

SAA Newsletter

November 2017

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Forthcoming Marks Release & Awards Dates

Sun 10 Dec, 17:00	Deadline for marks upload
Mon 11 Dec, 12:00	Marks release and classification
Mon 11 Dec, 12:00	Deadline for approval of awards
Sun 28 Jan, 17:00	Deadline for marks upload
Mon 29 Jan, 12:00	Marks release and classification
Mon 29 Jan, 12:00	Deadline for approval of awards

Winter Graduation

Tuesday 12 – Thursday 14 December 2017

Welcome!

It is hard to believe that we are just about to go into December, that the University's Christmas lights have been switched on and that the autumn term is fast approaching its conclusion. I seem to remember that last year the autumn term was extraordinarily busy compared to previous years, and I believe the same can be said again this year.

I am aware that members of SAA have worked tirelessly to ensure that our new students settle into University life with ease, and that our returning students receive the support they require too.

We were successful in maintaining our quality objective during Confirmation and Clearing, and the feedback received regarding our University Open Days has been fantastic, so thanks goes to all those involved in supporting these activities.

I realise that the recent announcement by the Vice Chancellor regarding the reshaping of the University will still be at the forefront of your mind; you will no doubt be considering what the changes mean for both your teams and for you as an individual.

I want to reiterate that your immediate line manager, Registry Managers, Faculty Academic Registrars, Assistant Directors and myself are all here to support you, and that I am happy to meet with Faculty or Registry Teams to discuss the reshaping further.

We may not be able to change the uncertainty or processes that we will now be going through, but we can seek to influence them and to create positivity within our offices and teams, being kind to each other and supporting each other through any challenges which may lie ahead.

There are a couple of weeks to go before the Christmas break and much to do before then, I know, but I would like to take this opportunity to thank you all for your continued dedication, hard work and support this year, it is very much appreciated.

I wish you all a very happy and peaceful Christmas break, and best wishes for the New Year.

Best wishes
Claire

Claire Atkins, Academic Registrar

Operational News

CURRICULUM AND TIMETABLING

Semester 2 Timetables

The team are currently working with departmental leads to review and sign-off **draft** timetables for Semester 2. Timetables will then be published to all staff and students online via www.sussed.soton.ac.uk, and any subsequent changes will need approval and students informed.

Common Learning Space Refurbishment Programme 2018

The Common Learning Space Working Group has identified a number of rooms suitable for refurbishment works following a room surveying exercise. Most of the works will be taking place during Easter and over the summer months next year. Details about the projects will be added to the SAA website shortly.

2018/19 Timetabling and Room Booking Database

The team will be building the database ready for the next academic year over the coming weeks and will be cleansing data throughout the New Year, ahead of April's teaching requirement collection exercise for next year.

Room booking requests for October 2018 onwards cannot be scheduled until teaching timetables are finalised at the end of August 2018, when bookings can be made online once opened.

STUDENT RECORDS

Please could we remind you of the Discoverer reports that are in place to allow you to check your component and sub-component set-up in the Banner form 'SHAGCOM':

5.016 – Assessment Structure and Schedule.

Shows the structure at component level including overall weightings for a module.

5.017 – Assessment Sub-Component Structure and Schedule.

Shows the structure at sub-component level.

5.019 – Assessment Submission Schedule Statistics.

Shows the spread of submission dates for a Faculty.

For guidance, please refer to:

- Gradebook Administration Banner manual:
https://learnit.soton.ac.uk/training/user_documentation/banner/training_guide/gradebook.pdf
- Banner Gradebook Operations manual:
<https://groupsite.soton.ac.uk/Administration/SAA-Workstream/Assessment/Banner%20Gradebook%20Operations%20Manual%20v1.0.pdf>

If you have any queries please contact Student Records on x29667 or sturec@soton.ac.uk

ADMISSIONS

The 2017 UCAS Cycle closes on 4 December 2017. No changes can be made to applications made in the 2017 cycle after this date, and amendments and deferrals should be referred to the Registry team for action.

The equal consideration date for applications in the 2018 UCAS cycle is 15 January 2018. All applications received via UCAS before this date must be given equal consideration. Programmes with vacancies can still be considered after this date. Courses that are deemed full can be closed after 19 January 2018. Please contact the Head of Admissions for approval for all closure requests.

The UCAS Extra will open to applicants on 25 February 2018.

SAA Staff News

Registry: Exams, Awards & Graduation

Alex Browne is joining Student Recruitment and International Relations as an International Partnership Advisor for Networks and Visits from 4 December 2017 to 1 August 2018. Alex's role will in part be covered by a temporary member of staff who will join us from 11 December to 16 February.

We are currently interviewing for a person who will start on 3 January 2018, through to the end of February 2019.

Registry: Curriculum & Timetabling

CTT are saying farewell to two members of the team, Lianne Browne and Matthew Rowlinson, who will both be leaving in December. We would like to wish them all the best for the future, and thank them for all their hard work and support.

VISAS Team

We are pleased to confirm that we have been joined by two new members of staff.

Catherine Cutts was appointed as a Student Visa & Immigration Advisor; Catherine comes to the University with a wealth of knowledge from her former roles in the Home Office that included six years working as an Entry Clearance Officer.

Georgia Chalmers joined the reception team as Administrative Assistant; Georgia graduated from the University in 2017.

Faculty of Health Sciences

The Faculty of Health Sciences SAA team are pleased to welcome: Denise Ali who has returned from secondment to take up a fixed term position in the PGR team, Kim Lipscombe who is on a fixed term contract with the Recruitment & Admissions team, Noshin Mahmud who has moved from the Placements team in Medicine to the Placements team in Health Sciences, Nick Montgomerie who has moved from FSHMS' CQA team to our Assessment team, and Ella Abela also to the Assessment team.

Doctoral College

We would like to welcome Juliet Hasson (known as Jules) to the Doctoral College team.

Jules started with us in the middle of November in the role of Digital Marketing Coordinator, joining us from the Alumni Team at the University of Portsmouth, and Breast Cancer Haven before that. Jules is located next to the VISAS team in Room 37/2035.

VISA & IMMIGRATION STUDENT ADVICE SERVICE (VISAS Team)

During the Visa Workshops 2017, the VISAS Team assisted just over 1100 students to extend their visas. We are anticipating that all of these students will receive their visa application decisions before Christmas. Please note that the first weeks of January are an extremely busy time for the VISAS Team as many students lose their travel documents (passports/visas) whilst overseas during Christmas. These students require substantial guidance to replace their documents.

Visa drop-in sessions:

- For students, Tuesdays & Thursdays 09:00-10:30 and Wednesdays 13:00-14:30.
- For staff, the second Monday of each month 10:00-11:00.

All drop-in sessions are held in the visa waiting area in the Student Services Centre (the area to the left of the entrance).

Activities during December 2017/January 2018: The Team will be visiting the WSA Campus on 8 December 2017 to run a drop-in session (10:30-12:30 in the cafe); aimed at students and staff. Semester 2 registration is planned for the end of January 2018.

Long Service Awards

We are pleased to report that four colleagues from SAA were recently awarded their 20 Year Long Service Award. Congratulations go to:

- Lynn Godfrey (Student Records Team)
- Heidi Craddock (Recruitment & Admissions, Faculty of Social, Human & Mathematical Sciences)
- Sue Ellis (Recruitment & Admissions, Faculty of Physical Sciences & Engineering)
- Janet Robinson (Administration, Faculty of Health Sciences)

SKILLS Network: Next Session & Dates for the Diary

We are pleased to confirm that the next SKILLS Network session will take place on **Tuesday 9 January 2018, 11:00-12:00, Senate Room**. It will be led by Aline Giordano (Doctoral College Manager/SAA Equality and Diversity Champion) and is entitled 'Equality, Diversity and Inclusion (EDI): A feast of colours like you've never seen it before'.

Looking ahead to the session, Aline said "I will take you on a visual journey of what it means to be 'different'. The simple use of every-day images in the workplace, shopping malls, newspapers and websites can affect us in ways we don't quite understand.

That's because a picture works on so many levels. I will show you how images permeate our everyday lives, at home and at work and how they affect us. I hope that this introductory visual perspective will help illustrate the complex dynamics and challenges of Equality, Diversity and Inclusion (EDI) in the workplace".

Please be aware that the following dates have also been reserved for future SKILLS Network sessions. The respective topics will be circulated as soon as possible following confirmation:

- Friday 16 February 2018, 09:30-10:30
- Tuesday 20 March 2018, 14:30-15:30
- Wednesday 25 April 2018, 09:30-10:30
- Wednesday 16 May 2018, 09:30-10:30
- Monday 18 June 2018, 14:00-15:00.

SAA Secondment Opportunity

Team Leader: Faculty of Physical Sciences and Engineering, Administration and Assessment Team

Location: Highfield Campus
Salary: £29,799, Secondment for one year until February 2019.
Closing Date: Friday 15 December 2017
Interview Date: TBC

This secondment opportunity is to cover maternity leave for one year.

Further details including the job description and advert can be found [here](#)

Expressions of Interest: Systems Support (Level 3) Permanent Post

Expressions of Interest for the position of Student Systems Support (Level 3 post) in the Student Systems & Operations Team are being invited from SAA colleagues.

This position is expected to commence in January 2018 and is a permanent post.

Please contact Cath Thomas, Student Systems and Operations Manager (crt1v14@soton.ac.uk) should you wish to discuss the role or the submission of an Expression of Interest.

Expressions of Interest, outlining your skills, attributes and experience as relevant to the role in no more than 300 words, should be forwarded to saahr@soton.ac.uk by 17:00 on Tuesday 5 December.

Interviews will be held with the applicants to further discuss their expression of interest.

Please find below:

[Systems Support Job Description](#)

[Cover sheet for Expression of Interest](#)

General Data Protection Regulation (GDPR) – What it means for us and what are we doing about it?

Some of you will have seen the recent [SUSSED news item](#) about GDPR. GDPR builds on the existing Data Protection Regulations bringing new rights for data subjects, i.e. an individual who is the subject of personal data, and therefore affects us all in both our personal and working lives.

It means that when we give our personal data to an organisation for one purpose, they cannot use it for another purpose and they cannot share it with third parties without our consent.

Have you ever donated money to a charity and then found that they keep coming back to you requesting donations to other campaigns, or bought something from an online company to find you get sent an endless stream of marketing materials from them or their partners?

This will not be allowed when the GDPR comes into effect in May 2018. You will have to give explicit consent (not just select an opt-out box) for an organisation to contact you again. As data subjects we will also have the right to be forgotten. We will be able to ask organisations that hold our data to destroy it so they have no record of us.

Under GDPR, as processors of student data we will have a responsibility to tell students what we use their data for, how we process, share and store it, how long we hold it and how we destroy it.

We need to ensure that we have the appropriate authority to process their data, and be able to demonstrate how, when and what an individual consented to. We are accountable for our suppliers, which includes anyone we share or pass student data to, which means we will need to review contracts and terms and conditions.

We will also be expected to be able to respond to subject access requests within one month. This means that we need to have a process in place which allows us to easily pull together all the information we hold about a student.

This includes data (including letters and reports) we might hold in corporate systems such as Banner, local systems and spreadsheets, paper and scanned files, emails etc.

The University has set up a working group to oversee the compliance work that needs to be done and a number of work streams have been set up to focus on particular areas.

These include legal, data governance, security and communications work streams, which will support the groups that are focusing on key datasets e.g. student lifecycle data, research data, faculty data and enterprise systems such as HR and payroll, finance etc.

One of the first activities that we have been asked to complete is an Information Asset Audit. Liv Stobseth-Brown, Student Records Manager, is leading the audit of student data from enrolment to graduation.

Liv has spent the past month going out and meeting members of Faculty and Registry teams collecting information on what data we hold, how we use it, who we share it with etc.

This has been a very useful exercise, so thank you to everyone who has been involved in this.

Aimee Ellis will be undertaking a similar exercise for Applicant data.

Once the audit is complete and we receive the report from the recent internal audit, we will do a risk assessment to identify where we are most exposed and start to develop an action plan to reduce the risk to the University.

The audit has highlighted how differently we manage data across SAA. e.g. some areas share data via email, others share using tools such as Dropoff.

This is going to make responding to subject access requests difficult so we would like, as part of the GDPR compliance work, to identify best practice and introduce these across SAA.

Other areas of concern/risk that we have identified so far include:

- Third Party suppliers who we share data with – are they GDPR compliant? This doesn't just apply to IT system providers who may host our data, it is anyone who we give personal data to e.g. firms who scan student records
- Data retention – we need to tell data subjects how we process their data, how long we hold it and how we get rid of it. We cannot just hold data 'just in case', we need to keep data for as long as we need it. We will need to hold on to some data forever so we can verify awards, but other data we should delete/destroy when we have no reason to hold it. At the moment we have no retention schedule that we can share with students, nor do we have ways of deleting data from some systems.

The Student Lifecycle Working Group will be working closely with the legal workstream to manage these issues in a proportionate way.

If you are interested in finding out more about GDPR there is information on the ICO website. Please see <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/>

There will be regular updates on the University GDPR Compliance work on SUSSED and a University-wide SharePoint site containing useful information is also being created, so please keep your eyes open for these.

More specific Student Lifecycle workstream updates will be given at functional networks and via the SAA Digest and Newsletters.

Project News

PGR Tracker 2 Project Update

Workshops have been held with colleagues from across the University to gain further clarity on reporting requirements and how we might achieve greater harmonisation of processes. The outputs from these workshops will provide a key reference point for the team developing PGR Tracker 2.

An event is planned for 19 December for anyone with an interest in this project to provide input into PGR Tracker 2's Product Roadmap.

We will be clarifying the contribution we expect PGR Tracker 2 to make to the service we offer to PGRs and all those who support them.

We will also be seeking endorsement for PGR Tracker 2's scope as well as the aspired timelines for releasing the functionality which Graduate School and PGR representatives have indicated would offer them most value.

Please contact Mike Weaver (mjw1@soton.ac.uk) if you would like to participate in this event, or if you have any questions about the project.

Banner 9 Upgrade Project

The University Systems Strategy and Programmes Board (USSPB) approved the business case for the Banner 9 upgrade project on 16 November.

This project is a significant and necessary piece of work which will move the Banner Student Record system into a position of strength that will benefit staff and students.

The first phase of the project will deliver a redesigned technical architecture, deploying tools and utilities that will simplify the support and maintenance, aligned with the existing operational infrastructure. All Banner environments will also be migrated.

The move to Banner 9 will provide the University with the opportunity to utilise a student records system which provides an intuitive user experience and flexible configuration of applications.

Implementing Banner 9 will also allow the University to greatly reduce and simplify future system upgrades.

As such, this project has been prioritised and will gather much momentum as we move through 2018.

Planning is underway with regards to resourcing and taking into account the changing landscape of the University. SAA and iSolutions staff have also attended the recent UK and Ireland Banner User Group (UKIBUG) conference which included liaising with other institutions who are similarly implementing Banner 9.

Gradebook Project

As we have come to the end of the project, we are delighted to say it has been a fruitful journey with huge support from everyone in each faculty.

We were able to reach our goal because you took time off your busy schedule to help the project throughout the project lifecycle.

We know the work was not part of your normal responsibilities, but your assistance was invaluable in helping us get everything done in a very timely manner. Your expertise and enthusiasm were both appreciated during a time that can be stressful for all concerned! Thank you from all on the project.

What we did together

Several events were put together in order to get users interacting with the project and making sure they were aware of changes that had been made to Gradebook:

- We held several workshop sessions - where users agreed requirements with the project
- Usability sessions - where users reviewed the old version of Gradebook against a prototype version of the new Gradebook
- Show and Tell sessions - where users were able to explore the prototype version of Gradebook, ask questions and give their feedback
- UAT sessions - where users had the opportunity to test features within the new Gradebook prior to go-live.

The outcome of the above events and feedback received, determined the output and success of the project.

Gradebook Qlikview App

As the final act for the project, this application will allow administrators and academics to monitor progress over the marking process.

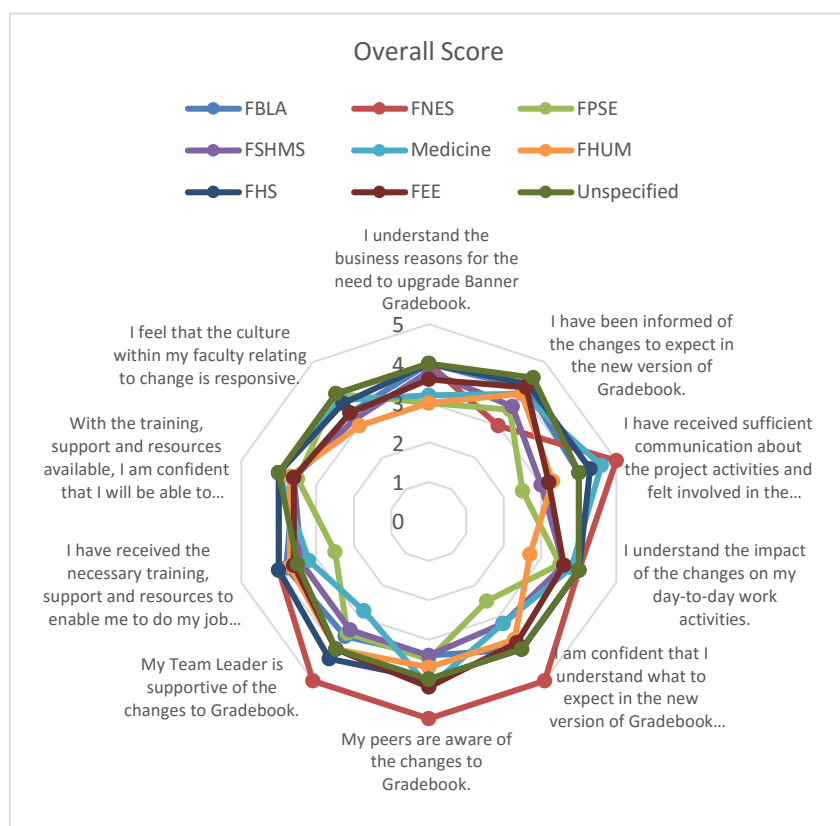
This Application will be launched on 6 December 2017 at the next 'Assessment Functional Network Meeting'.

Survey Results

The overall results reflected below were based on the recently completed survey, which highlighted users' opinion on how the project communicated changes, the project activities, provision of training, users' confidence and the ability to work with the new Gradebook.

Overall Result based on adoption of New Gradebook	Average 3.8 (Range from 3.5 - 4.0)
Lowest score	3.5
No of Participants	65

The overall result on acceptance and adoption of the new Gradebook, based on the survey results, is really impressive and we thank everyone who took the time to complete the survey; your feedback was well received. We are happy to send across individual faculty survey results if interested.



SAA Employee Engagement Strategy Group

A communication bulletin from the SAA Employee Engagement Strategy Group was recently sent to the workstream. This outlines its progress to date and plans going forward into 2018.

The bulletin included information about the launch of a new SAA Staff Awards Scheme in 2018. Full details of how you can nominate will be communicated in January.

[SAA Employee Engagement Bulletin November 2017](#)

SAA Staff Development Group: External Funding Requests

Are you thinking of undertaking any training leading to an external qualification in the academic year 2018/19?

If you are intending asking for SAA financial support for such training, please complete the [External Training Funding Request Form](#) and submit it to the Academic Registrar by **28 February 2018**.

Recent Banner Feature Requests Made Live: 20 September - 1 November 2017

Date change went live	Change	Detail
20.09.2017	HESA fixes	Fix for missing registrations in SKRHSSO table
27.09.2017	Gradebook	FGE 9.4 upgrade, release 1
04.10.2017	Lower performing school indicator	Bug fix
01.11.2017	Gradebook	FGE 9.4 upgrade, release 2
01.11.2017	Changes to SZASCMT form	To support introduction of special considerations for PGR students
01.11.2017	Amendments to AS-Student-Dara2	Error fix
01.11.2017	Pure fix	Error fix
01.11.2017	UCAS	8.11 Upgrade
01.11.2017	Bulk load of CE address data	To reduce data entry required by EAT Team

Forthcoming Live Student Administration System (Banner) Downtimes

The next scheduled system downtimes are:

- **Wednesday 6 December 2017, 17:00-21:00**
- **Wednesday 10 January 2018, 17:00-21:00**

As is standard, the online postgraduate application form, Banner Gradebook, Application Review Centre (ARC) and Self-Service will be unavailable.

Please could we consequently ask faculty teams to pass this information on to those academics who use Banner Gradebook or ARC.