

Workstream 2

Student Services/Student Lifecycle

TUSEI Town Hall Staff Consultation

Friday 26th February 2021

65
working
with
WS2

Students'
Union

Workstream 2 Leaders

Prof John Wells (WIT) & Dr Frances Hardiman (ITC)
Ms Maebh Maher (ITC) & Dr Thomas O 'Toole (WIT)

WG1 Student Services	WG2 Library	WG3 Sports Clubs & Societies	WG4 Student Identity/ Student Experience
Co-Chairs: Ann Marie Quigley(WIT) Rosemary Flynn (ITC)	Co-Chairs: Terry O'Brien(WIT) Dr Mary Delaney(ITC)	Co-Chairs: Donal McNally(ITC) Lizzy Kent(WIT) <i>(John Windle, WIT)</i>	Co-Chairs: Dr Clare Power(ITC) Laura Keane (WIT)
16 Members	18 Members	11 Members	15 Members

Workstream 2 Coordinator Orla Foley (ITC)

Workstream 2	Leaders	Co- Ordinator	Working Group	Working Group Members	Topics
Student Services	<p>Dr Frances Hardiman (ITC)</p> <p>Prof. John Wells (WIT)</p>	<p>Orla Foley (ITC)</p>	<p>Student Services</p> <p>Co-Chairs</p> <p>Rosemary Flynn (ITC)</p> <p>Ann Marie Quigley (WIT)</p>	<p>Colm Bonnar (WIT)</p> <p>Elma Clancy (WIT)</p> <p>Angela Collins (WIT)</p> <p>Laura Hartrey (WIT)</p> <p>Theresa Lowry Lehnen (ITC)</p> <p>Fr. David Keating (WIT)</p> <p>Aisling McHugh (ITC)</p> <p>Judy Murphy (ITC)</p> <p>Ben Nolan (WIT)</p> <p>Geraldine Parr (ITC)</p> <p>Conor Phelan (WIT)</p> <p>Alex Porter (ITC)</p> <p>Fr. Martin Smith (ITC)</p> <p>Michelle Woods (ITC)</p>	<p>Access</p> <p>Careers</p> <p>Chaplaincy</p> <p>Counselling</p> <p>Disability</p> <p>Medical</p> <p>Retention & Engagement</p> <p>Financial and Student Support Administration</p> <p>Organisational Structure</p>

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Student Services	<p>Dr Frances Hardiman (ITC)</p> <p>Prof. John Wells (WIT)</p>	<p>Orla Foley (ITC)</p>	<p>Library</p> <p>Co-Chairs</p> <p>Dr Mary Delaney (ITC)</p> <p>Terry O'Brien (WIT)</p>	<p>Fintan Bracken (ITC)</p> <p>Jonathan Brazil (WIT)</p> <p>Patricia Burke (WIT)</p> <p>John Byrne (ITC)</p> <p>Brigid Carey (ITC)</p> <p>Denis Coleman (ITC)</p> <p>Breda Connell (ITC)</p> <p>Kieran Cronin (WIT)</p> <p>Helen Hayden (WIT)</p> <p>David Kane (WIT)</p> <p>Clare Lodge (ITC)</p> <p>Niamh McCrea (ITC)</p> <p>John Maher (WIT)</p> <p>Rachael O'Brien (ITC)</p> <p>Wendy O'Leary (WIT)</p> <p>Angela Power (WIT)</p>	<p>Policy and Procedures</p> <p>Teaching & Learning, Research Support & Collections</p> <p>Systems, Infrastructure & Scholarly Communications</p> <p>Engagement & Outreach</p>

Workstream 2	Leaders	Co- Ordinator	Working Group	Working Group Members	Topics
Student Services	Dr Frances Hardiman (ITC) Prof. John Wells (WIT)	Orla Foley (ITC)	Sports, Clubs and Societies Co-Chairs Lizzy Kent (WIT) Donal Mc Nally (ITC)	Saoirse Casey Power (WIT) Lisa Flynn (ITC) Paula Hickey (ITC) Sean Geoghegan (WIT) Val Kavanagh (ITC) Jack Lyons (WIT) Fr. Martin Smith (ITC) Carmel Lynch (ITC) Katie Redmond (WIT) Serena Stanley (ITC)	Performance Sport Participation Sport Health and Wellness Facilities Societies and Engagement Marketing & Branding Policies & Procedures

COMING TOGETHER

Becoming acquainted
Gap analysis
Reviewing policies
Reviewing practices & procedures
Reviewing systems
Identifying critical issues

PREPARING FOR THE PANEL

Operating as a cohesive team
Drafting new policies
Drafting new practices & procedures
Commencement of external research
Position Papers on central issues
Stakeholder & other working group engagement

PREPARING FOR DESIGNATION

Examining Research Findings
Making key decisions
Finalising TU policy, procedures and practices
Ongoing engagement with other working groups.
Ensuring parity of service across a multicampus

Dependencies - Working with other working groups such as Multi-Campus and Systems

WG1: Student Services

Four position papers have been completed:

1. **Data Strategy:** to facilitate informed decision making, development, and research.
2. **Student Success Strategy:** to direct a University wide effort which supports parity of student access and success.
3. **Careers Development, Employability and Connectedness.**
4. **Embedding elements** of support services within academic departments.

WG2: Library – 4 key pillars

1. Policy and Procedures

Operational, mapping borrowing rules, access and opening, external schemes, Inter Library Loan regulations, purchasing and procurement, policy and guides.

2. Teaching & Learning, Research Support & Collections

Review current offerings and supports, common framework, specific research supports e.g. ORCID, Institutional Repository, audit of collections (print and online)

WG2: Library

3. Systems, Infrastructure & Scholarly Communications

Shared and/or common systems, plan and pathways for alignment, plans for merging of LMS, catalogues, EDS, other systems. Common Open Access policy and activities, Institutional Repository, alignment of licenses and online subscriptions.

4. Engagement & Outreach

Baseline of activities, special collections and digitization, public and outward facing engagement and community outreach, unified website/ landing page, review international best practice and capacity building

WG3: Sports Clubs and Societies

- TUSEI will provide the **Largest Indoor and Outdoor Sporting Infrastructure** across Third Level Sector (Approx 200,000Sq/M)
- **Two position papers** have been completed by Sports Clubs and Societies Working Group
 - Parity of Service/Esteem
 - Brand/Identity
- Alignment of **Sports Scholarship Application** Process
- **Focus Interviews** conducted with 5 Multicampus University Directors (UK&Irl)
- Sport Ireland/Institute of Sports TUSEI **Dual Career Accreditation**

Workstream 2	Leaders	Co-ordinator	Working Group	Working Group Members	Topics
Student Lifecycle	<p>Maebh Maher (ITC)</p> <p>Dr Thomas O'Toole (WIT)</p>	<p>Orla Foley (ITC)</p>	<p>Student Identity/ Student Experience</p> <p>Co-Chairs Laura Keane (WIT) Dr. Clare Power (ITC)</p>	<p>Elaine Aylward (WIT) Michelle Brick (ITC) Sarah Clarke (ITC) Edel Cradden (WIT) Katie Dillon Keane (WIT) Mamie Keating (WIT) Lizzy Kent (WIT) Irene McCormick (ITC) Hazel O'Brien (WIT) Marie Sheedy (WIT) Sorcha Walshe (WIT) Caroline Whittle (ITC) John Widger (ITC)</p>	<p>Alumni Graduate Attributes Student Charter Student Lifespan Student Experience & Identity Student Evaluation</p>

WG4: Student Identity/Student Experience

- This working group has significant overlap and is interconnected with other working groups because of the importance of the student experience.
- Student experience and identity spans academic, social, support services and built environment of TU
- Developing a vision of Student Experience and Identity through Student Lifespan
- Papers developed:
 - A paper on **student lifecycle** has been circulated and reviewed.
 - A draft, proposed **Student Charter** for the TU has been sent to Student Union Workstream for review, dissemination and input.
 - A paper on **Graduate Attributes** has been completed and sent to the Project Office.
 - A draft paper has been completed on the **Student Experience and Student Identity** and will be circulated for review
- Work has commenced on **Evaluation of the Student Experience and Alumni**

Pre-Designation

Developed papers and draft documents in the following areas:

Graduate Attributes

Student Charter

Student Experience and Identity

Student Lifecycle

Collaborative approach between ITC and WIT

Reviewed Existing Policies

Identify interconnections with other working groups

Upon Designation

Liaising with the other working groups to consolidate the outputs of this working group

Identify Commonalities and Gaps

Develop pathway for implementation

Post-Designation

Continue to build on the work of the consolidation phase with the other working groups

Continued review of Policies / Guidelines to support the student experience and identity

Questions and Answers

Thank you