Welcome to your all-staff 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.

If you have any questions or feedback for us, just [drop us a note](mailto:). Best regards,

Karen, Jessica and Roisin

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**Estates Service Improvement Project Launched**

Customer experience at the heart of new project

This month, the Estates Service Improvement project launched, which will be delivered by Estates and Commercial Services staff, and the World-Changing Glasgow Transformation team. The project will look at how we can improve the experience of staff and students who request support for an estate or maintenance issue. The project team hope to do this by improving maintenance systems and processes for everyone at the University. One key aim of the project is to improve communication around the status of jobs and provide more regular updates for anyone who raises a request in the system.

If you have any questions, [contact Eleanor Miller](mailto:).  

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**Responsive Solutions. Make a change for the better.**

We recognise that change is frustrating, and hard work. Sometimes it’s difficult to know where to start. We could help!

The University is piloting a new service to support and deliver your change and innovation initiatives. From this month until the end of January 2020, the Responsive Solutions service are running a pilot to help with small initiatives across the University. This idea came from staff who attended WCGT engagement sessions throughout 2019, and from members of the Change Network. Currently, the pilot is looking at three small projects which were suggested by staff, and we will send out some more information on this over the next week to
keep you updated on how things are progressing. If you have any questions, feel free to contact the team.

Project Updates

Assessment and Feedback
Improving the experience for all those involved in assessment and feedback work at the University.

December update
The Assessment and Feedback Project Board are using the agreed vision of assessment and feedback for the University, and the design principles that underpin it, to decide on the direction of the project. The project team are working with the Board, using information from discussions at Learning and Teaching Committees and with colleagues during Design Week, to agree this direction. The team are also meeting with the SRC reps to explore what they believe will make assessment and feedback more useful for their learning to ensure that the project takes students’ opinions into account too.
Contact: Dr. Amanda Sykes

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

December update
The Student Forecasting and Enrolment project continues to make progress. Over the last couple of weeks we have been finding out more about how we deliver services across the Institution. We facilitated 2 days of as-is service mapping with staff across University leadership. The workshops went very well and we are now planning the next series of events to validate this with staff across the University. If you would like to be involved in the next round of workshops, please let us know.
Contact: Emma Pickard

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

December update
We are now 3 weeks away from go-live and we are currently hosting training sessions across the University to prepare staff for the updated system and process. So far, the HR team have trained over 300 staff and received positive feedback from the sessions. Core HR has now been fully tested and we are about to commence configuration in the live system. This is due for completion and will be tested by 20th December with go-live still scheduled for 23rd December. We will be setting up a dedicated support system during January to help hiring managers and other staff to navigate the system.
Contact Craig Chapman-Smith

Smart Campus
Creating a world-changing, connected and vibrant university campus, with social, technological and economic impact across our locations.

December update
The outline business case has been developed in conjunction with Mott MacDonald and a recommended option has been agreed by the Smart Campus Board. This means that the Board have agreed on an initial list of the kinds of technology and infrastructure the University should invest in. Following feedback, refinements to the business case and associated Digital Master-plan
document are currently in progress. It is expected that the project will move into a high-level design phase over the coming weeks.
Contact: Dave Portas

Professional Services Transformation update
Designing services to meet staff and student needs while eliminating unnecessary bureaucracy.

Below you can read an update on our Student Support and Well-being, Estates Service Improvement and Learning and Teaching Admin projects. Please contact the project manager for each project if you have any questions.
Estates Service Improvement project: Eleanor Miller
Learning and Teaching Admin & Student Support and Well-being: Lauren O'Hare

Estates Service Improvement
The Estates and WCGT teams ran interactive sessions at Designing our Future. Thank you to everybody who came along to share their ideas! The team are now using this feedback, along with data from other sources to identify priorities for the project and a timeline for implementation. There will be many further opportunities for engagement as the project progresses.

Learning and Teaching Admin
The project is currently in the midst of mapping current processes. High-level mapping workshops took place with project team and college team members on 6th and 11th November. Next steps will include validating at School and College level, getting a detailed School view, as well as agreeing on which 'quick wins' the project should prioritise and deliver in the earlier part of 2020.

Student Support and Well-being
A workshop has been held to discuss the University's definition of well-being, the proposition for student support & well-being at the University, as well as the guiding principles for the project to make the right decisions when it comes to re-designing the services for students. These are now out for review with Academic and MPA peers. This project is also working through as is mapping in conjunction with Learning & Teaching.