
SSR Staff Information Sessions

Student Experience

Stephen Willis
Chief Operating Officer



Foreword



- **We don't know what we don't know**
- **Commitment to implementation**
- **Finishing at 10 mins to 4pm**
 - **Questions - FAQ or direct to SSR Team**

Plan



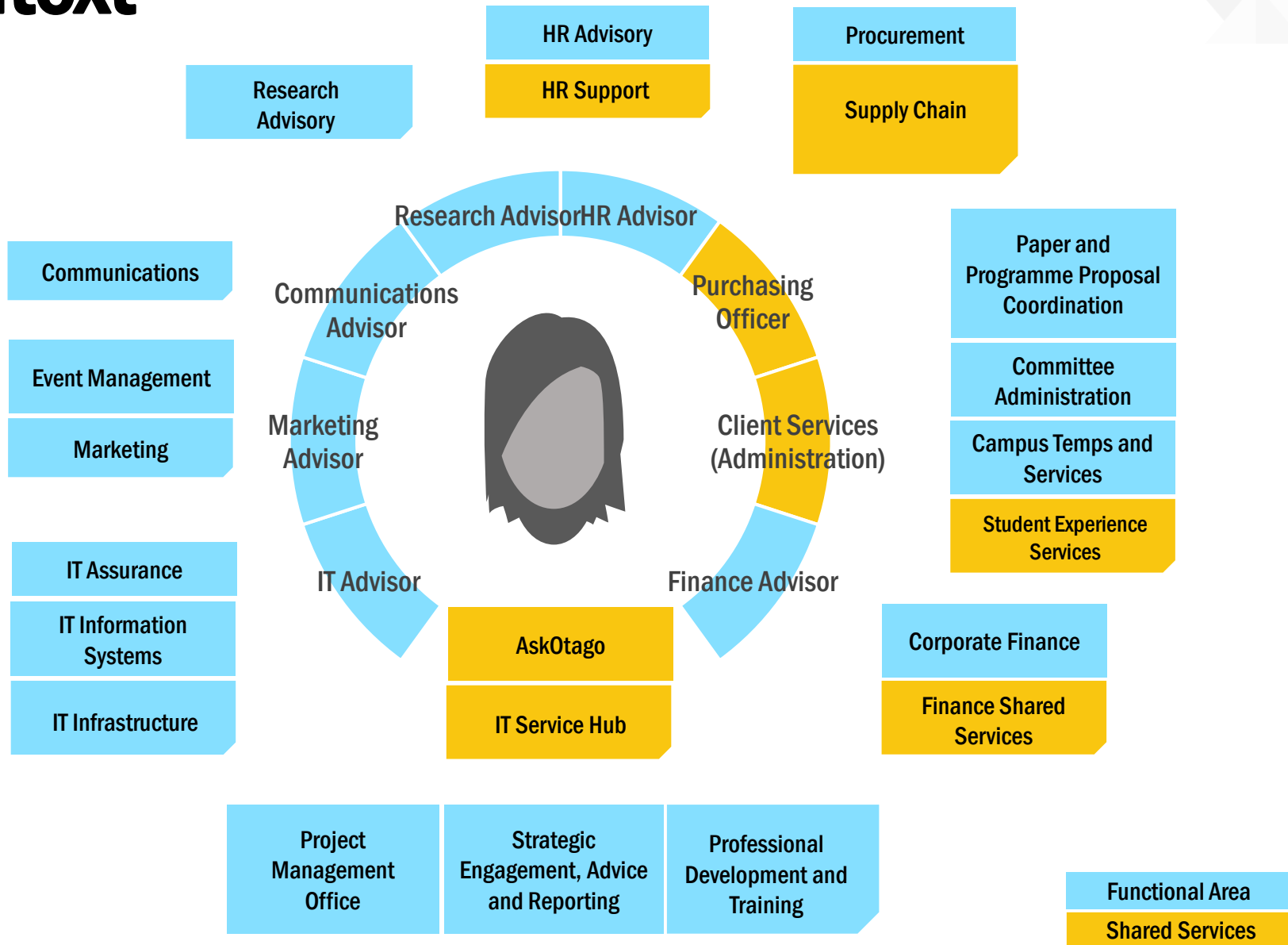
- **Compartmentalised approach**
- **2 March: Shared Services Division (available on the SSR website)**
- **12 March: Finance (available on the SSR website)**
- **23 March : Administration (Client Services) (available on the SSR website)**
- **Today: Student Experience**
- **6 April: AskOtago**
- **13 April: IT**
- **19 April: tbc**
- **27 April: Space Plan**
- **To be scheduled: Research Advisory, HR, Marketing, Communications**

Purpose



- To provide information on the Student Experience area
- To provide information on the organisational structure
- To provide information on the roles and a high level overview of activities
- To update you on implementation progress

Context



Shared Services Vision



- **Allows leaders to focus on strategic issues**
- **Routine operational functions are performed to a consistently high standard University-wide**
- **Culture of service and performance**
- **High levels of team and personal satisfaction**
- **Provides opportunities for staff to be deployed to meet peaks in demand for services**
- **Equitable service delivery to all parts of the organisation and students and staff**
- **Efficiencies gained support future growth**

Shared Services Division



CHIEF OF OPERATIONS
Steve Willis



DIRECTOR OF
SHARED SERVICES
David Tapp



SENIOR MANAGER
PERFORMANCE & DELIVERY
To be appointed



SENIOR MANAGER
FINANCE SERVICES
To be appointed



HEAD OF OPERATIONS
SERVICES
John Price



SENIOR MANAGER
ASKOTAGO
Philippa Hoult



SENIOR MANAGER
IT SUPPORT SERVICES
Emerson Pratt



MANAGER HR
SERVICES
Helen Mason



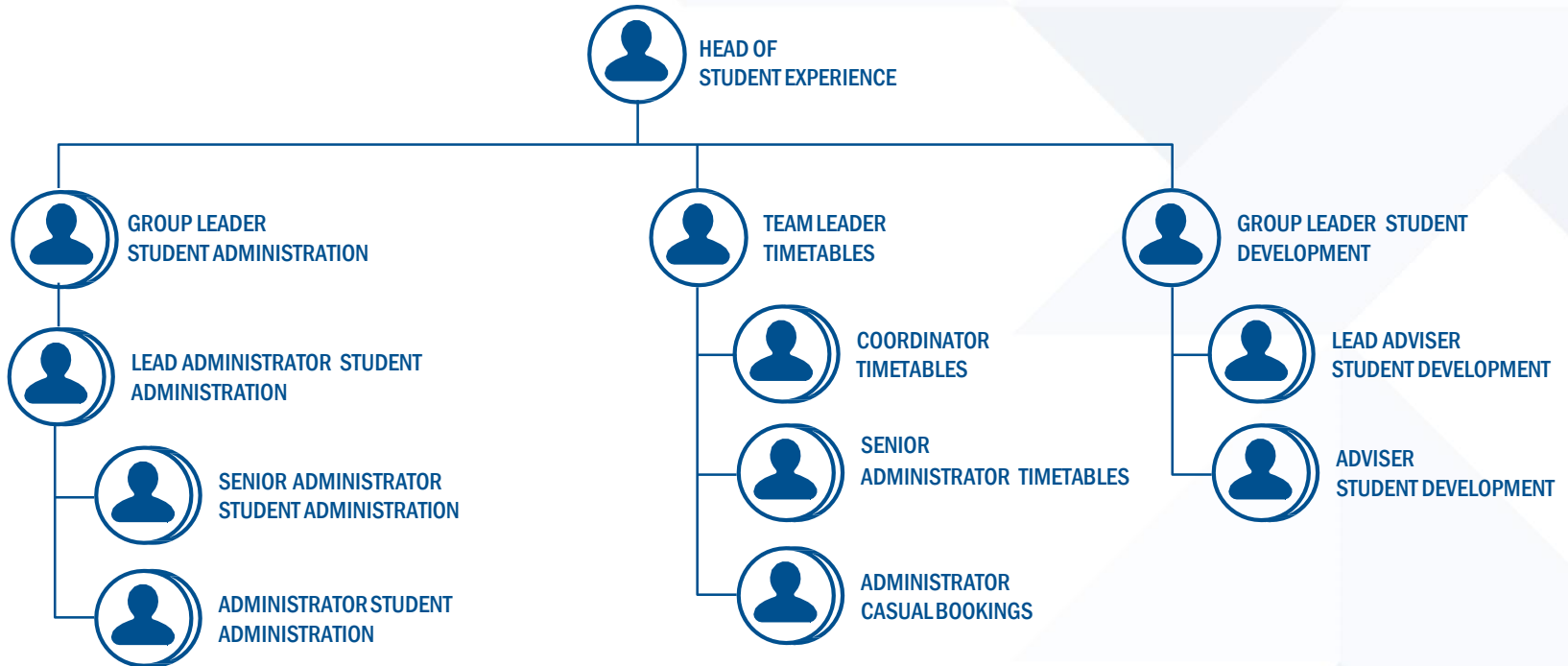
HEAD OF STUDENT
EXPERIENCE
To be appointed

Student Experience

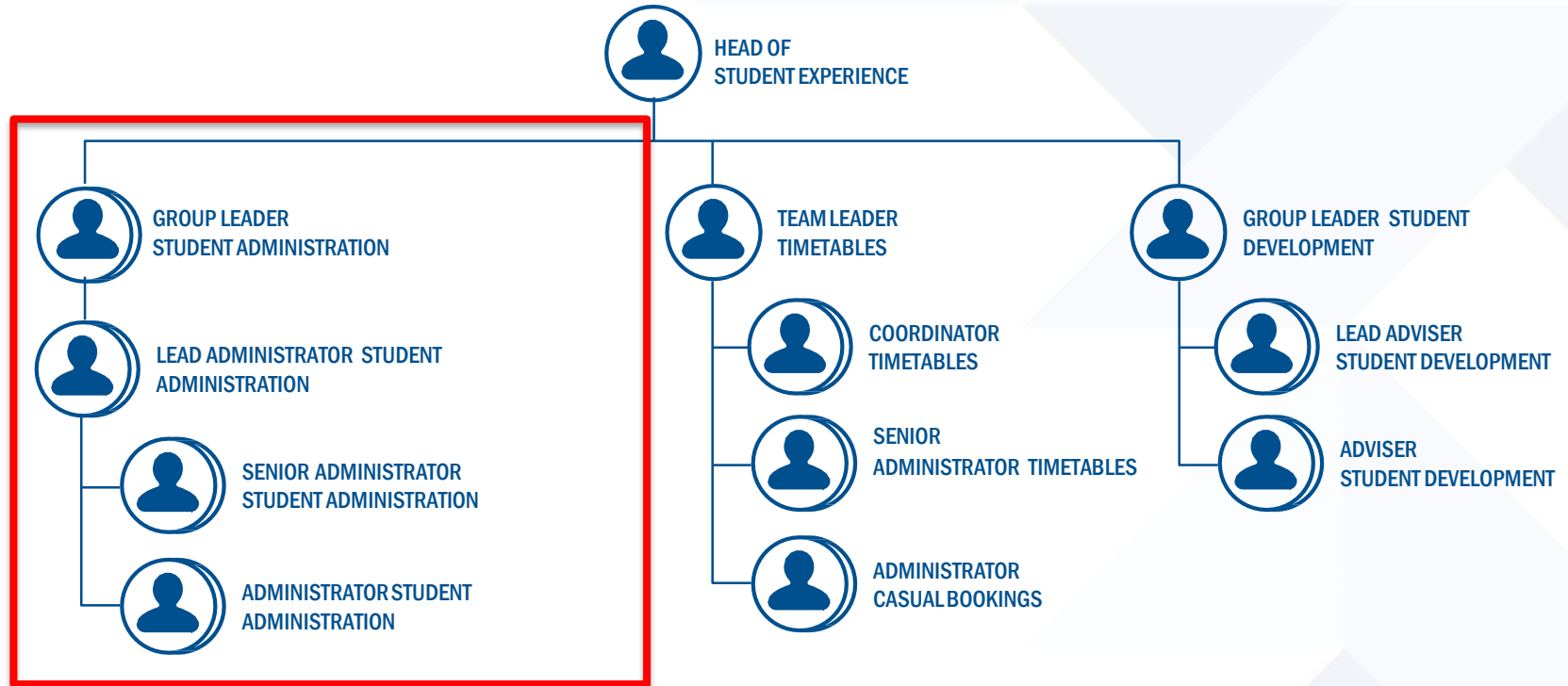


- Student-centric
- Three main pillars of activity:
 - Student Administration
 - Timetable Services
 - Student Development
- Flexible staffing model

Structure



Student Administration



Student Administration



Student Administration is responsible for services from admission through to graduation for both taught and research programmes:

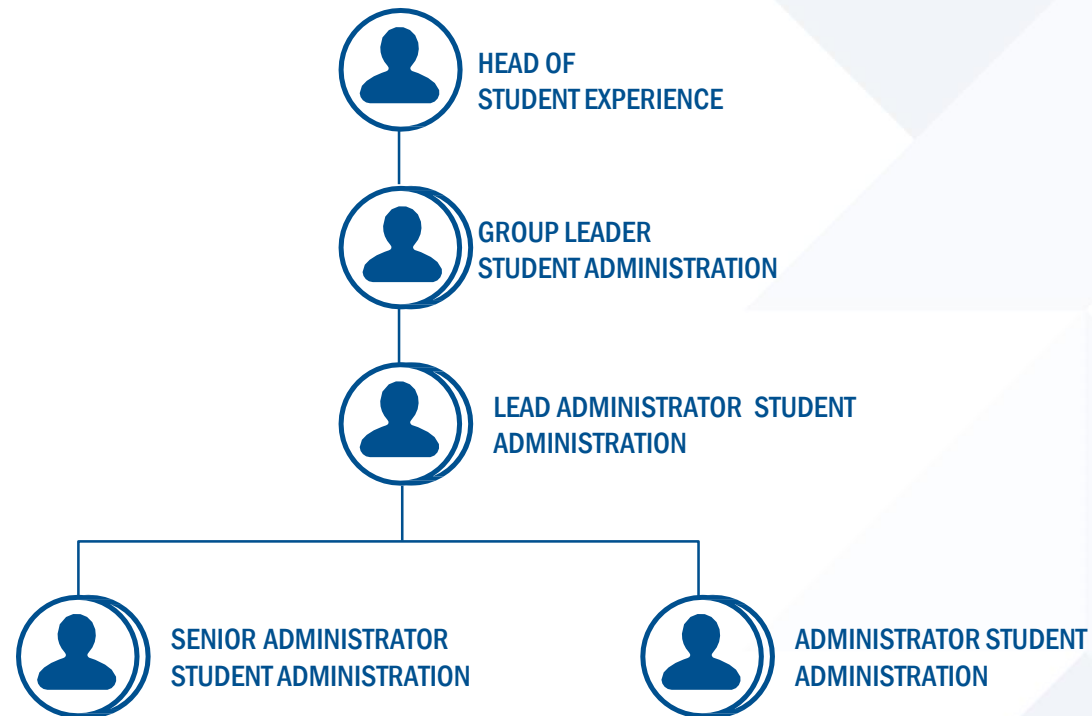
- University and Programme Admission
- Course Management
- Scholarships
- Assessment and Progression
- Graduation
- Academic Record Maintenance

Student Administration

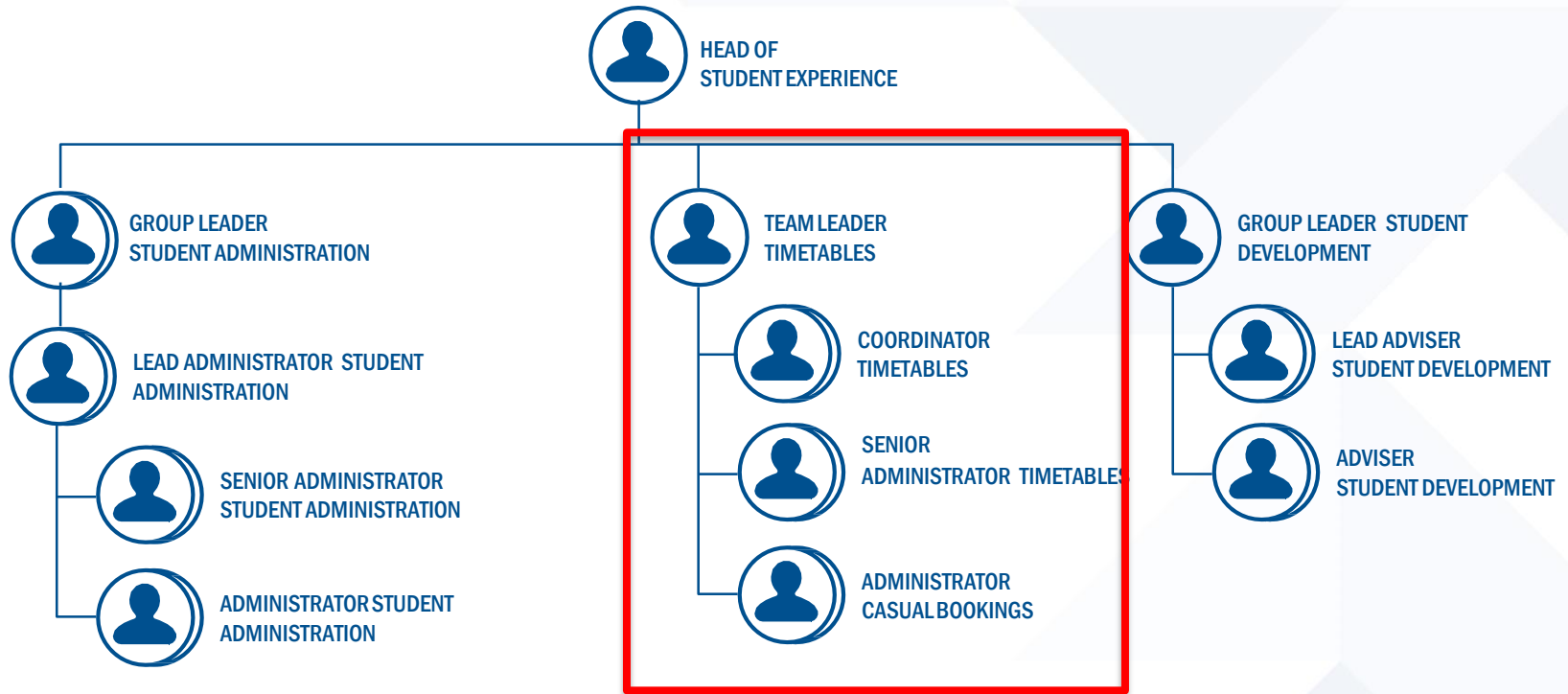


- **Case Management approach**
- **Portfolios will be developed to manage student administration responsibilities**
- **Additional delegations to streamline processes for admission and scholarships (framework to be determined)**

Student Administration



Timetables



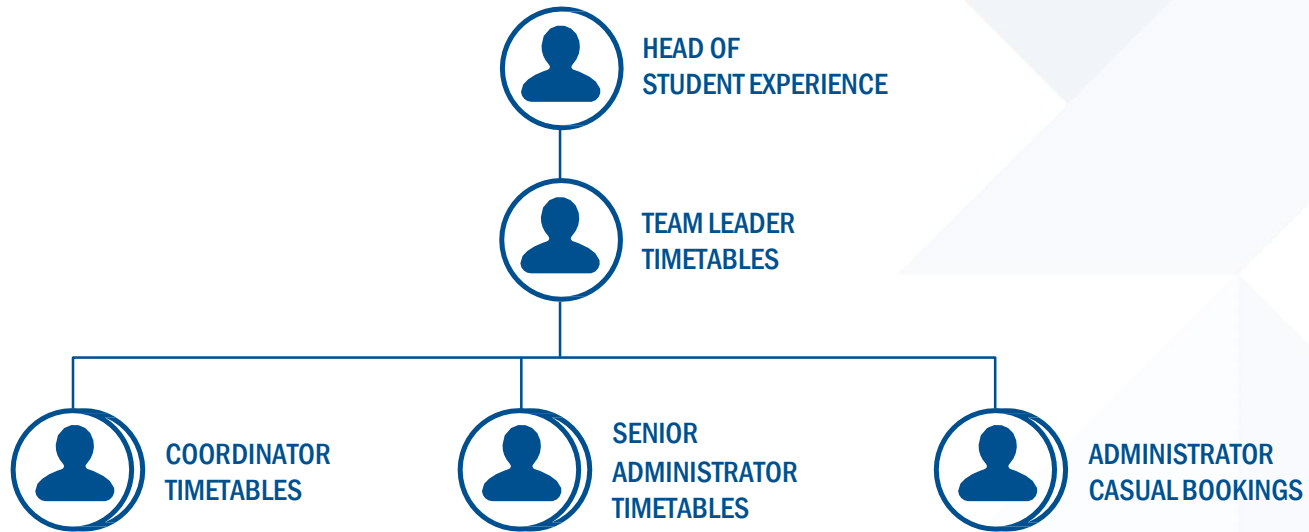
Timetable Services



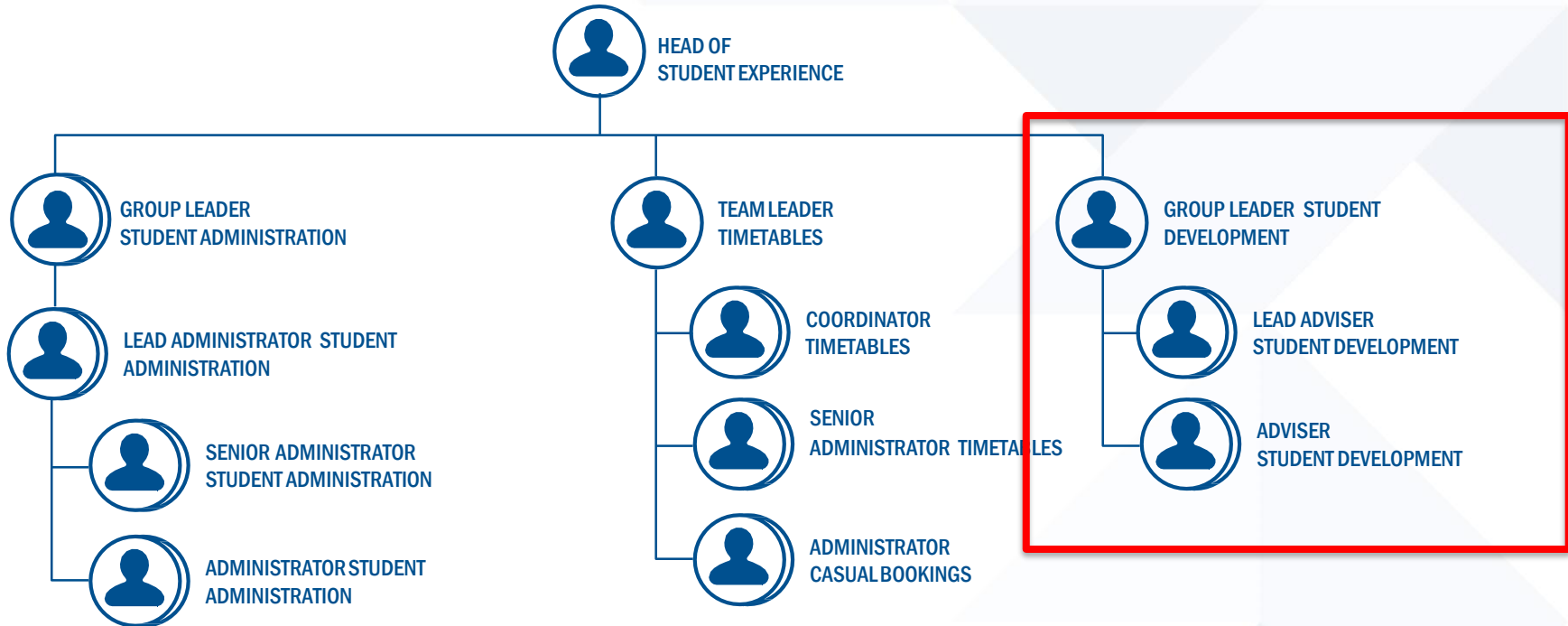
Responsible for:

- **Scheduling and rooming all teaching related events (including lectures, tutorials, laboratories and film screenings and final examinations)**
- **Casual room bookings**
- **Exam timetabling**

Timetables



Student Development

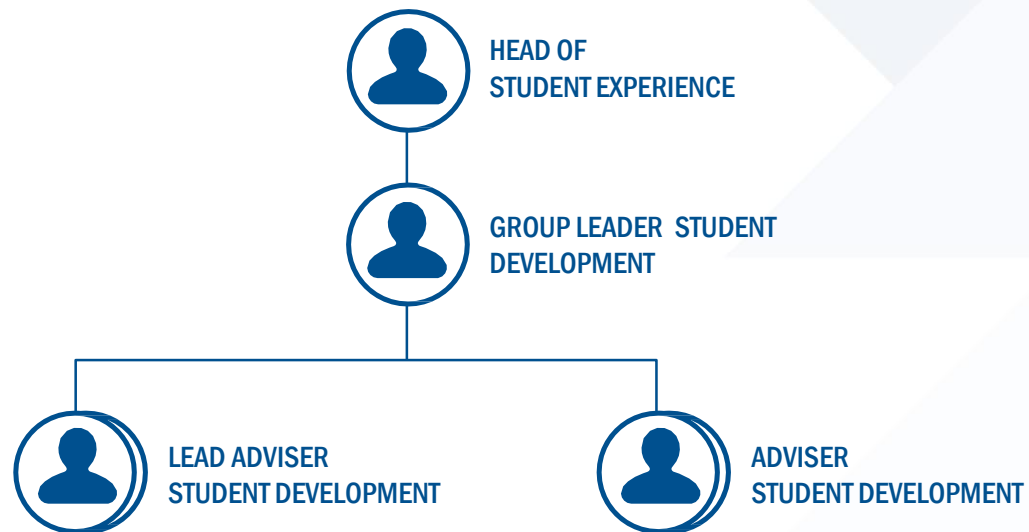


Student Development



- High-profile and proactive service
- Promote and connect students to academic staff, other services and support
- Assist students with development of degree plans
- Early advice and support e.g. students in their first year, conditional enrolment
- Promote opportunities for scholarships or exchanges

Student Development



Locations



- **Student Administration and Timetable staff will be located in the new St David 2 Shared Services building**
- **Student Development staff will be co-located in the new AskOtago Hub in the Central Library**

Recruitment



- **Head of Student Experience (interviewing)**
- **Group Leader Student Development (closes 3 April)**
- **Additional recruitment will be dependent on Management of Change processes**
- **Opportunities will be advertised over the coming months where necessary**

The next stage



- Finalise Manager appointments
- Team member appointments
- Further consultation regarding portfolios and delegations

By mid-2018



- Management of Change processes will be completed
- Appointment processes will be completed (i.e. everyone's position in the new structure will be clear)
- Start dates in new roles will be confirmed

Positioning Otago



- **Changing the University's support services operating model is a major undertaking.**
- **We are doing this to remain sustainable and set our own direction.**
- **This will support Otago's reputation for excellence in teaching and research into the future, and maintain and grow the unique Otago student experience.**

What's next?



In the coming weeks we will present more detail about :

- 6 April: AskOtago
- 13 April: IT
- 19 April: tbc
- 27 April: Space Plan
- To be scheduled: Research Advisory, HR, Marketing, Communications

More information will be also be available through the SSR newsletter and website.

Use the 'Have your say' section of the SSR website if you have a question.

Support for Staff



- Deciding my future – making good job choices
- CV Preparation Workshops
- Interview Skills Workshops
- Career Development Support

Further details on SSR website