



World-Changing Glasgow Transformation All-Staff Bulletin August 2019

Welcome to your monthly bulletin from the [World-Changing Glasgow Transformation team](#).

We recognise that not everyone has access to email, so we encourage managers to share these updates at a team meeting to make sure all of UofG staff are kept informed.

Our collaborative approach to designing and delivering change is now ramping up with individuals from the Change Network taking part in focus groups. If you are interested in taking a more active role in championing change, join us and [sign up](#) to be a member.

Best regards,

Karen, Jessica and Roisin



Karen Christoforou
Change Network Lead



Jessica Watson
Engagement Lead



Roisin Reilly
Communication Lead

Launch of Reach Out- Monday 9th September Student & Staff Services Delivery



On **Monday 9th September**, the new Student Support Model 'Reach Out' will be launched in the Library, the Fraser Building, the Vet Library at Garscube and at our Dumfries campus. Watch [this short project video](#) with Catriona MacIsaac and Esther Denning to find out more. Well done to everyone who has worked hard to bring the brand to life!

Induction of new Transformation Design Teams

We will be holding induction sessions on **27th and 28th August** for colleagues who will be working with the WCGT team to support the design and delivery of some of our projects. This is an exciting opportunity for a wider community of University colleagues to be directly involved with the transformation of the University and we are really looking forward to partnering to co-design our services. We will provide a further update and introduction of the teams in our update.

Project Updates

Assessment and Feedback

This project was initiated in response to student and staff feedback, with the aim of improving the experience for all those involved in assessment and feedback work at the University.



August update

The Assessment and Feedback Project Board have agreed a vision for how assessment and feedback could be carried out at the University and the principles that underpin it. The project team are working with the Board to share them through Learning and Teaching Committees and some face-to-face sessions in early semester one. The team are also working with the Board to consider how our policies, systems and processes will need to change to achieve the vision and enhance our students' learning.

Contact: [Dr. Amanda Sykes](#)

Student & Staff Services

Improving the way we provide services to our students and staff. This includes the new UofG Helpdesk.



August update

As discussed above, work is progressing well as we prepare for the launch of the new Reach Out Service for Students in the Library, Fraser Building, Dumfries and Garscube from 9th September. There is a drop in session planned on 4th September from 2-3.30pm in the Library cafe on Level 3. The UofG Helpdesk is performing well under increased usage since Registration and Enrolment opened, with the team continuing to introduce enhancements suggested by staff in order to better support Registration & Enrolment and the Reach Out Launch.

Contact: [Iain Watson](#)

Smart Campus

Creating a world-changing, connected and vibrant university campus, with social, technological and economic impact for the city of Glasgow.



August update

The team continues to work with our critical advisors, Mott MacDonald and we have identified a list of business case options and are currently in the process of finalising the evaluation of these options. The target is to complete the business case and submit it to the Smart Campus Board in September 2019, together with a specification for the procurement of a Strategic Technology Supplier and a Digital Masterplan/Strategy document.

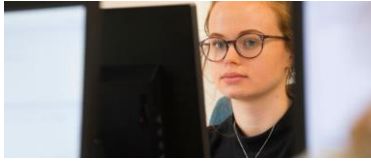
Contact: [Dave Portas](#)

HR Recruitment Process

Creating a simpler, more consistent approach to how we manage the end-to-end recruitment process

August update

Significant progress has been made and the recent HR Project Board on 9th August agreed the final process systems design.



We are now finishing the configuration of Core HR and will be launching a training and communications campaign shortly to let you know what is changing when. We are aiming for the updated system and process to be implemented in December.

Contact [Craig Chapman-Smith](#)

Professional Services

Designing services to meet staff and student needs while eliminating unnecessary bureaucracy



August update

The World-Changing Glasgow Board approved the scope of Phase 1 of the Professional Services Review as being Estates, HR, IT, Learning and Teaching Administrative Support, Student Support and Wellbeing and Marketing. The scope and approach of these projects is being finalised with the cross-University project teams and we will share on our webpage and in our next all-staff update when finalised.

Contact: [Eleanor Miller](#)

Student Forecasting & Enrolment

Enhancing the Year 1 and beyond student enrolment experience and enable effective decision-making and course selection



August update

We are making good progress on this project, with our workstreams formed, and the first Project Board held on 7th August where the project's scope was agreed and approved. Our project requirements are in the process of being defined, and we'll continue with design activity across the three project workstreams over the coming few months. We are looking forward to the arrival of our College Teams secondees to help us in pushing that work forward.

Contact: [Ben Glasgow](#)
