over 150 recruiters.

Please contact Jan Hewitt if you would like further details, as well as for any publicity items that you may be willing to distribute, such as posters, leaflets, draft copy for an email to students, etc.

Full details, including a list of all exhibitors, are on the website at:

www.manchester.ac.uk/careers/graduatefair if you would like to put a link from your own website pages.

Contact Jan Hewitt at the MLP, Careers and Employability Division:
email jan.hewitt@manchester.ac.uk
tel 0161 275 2828

RESEARCH TO ENTERPRISE SUMMIT

The second annual Research to Enterprise Summit takes place on 9 June at 4pm in Lecture Theatre B, University Place, Oxford Road. The event aims to raise the awareness of enterprise at the University among research students and staff from all faculties. Last year's highly successful event attracted more than 500 people and can be viewed here: www.rte.manchester.ac.uk.

Already confirmed as speakers are:

Caroline Plumb, an engineering graduate who started research and recruitment company Freshminds, and has twice been voted one of the UK's most successful women under the age of 35.

Curtis Dobson, a researcher at The University of Manchester who founded Ai2 from his studies into anti-infective agents and looks at ways to prevent infections from uses of medical devices. The business was voted North West Biotechnology Company of the Year for 2005.

Jayne Lawton, a qualified horticulture lecturer who founded Grobox, a company whose products include bulbs and soil nutrients in biodegradable packaging for the lazy gardener. She was voted Female Innovator of the Year 2006 among many other awards.

After the event will be a free buffet and drinks and a chance to win Apple prizes.

For more details contact: Dr Robert Phillips
email robert.phillips@manchester.ac.uk

To book your free place contact Claire Gill
email claire.gill@manchester.ac.uk

STYLE GURUS

Whatever your job here at the University, at some time or other you'll probably have to write something on behalf of the institution.

It might be a brochure, leaflet, report or web page – but whatever you have to write, it's worth bearing in mind that the University has some useful guidelines to help you when it comes to drafting and proofing copy.

The University's 'House Style Guide' gives vital tips and advice on everything from adopting the right tone of voice to using punctuation correctly.

The University's Publications Manager Rowena Forbes said: "Just as the University has worked hard to develop a visual identity – it's also useful to follow some basic guidelines when it comes to writing, so that we offer a clear, coherent and professional voice."

The guide can be found on StaffNet at: www.campus.manchester.ac.uk/medialibrary/design-studio/style-guide.pdf



Rowena Forbes
Publications Manager

ACCOMMODATION VIDEO

The University's new accommodation video is now available for use, it can be seen at: www.accommodation.manchester.ac.uk/ouraccommodation

It is available in other formats and qualities for departments websites, screens and open days. There are five-minute version and eight-minute versions. Interested departments should contact: ben.forman@manchester.ac.uk



SUMMER ACTIVITIES FROM UMSA THE UNIVERSITY'S STAFF ASSOCIATION

Here is a round-up of forthcoming summer activities for staff. For all events there are a limited number of tickets/places available so you are advised to book early.

For further information please email alison.turner@manchester.ac.uk
A booking form for all events can be downloaded at:
www.staffnet.manchester.ac.uk/medialibrary/umsa/2009-BOOKING-FORM.pdf

A Night at Belle Vue Greyhound Stadium

Belle Vue, Gorton, Manchester
Thursday 14 May (gates open at 6.30pm)

The night includes admission, three-course meal in the Pavilion Restaurant and race card.

Cost: £8 per person (maximum four places per member)

The Ladyboys of Bangkok

Sabai Pavilion, Sackville Street, Manchester
Saturday 27 June, 9.15pm

Cost: £8 per ticket (maximum four tickets per member)

Drayton Manor Theme Park and Zoo

Sunday 5 July

This is a great day out for the whole family with something for everyone.

There's a great theme park with loads of rides, both for the very young (Thomas World) and the young at heart, including amongst others 'Apocalypse' and 'G-Force' white knuckle rides. There is also a great Zoo in the Park to make it a day of thrills and total enjoyment.

Cost: (maximum four places per member)

- Adult (over 12 years) £10 each
- Children (4-11 years) £6 each

UMSA Sea Fishing Trip 2009

Holyhead
Saturday 11 July

The yearly sea fishing trip is here again. The package includes tea, coffee, breakfast and lunch.

Cost:

- UMSA members £30
- Non-members £40
- Under 16's £20

SPECIAL OFFER FOR STAFF ON COURSES FOR THE PUBLIC

An exciting and extremely varied range of courses, day schools and evening walks is now available in Courses for the Public summer programme (April to July) - from studying Samuel Johnson to Getting Started in Stand up Comedy, Wagner's Gotterdammerung to Elvis and the British Rock scene, Industrial Archaeology to Sustainable Cities or Taoism to explorations of Mars. Courses are from one day or weekend activities to longer ten-week courses.

Please see www.manchester.ac.uk/coursespublic
email cce.reception@manchester.ac.uk drop in at the reception in the Ellen Wilkinson Building or University Place or tel: **0161 275 3275** for a printed copy of the brochure. A 10% discount is available to staff on all course and day schools so don't miss the chance to find out something new.

The next issues of Staff Update and UniLife which are out on Monday 1 June will be the last ones before the summer break. Anyone who wishes to submit any news or information should do so before 12 noon on Thursday 14 May. You can do this via uninews@manchester.ac.uk or via the online submission form at www.staffnet.manchester.ac.uk/news/submitnews

OPT OUT OPTION

Staff who wish to opt out of receiving a printed copy of both Staff Update and UniLife each month can do so by completing the online form at:
www.staffnet.manchester.ac.uk/optout

If you wish to keep up with the news, you can view the magazines online at:
www.staffnet.manchester.ac.uk/news/unilife
www.staffnet.manchester.ac.uk/news/staffupdate

NEW DATE FOR UNIVERSITY BOAT RACE



- | | |
|------------------------|----------------------------------|
| 1 - Watersports Centre | 4 - Imperial War Museum North |
| 2 - Lowry Outlet Mall | 5 - Sam Platts Pub |
| 3 - The Lowry | 6 - Old Trafford Football Ground |

This year's Two Cities Boat Race between the Universities of Manchester and Salford has been brought forward by 24 hours to Saturday 9 May.

The decision was taken after the Manchester derby match between United and City at Old Trafford was switched to 10 May for live TV coverage, thereby clashing with the annual rowing regatta at neighbouring Salford Quays.

Having consulted with participants, volunteers, police, suppliers and senior authorities in both universities, it was agreed that it would be inadvisable to proceed with the event on the original date due to safety and security concerns.

This year's race will now be held on the afternoon of Saturday 9 May from 2pm. Unfortunately, this means that the Dragon Boat Races, which normally take place prior to the eight-race regatta, will not be running this year. However, the competitive races between Manchester and Salford will proceed in their usual format and all spectators are welcome to come along and enjoy this free event, now in its 38th year.

www.twocitiesboatrace.co.uk

WOOD STREET MISSION EASTER EGG APPEAL 2009

A big thank you to everyone who donated Easter Eggs in response to our Easter Egg Appeal and to those who made monetary donations. This year we collected 350 Easter eggs, plus boxes of chocolates and biscuits.

Wood Street is offering Easter eggs to all families accessing their service for help with clothing, bedding and baby equipment. This year, more than 900 children received chocolate treats. They also shared their surplus supplies with two local women's refuges, who both held an Easter Day party for all the women and children staying there.

The families really do appreciate the help they receive and the children always love the eggs they are given. It is on their behalf, therefore, that we thank you most sincerely for your donations and continued support.

Muriel Shingler (Mrs) and Rose Underwood (Mrs) BSc (Treasurer)

Next Issue: 1 June 2009, deadline 12 noon on 14 May 2009

J2407 03.09 The University of Manchester, Oxford Road, Manchester M13 9PL Royal Charter Number RC000797



Training Update

Exclusively for staff at The University of Manchester

STAFF TRAINING AND DEVELOPMENT UNIT – OPEN PROGRAMME

The following courses are available at STDU. Places can be booked online at www.manchester.ac.uk/training or by email to courses-stdu@manchester.ac.uk. All enquiries should include your staff number/date of birth to help us process your enquiry promptly.

MAY 2009

P2W: Assertiveness for Women

1 May 2009
10am-4pm
Follow up session 15 May 2009, 9.30am-1.30pm

P29: Building Confidence

5 May 2009
10am-4pm
Follow up sessions 15 May and 2 June 2009, 1.30pm-4.30pm, you must be available for all dates.

HS108: When An Inspector Calls

5 May 2009
10am-1pm

P2M: Assertiveness for Men

6 May 2009
9.30am-4.30pm
Follow up session 14 May 2009, 9.30am-12.30pm

HS5: Abrasive Wheels Training

6 May 2009
9.30am-4.30pm

AP6: PDR - A Briefing for Reviewees (all)

7 May 2009
10am-12pm

TL22: Introduction to Teaching, Learning and Assessment

7 May 2009
9.30am-4.30pm

HS12: IOSH Managing Safely

8, 15, 22 and 29 May 2009 - 4-day course, you must be available for all dates
9.30am-4.30pm

P32: Presentation Practice

8 May 2009
9.30am-1pm

HS10: Woodworking Safely

8 May 2009
9.30am-4.30pm

BF55: Introduction to Project Management

11 May 2009
9.30am-4.30pm

HS98: Laser Awareness

11 May 2009
11am-12pm

HS42: Laser Safety Training

11 May 2009
1.30pm-4.30pm

BF44: Managing in a Customer Care Environment

12 May 2009
9.30am-12.30pm

HS71: Health and Safety for Managers

13 May 2009
10am-4pm

HS26: Safe Use of GMOs

13 May 2009
10am-1pm

MS9: Training in Equality and Diversity Issues (TEDI)

13 May 2009
9.30am-1pm

P30: Presentations for Beginners

14 May 2009
9.30am-4.30pm

BF50: Higher Education Institution Seminars:

More than just a place to sleep; Halls of Residence and the student experience
15 May 2009
12.30pm-1.45pm

HS15: Principles of Risk Assessment

15 May 2009
9.30am-12.30pm

HS11: COSHH to Work with Biological Material

18 May 2009
10am-1pm

DY2: Dyslexia and the Student Experience in HE

19 May 2009
10am-12.30pm

P26: Speed Reading

19 May 2009
9.30am-1pm

BF45: Achieving Flow in Writing

20 May 2009
2pm-3.30pm

HS2: Manual Handling

20 May 2009
9.30am-11.30am

HS55: Risk Assessment Refresher Training

21 May 2009
1pm-3pm

MS42: Performance Coaching for Line Management

26 May 2009 and 5 June 2009 - 2 day course, must be available for both dates
9.30am-5pm

TL11: Academic Writing for members of staff whose first language is not English

27 May 2009
10am-1pm

HS41: Fire Awareness Training

28 May 2009
10am-12.30pm

HS47: Fire Evacuation Marshal Training

28 May 2009
1pm-4pm

P4: Time Management

29 May 2009
10am-4.30pm

IC1: University Induction Course

29 May 2009
9.30am-1pm

JUNE 2009

AP6: PDR - A Briefing for Reviewees (all)

2 June 2009
9.30am-11.30am

HS7: Compressed Gases Workshop

3 June 2009
9am-12pm

HS7A: Cryogenic Gases Workshop

3 June 2009
1pm-3pm

HS7B: Practical Sessions Workshop

3 June 2009
3.15pm-4.30pm

HS78: IOSH Working Safely

4 June 2009
9am-4pm

BF41: Speedwriting

4 June 2009
9.30am-4pm

P30: Presentations for Beginners

5 June 2009
9.30am-4.30pm

P29: Building Confidence

8 June 2009
10am-4pm
Follow up sessions 22 June and 6 July, 1.30pm-4.30pm

HS68: Risk Assessment Workshop – Non Lab Based

8 June 2009
9.30am-12.30pm

HS42: Laser Safety Training

8 June 2009
1.30pm-4.30pm

P32: Presentation Practice

9 June 2009
1pm-4.30pm

MS9: TEDI – Training in Equality and Diversity Issues

9 June 2009
9.30am-1pm

HS17: DSE Assessment/Workplace Assessment

10 June 2009
10am-12pm

M1: Design and Print

11 June 2009
9.30am-5pm

AP8: PDR Reviewer Training (Academic-related and support staff)

12 June 2009
9.30am-1pm

IC1: University Induction course

15 June 2009
9.30am-1pm

MS5: Effective Recruitment and Selection

17 and 18 June 2009 - 2-day course, you must be available for both dates
9.30am-4.30pm

HS68: Risk Assessment Workshop – Non Lab Based

17 June 2009
9.30am-12.30pm

HS54: Introduction to Risk Assessment

18 June 2009
1pm-4pm

P4: Time Management

18 June 2009
10am-4.30pm

HS67: Risk Assessment Workshop – Lab Based

19 June 2009
9.30am-12.30pm

HS57: Group Leader RA Training

24 June 2009
9.30am-12.30pm

HS78: IOSH Working Safely

25 June 2009
9.30am-5pm

OE2: Positive Retirement course

25 June 2009
9.15am-5pm

BF11: Minutes Meetings and Agendas

29 June 2009
10am-4pm

JULY 2009

BF43: Chairing and Leading Meetings

1 July 2009
1pm-4pm

BF11: Minutes, Meetings and Agendas

2 July 2009
10am-4pm

P4: Time Management

3 July 2009
10am-4.30pm

HS54: Introduction to Risk Assessment

6 July 2009
1pm-4pm

MS9: Training in Equality and Diversity Issues (TEDI)

8 July 2009
9.30am-1pm

HS2: Manual Handling

9 July 2009
2pm-4pm

AP6: PDR - A Briefing for Reviewees (all)

14 July 2009
9.30am-11.30am

AP8: PDR Reviewer training (Academic-related and support staff)

14 July 2009
9.30am-1pm

HS15: Principles of Risk Assessment

17 July 2009
9.30am-12.30pm

HS41: Fire Awareness Training

21 July 2009
10am-12.30pm

HS47: Fire Marshal Training

21 July 2009
1pm-4pm

IC1: University Induction course

21 July 2009
9.30am-1pm

IT SERVICES TRAINING CORPORATE AND DESKTOP APPLICATIONS

MAY-JULY 2009

CAMPUS SOLUTIONS (STUDENT ADMINISTRATION)

No training during May – Full schedule available as of June, to include:

- Introduction to Campus Solutions
- Assessment and Progression related courses
- Student Records related courses
- Both UG and PG Admissions courses

For full courses timetable (updated monthly) and booking information, please see:

DESKTOP (OFFICE APPLICATIONS)

Variety of sessions running throughout to include:

- Getting Started with Computers
- Courses in the various Microsoft Office Applications:
 - Word
 - Excel
 - PowerPoint
 - Access

For full courses timetable (updated monthly) and booking information, please see:
www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff

DISCOVERER (REPORTING)

Variety of sessions running throughout to include:

- Discoverer Student Records
- Discoverer Admissions
- Discoverer Remedy Helpdesk

For full courses timetable (updated monthly) and booking information, please see:
www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer

LIVELINK (DOCUMENT MANAGEMENT)

Single session running throughout:

- Livelink Basics

For full courses timetable (updated monthly) and booking information, please see:
www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink

ORACLE (FINANCIALS)

Variety of sessions running throughout to include:

- Raising Requisitions
- Approving Requisitions
- Projects
- Sales Invoices and Credit Memos

For full courses timetable (updated monthly) and booking information, please see:
www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance

REMEDY (SUPPORT DESK / INCIDENT LOGGING)

Single session running throughout:

- Submitting Incidents

For full courses timetable (updated monthly) and booking information, please see:
www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy

RESOURCELINK (HR / TRAINING ADMINISTRATION)

These session schedules vary, depending on demand:

- New Starter (5 days)
- HR Refresher
- Training Administration

For full courses timetable (updated monthly) and booking information, please see:
www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resourcelink



LATEST COURSE NEWS

Blackboard Training – Latest News

Regretfully we have to inform you that the IT Services Blackboard trainer - Simon Ward is leaving us at the end of April for pastures new. In his time with us Simon has worked closely with the Faculty eLearning teams and University business functions to collaboratively drive forward use of the Blackboard system. The mechanism for Blackboard training is currently under discussion and we will publish information as soon as we have it; in the interim please email any training requests to your faculty eLearning teams who will be able to advise you of available training options.

Campus Solutions Upgrade – Training Implications

With the upgrade of Campus Solutions to version 9.0 now completed, it is necessary for the training team to update their training environments to version 9.0 and re-set the training data. To allow the training team time to do this, it was agreed between the Central Admissions and Student System Offices that all Campus Solutions training will be frozen during May. The full training schedule will then be available as usual (using the new version of Campus Solutions) as of June. We apologise for any inconvenience that this may cause, and thank you for co-operation.

Should you require any Campus Solutions training/guidance during May, you can download copies of our training manuals via our website (given below). You may also contact the Central Admissions and/or Student System Offices directly for advice.

www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus

Checkpoint Online Learning – Office 2007 courses now available

Our online learning resource Checkpoint now has a suite of Office 2007 courses for you to access. Checkpoint is available to all staff and students; simply log in using your University Username and Password. Further information on Checkpoint and its use can be found at:

www.itservices.manchester.ac.uk/trainingcourses/cpol

When you log into Checkpoint click on Help and a useful guide to navigating and using the system will be displayed.

Data Handling / Security

As you may be aware, there are new University guidelines in place surrounding data handling and security. It goes without saying that much of the information held within the various business systems here at the University classes as 'sensitive' data, however many of us have probably given this little thought when extracting reports from Discoverer, compiling spreadsheets in Excel, or indeed simply storing files on a pen drive.

There are now new policies and procedures within the University to help everyone to become more mindful of the data that they are working with and to teach staff how to extract and store it appropriately, by way of using data encryption software.

More information on how to access this software, along with further guidance on the new policies and procedures and accompanying leaflets/flyers can be accessed via the Secure-IT webpage: www.itservices.manchester.ac.uk/secure-it

CONTACTS / USEFUL LINKS

BAS ACCESS REQUEST

This is an online facility whereby you are able to request access to any of the Corporate Applications. When you submit an Access Request a BAS Access Request ID will be generated for you – this is usually a string of zeros with 4 digits at the end. You will need to have been granted access to systems such as Discoverer, LiveLink and Oracle Financials prior to taking training.

<http://helpdesk.man.ac.uk/cgi-bin/BASUserAccess/controlpanel.cgi>

Course Enquiries / Bookings

Email its.training@manchester.ac.uk

Web www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff