NOT GOING BACK TO THE NORM

AUTOMATION AND DIGITISATION OF ACADEMIC ADMINISTRATION TO IMPROVE STUDENT SERVICES

EMILY MADDOCK KHAN BA (HONS) PgCert (HE) PgCert (Data Analytics) PGCE MA DBAc FAUA MCMI

- Fellow of the AUA
- Graduate of the AUA PgCert Higher Education Administration, Management and Leadership
- Head of College Services at University of Nottingham International College (Kaplan International Pathways)
- Doctorate of Business Administration candidate in Higher Education Management at University of Bath
- Previously worked in registry, international development, admissions, and teaching
- Worked for five UK universities, two HE colleges, and one pathway provider

- Email: EmilyEMK@proton.me
- twitter.com/EmilyMaddockHE
- linkedin.com/in/emilymaddock
- aua.ac.uk

Nottingham Business School
Nottingham Trent University

SCAN ME

SCAN ME

NOT GOING BACK TO THE NORM - WHAT THIS IS AND IS NOT

- Automation and Digitisation of Academic Administration to Improve Student Services
- Not how to use apps – YouTube, MS, experimentation – but which were used
- Not about the Covid-19 pandemic
- But, what we do now, some of which is based on what we learned
- What others are doing

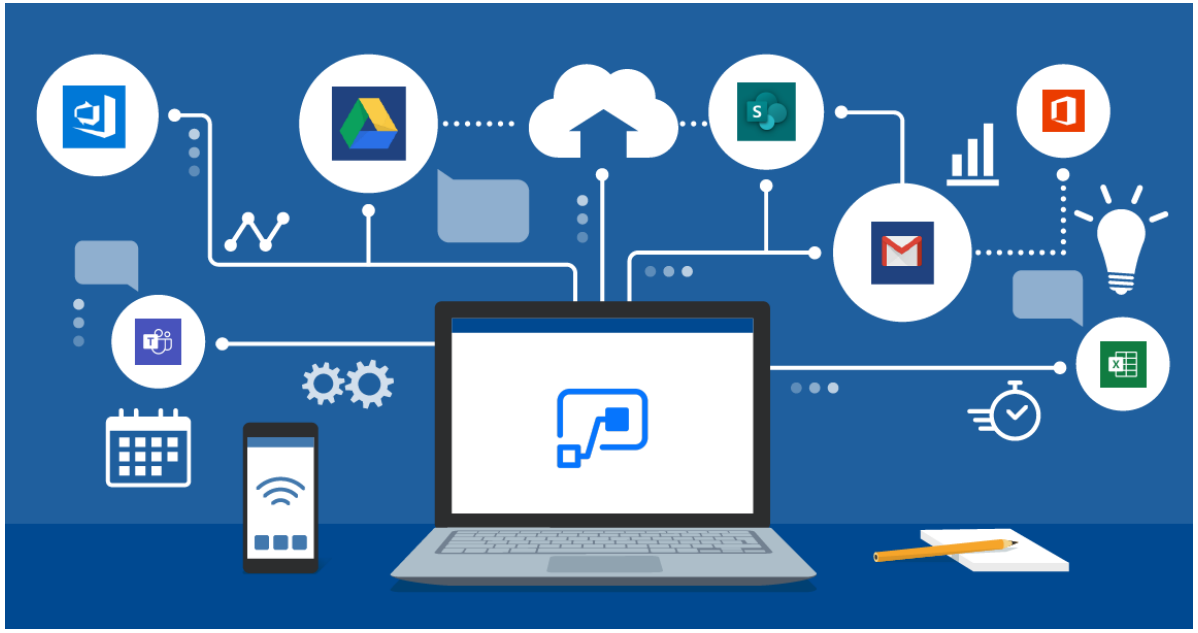
COLLEGE SERVICES AT UNIC

N NORM – UNIC

SCAN ME

- International students only
- In the UK to acclimatise to the university and the city
- Huge change in operation – over one weekend
- PollEV.com/emilymaddockkhan678

NOT GOING BACK TO THE NORM



- Student services: virtual reception, **online meetings**, online events and activities, including **wellbeing**.
- Academic services: **EECs**, attendance, compliance.

APPLICATIONS AND PROGRAMMES

PollEV.com/emilymaddockkhan678

EXTENUATING CIRCUMSTANCES APPLICATIONS

Power Automate

Before:

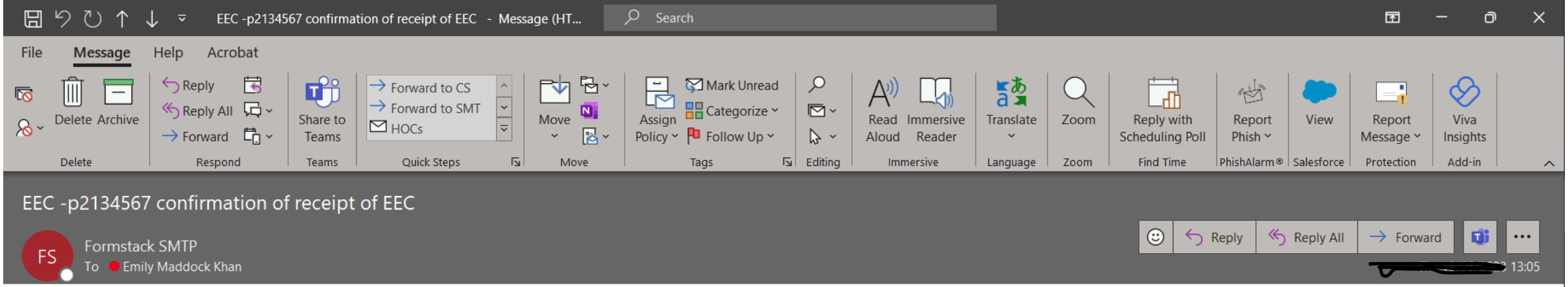
- Paper applications completed
- Usually received without evidence
- Needed to be scanned
- Then emailed to staff
- Then a panel
- Then the decision recorded and communicated to the student

Now:

formstack

Microsoft Forms

- Student applies online
- Asked to upload their evidence – mandatory
- Alert sent to the panel for their programme (Learning and Teaching Director, Programme Leader, Academic Leader for English, Head of College Services)
- Each reviews- if discussion is need, Teams – and approved or rejects
- Decision automatically counted and communicated to the academic administrator and the student.



EEC -p2134567 confirmation of receipt of EEC

FS

Formstack SMTP

To Emily Maddock Khan

Reply | Reply All | Forward

[redacted] 13:05

Student ID: p2134567

Dear Emily Khan,

Thank you for submitting the EEC. This will be reviewed in the next EEC panel, you will be sent the outcome after that meeting. If you have not submitted your work yet, you should do so, as soon as you can. If your EEC is approved the late penalties will be removed.

You do not need to wait for the EEC outcome before submitting your work.

Kind Regards

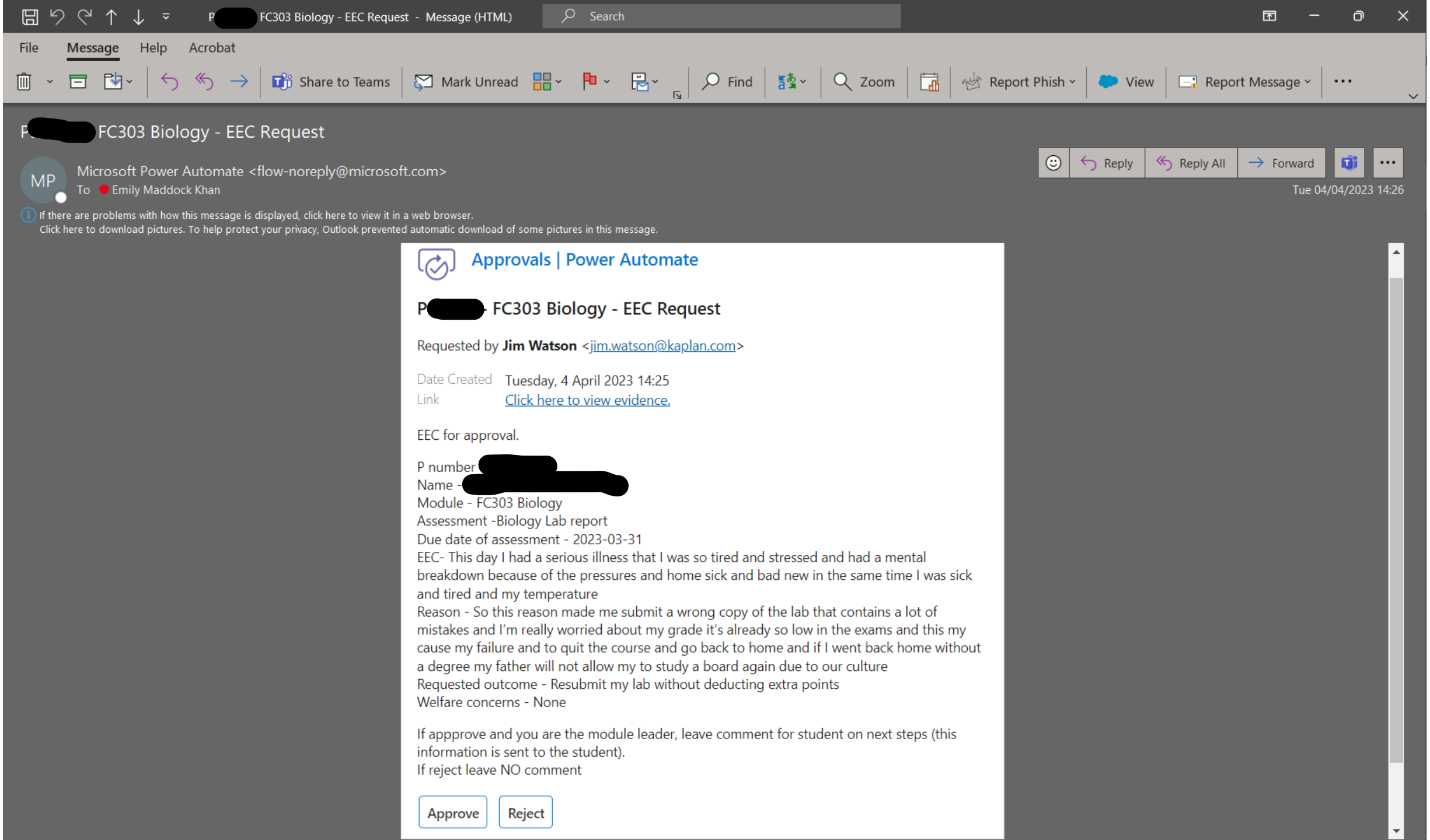
EEC panel

Email

Teams

SharePoint

CHOOSE NOTIFICATIONS



P[redacted] FC303 Biology - EEC Request - Message (HTML)

File Message Help Acrobat

Share to Teams | Mark Unread | Find | Zoom | Report Phish | View | Report Message

P[redacted] FC303 Biology - EEC Request

MP Microsoft Power Automate <flow-noreply@microsoft.com>
To Emily Maddock Khan

Reply | Reply All | Forward

Tue 04/04/2023 14:26

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Approvals | Power Automate

P[redacted] - FC303 Biology - EEC Request

Requested by **Jim Watson** <jim.watson@kaplan.com>

Date Created Tuesday, 4 April 2023 14:25
Link Click here to view evidence.

EEC for approval.

P number [redacted]
Name - [redacted]
Module - FC303 Biology
Assessment -Biology Lab report
Due date of assessment - 2023-03-31
EEC- This day I had a serious illness that I was so tired and stressed and had a mental breakdown because of the pressures and home sick and bad new in the same time I was sick and tired and my temperature
Reason - So this reason made me submit a wrong copy of the lab that contains a lot of mistakes and I'm really worried about my grade it's already so low in the exams and this my cause my failure and to quit the course and go back to home and if I went back home without a degree my father will not allow my to study a board again due to our culture
Requested outcome - Resubmit my lab without deducting extra points
Welfare concerns - None

If appprove and you are the module leader, leave comment for student on next steps (this information is sent to the student).
If reject leave NO comment

Approve | Reject

Microsoft 365

Search

Home

Create

My Content

Feed

Apps

Outlook

Teams

Word

Excel

...

The Office app is becoming the new Microsoft 365 app, your home to find, create, and share your content and ideas. Learn more

Welcome to Microsoft 365

Install apps

Recommended

Jim Watson + 2 others edited this
Fri at 3:39 PM

Weekly Attendance Report 02.05-5.05

Deborah Babalola posted this
May 3

What is Global Accessibility Awareness Day (GAAD)?

This may relate to a recent meeting
Yesterday at 10:15 AM

Bitesize Learning Log

Quick access

All | Recently opened | Shared | Favorites | +

Upload

AAA Conference Presentation	5m ago	You edited this	

Feedback

Microsoft 365

Close the app launcher

Search

The Office app is becoming the new Microsoft 365 app, your home to find, create, and share your content and ideas. Learn more

Apps

- Outlook
- OneDrive
- Word
- Excel
- PowerPoint
- OneNote
- SharePoint
- Teams
- Sway
- Forms
- Yammer
- Power Auto...
- To Do
- Bookings
- FormStack
- Lists

All apps

ft 365

Install apps

edited this

Report 02.05-5.05

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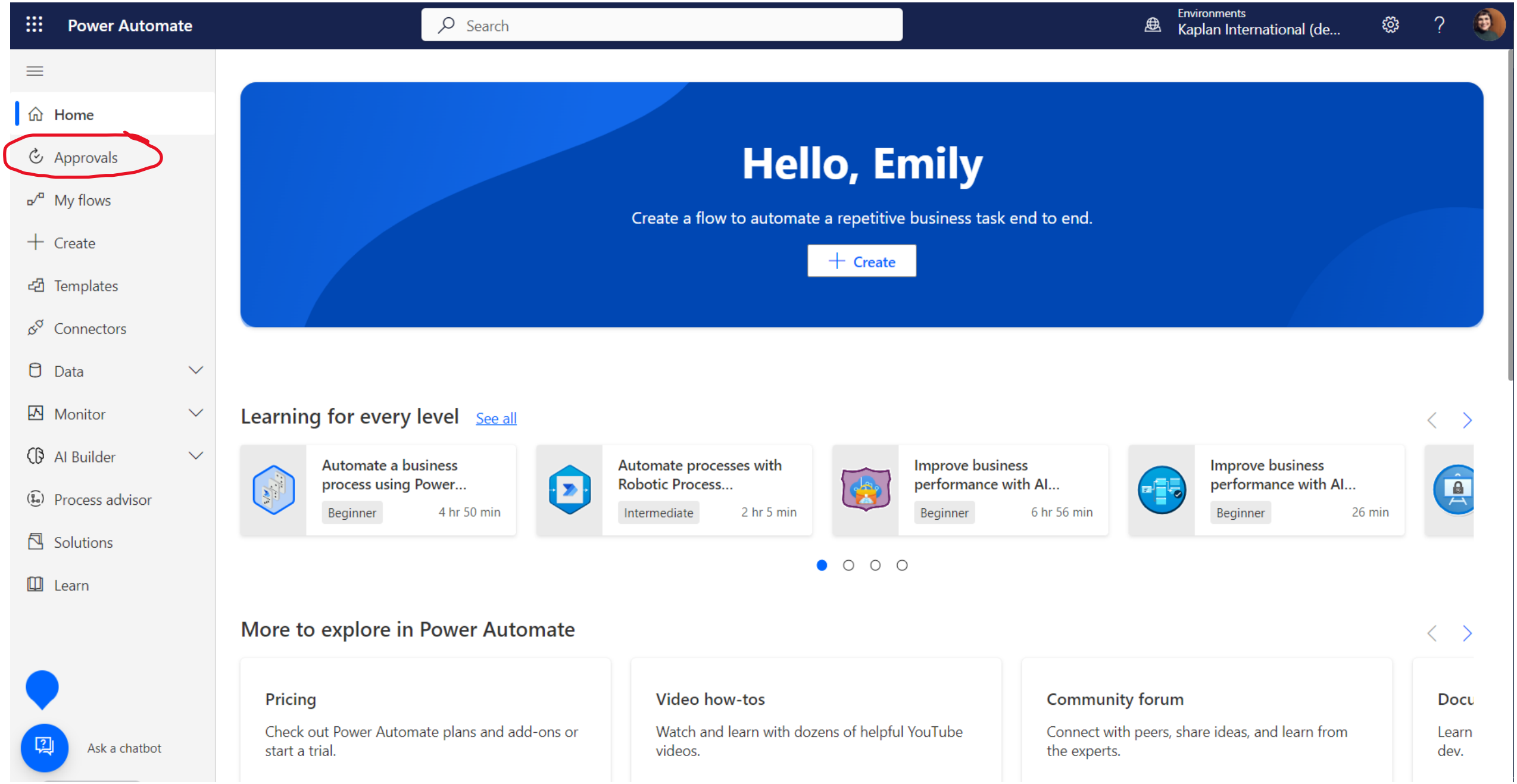
Bitesize Learning Log

Documents

Create

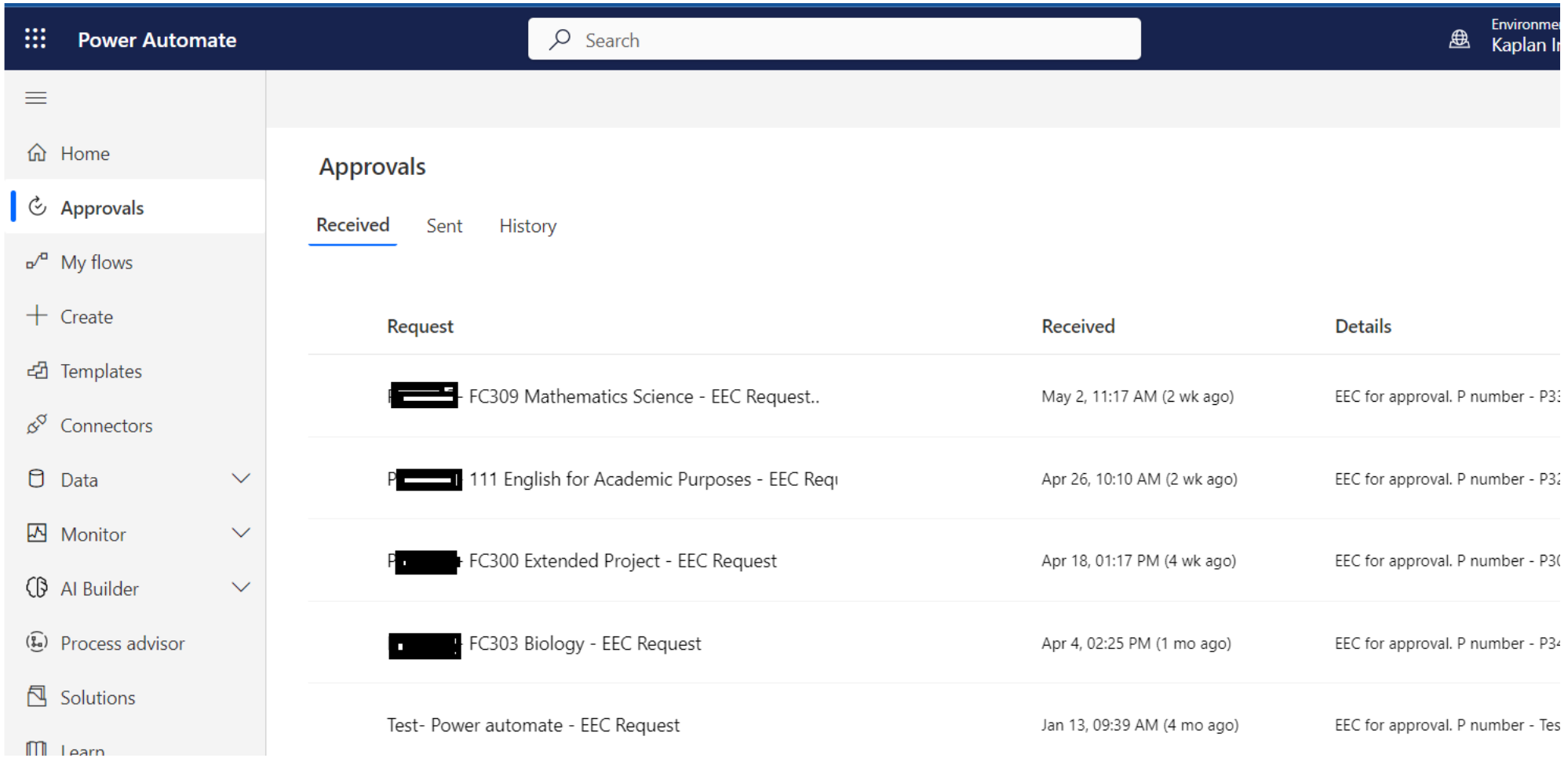
pened | Shared | Favorites | +

Upload


Power Automate
Search
Environments
Kaplan International (de...
Home
Approvals
My flows
Create
Templates
Connectors
Data
Monitor
AI Builder
Process advisor
Solutions
Learn
Ask a chatbot
Hello, Emily
Create a flow to automate a repetitive business task end to end.
Create
Learning for every level
See all
Automate a business process using Power...
Beginner
4 hr 50 min
Automate processes with Robotic Process...
Intermediate
2 hr 5 min
Improve business performance with AI...
Beginner
6 hr 56 min
Improve business performance with AI...
Beginner
26 min
More to explore in Power Automate
Pricing
Check out Power Automate plans and add-ons or start a trial.
Video how-tos
Watch and learn with dozens of helpful YouTube videos.
Community forum
Connect with peers, share ideas, and learn from the experts.
Docu
Learn
dev.

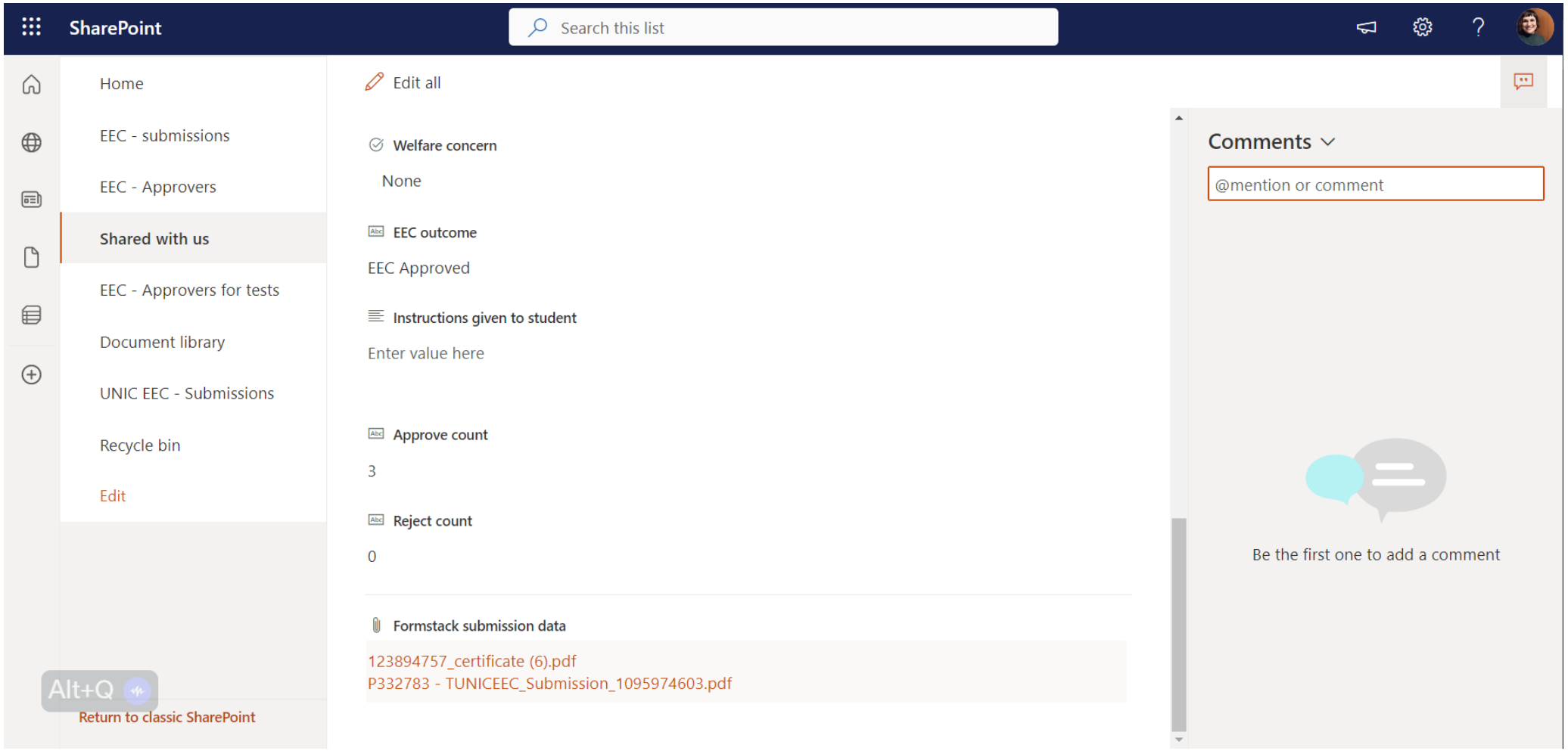
EXTENUATING CIRCUMSTANCES APPLICATIONS

Power Automate



EXTENUATING CIRCUMSTANCES APPLICATIONS

Power Automate



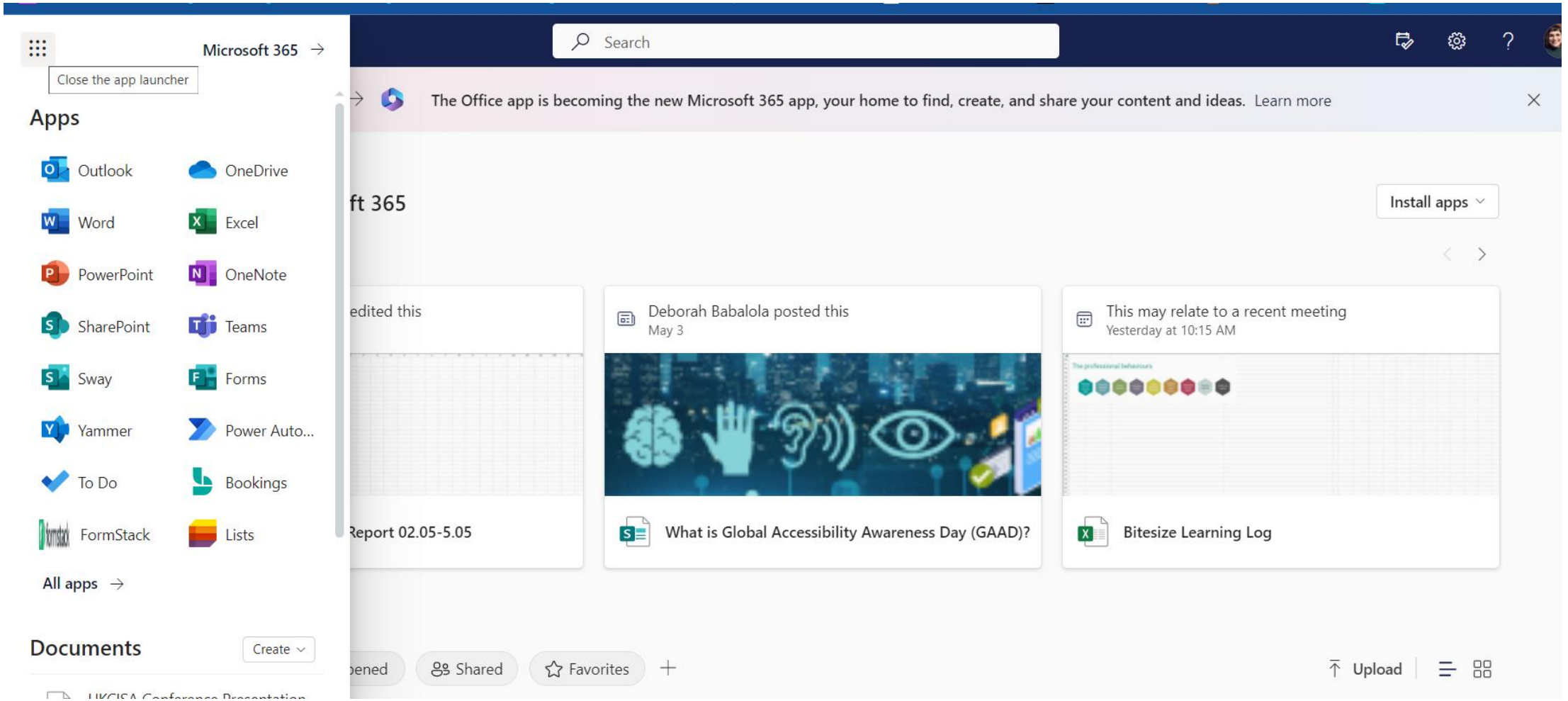
STUDENT MEETINGS APPLICATION

Bookings

- Increase in student mental health issues
- Increase in students needing 1-1 appointments
- Attendance concerns post-Covid
- Gives the students choice
- Works around your schedule
- Can monitor appointments to ensure fair across the team

STUDENT MEETINGS APPLICATION

Bookings



Bookings

Personal boo

Shared book

Administrator

W

Wellbeing

Alt+Q

Wellbeing is now ready to take bookings!

People can book appointments at:
https://outlook.office365.com/owa/calendar/Wellbeing1@kaplanint.onmicrosoft.com/bookings/

Share

There's a lot more that you can do to customise your scheduling experience.
We will help you discover these as you continue using Bookings.

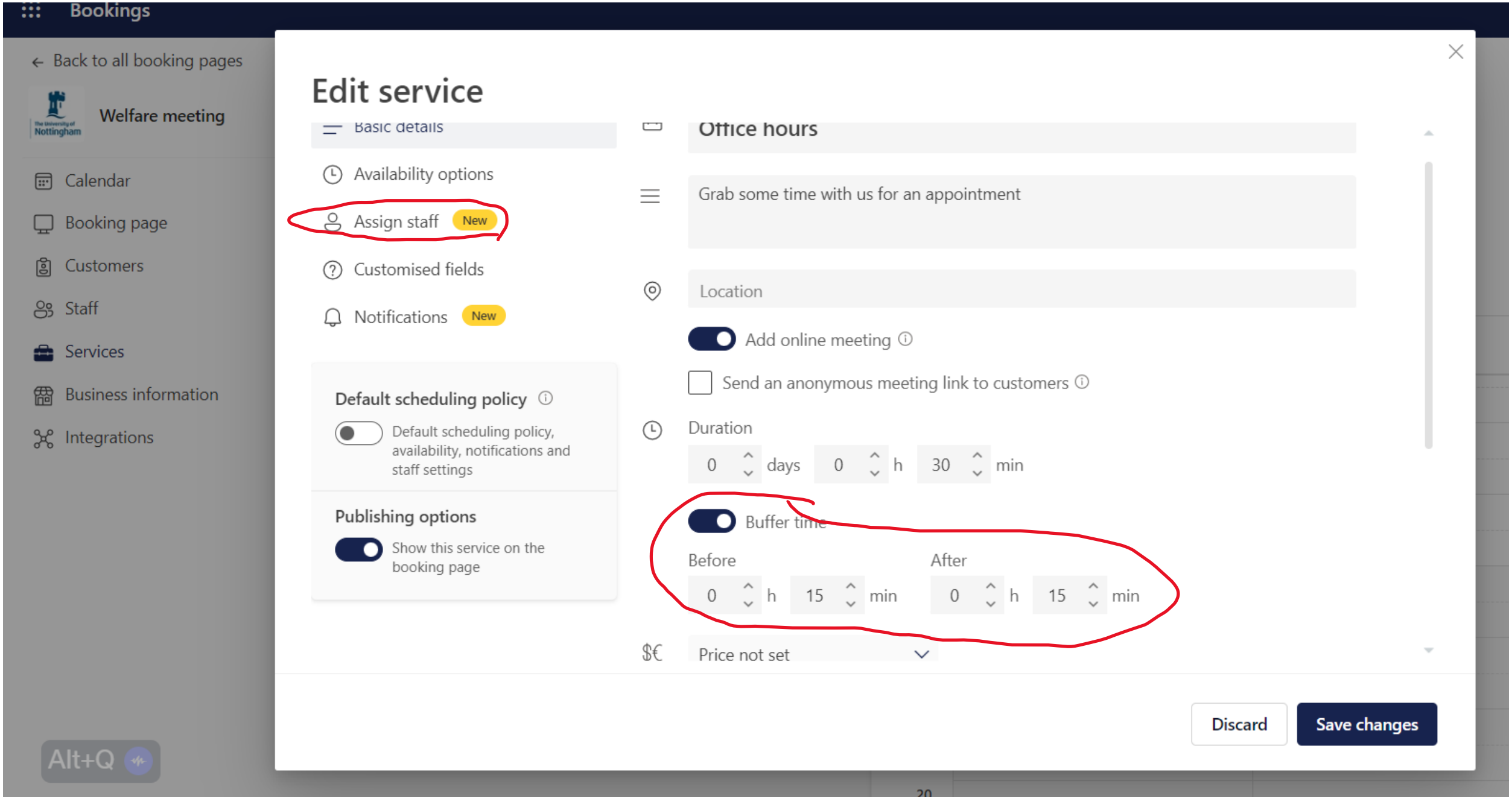
Get started

ng page

Create

neeting

Share


Bookings
Back to all booking pages
Welfare meeting
Calendar
Booking page
Customers
Staff
Services
Business information
Integrations
Edit service
Basic details
Availability options
Assign staff
New
Customised fields
Notifications
New
Default scheduling policy
Default scheduling policy, availability, notifications and staff settings
Publishing options
Show this service on the booking page
Office hours
Grab some time with us for an appointment
Location
Add online meeting
Send an anonymous meeting link to customers
Duration
0 days 0 h 30 min
Buffer time
Before
0 h 15 min
After
0 h 15 min
Price not set
Discard
Save changes
Alt+Q

Student Wellbeing meeting

Office hours

Grab some time with us for an appointme... Read more

Free · 30 minutes

Booking for **Office hours**

SELECT STAFF (OPTIONAL)

Anyone

22 May

DATE

May 2023

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

TIME

12:15 13:00

All times are in (UTC+00:00) Dublin, Edinburgh, Lisbon, London

ADD YOUR DETAILS

Name *

Name

Email *

Email

Address

Address

Phone number

Add your phone number

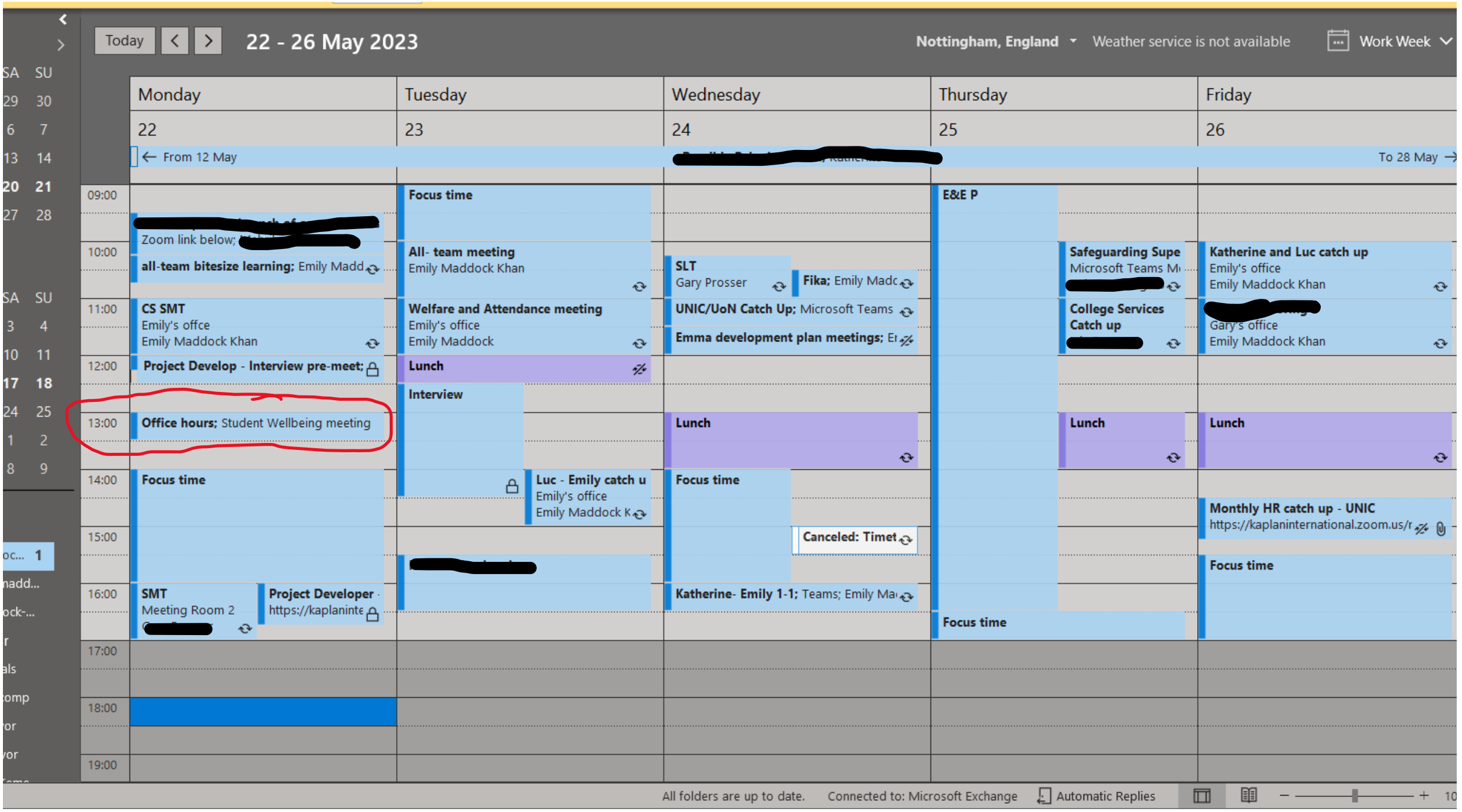
Notes

Add any special requests

Book

The Policies and Practices of Student Wellbeing meeting apply to the use of your data

Bookings


Today
22 - 26 May 2023
Nottingham, England
Weather service is not available
Work Week
Monday
22
Tuesday
23
Wednesday
24
Thursday
25
Friday
26
From 12 May
To 28 May
09:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00
18:00
19:00
Zoom link below;
all-team bitesize learning; Emily Madd
CS SMT
Emily's offce
Emily Maddock Khan
Project Develop - Interview pre-meet;
Office hours; Student Wellbeing meeting
Focus time
SMT
Meeting Room 2
Project Developer
https://kaplaninte
Focus time
All- team meeting
Emily Maddock Khan
Welfare and Attendance meeting
Emily's office
Emily Maddock
Lunch
Interview
Luc - Emily catch u
Emily's office
Emily Maddock K
SLT
Gary Prosser
Fika; Emily Madc
UNIC/UoN Catch Up; Microsoft Teams
Emma development plan meetings; Er
Lunch
Focus time
Canceled: Timet
Katherine- Emily 1-1; Teams; Emily Ma
E&E P
Focus time
Safeguarding Supe
Microsoft Teams M
College Services
Catch up
Lunch
Katherine and Luc catch up
Emily's office
Emily Maddock Khan
Gary's office
Emily Maddock Khan
Lunch
Monthly HR catch up - UNIC
https://kaplaninternational.zoom.us/r
Focus time
All folders are up to date.
Connected to: Microsoft Exchange
Automatic Replies

Student Wellbeing meeting

Thank you for booking with us! You will get a confirmation message in email shortly

Upcoming booking for Charlize Theron

Office hours

Free

22 May 2023

13:00 (30 minutes)

Emily Maddock Khan

Reschedule

Cancel booking

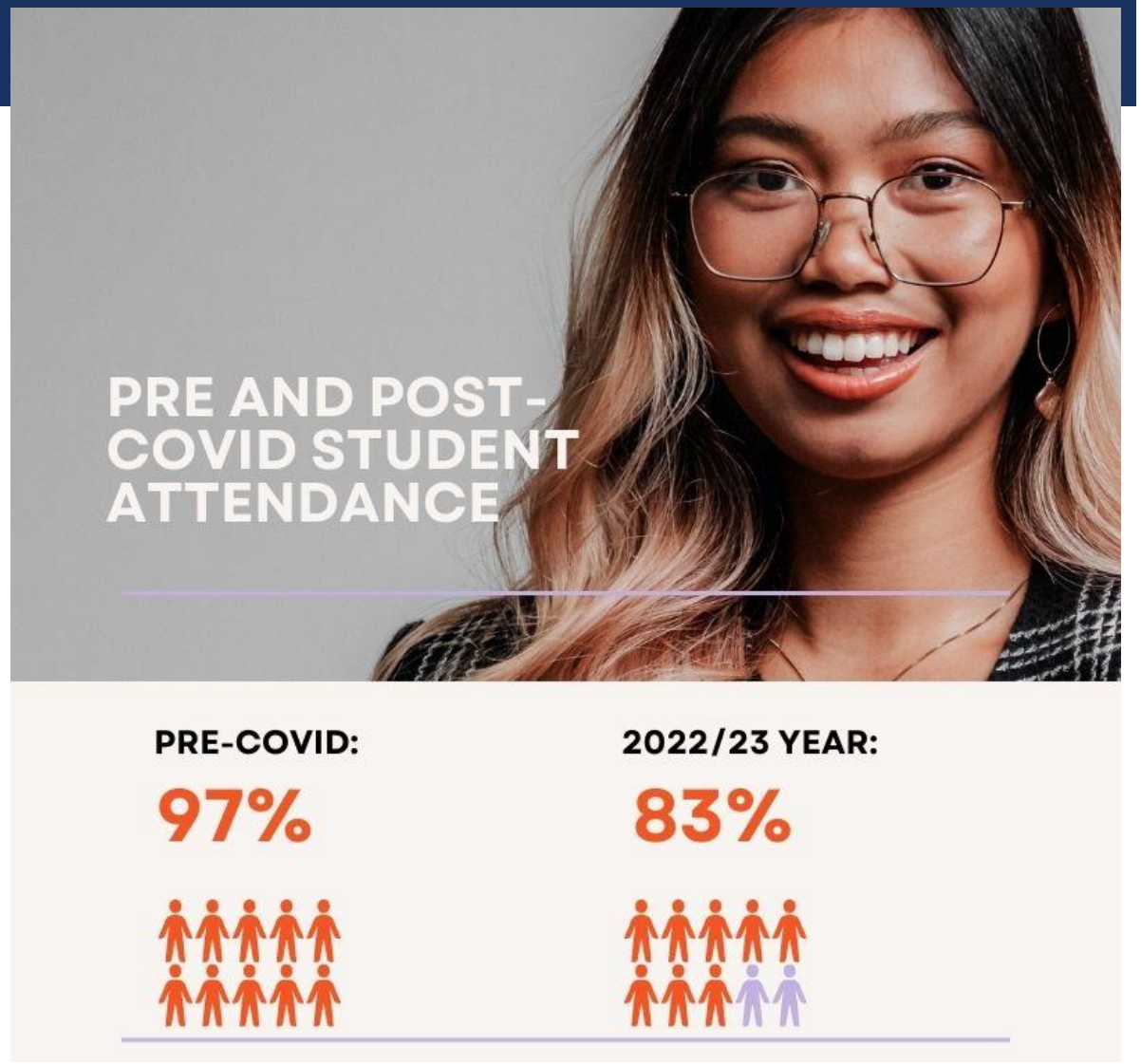
New booking

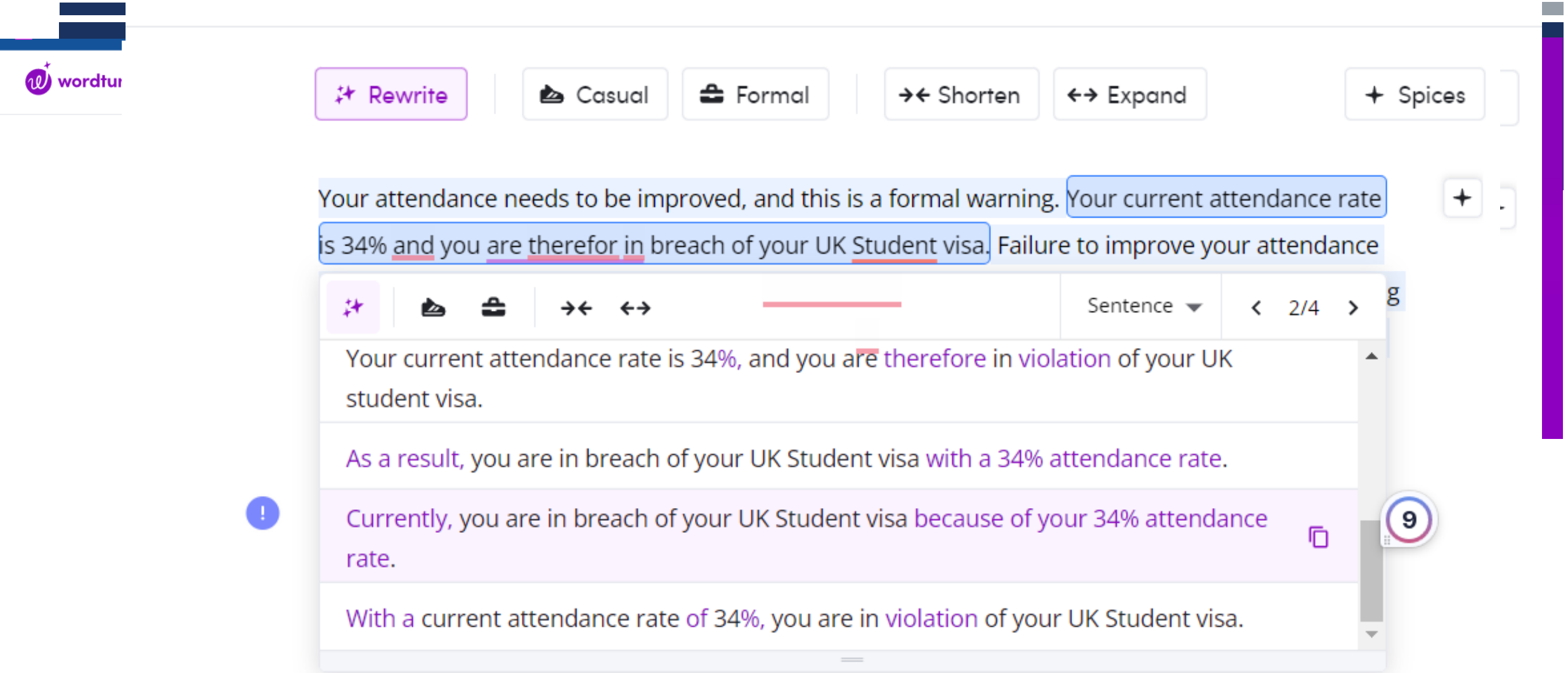
All times are in (UTC+00:00) Dublin, Edinburgh, Lisbon, London

COVID KIDS

- Attendance
- Attitude
- Engagement

UK Visas and Immigration




wordtune
Rewrite
Casual
Formal
Shorten
Expand
Spices
Your attendance needs to be improved, and this is a formal warning. Your current attendance rate is 34% and you are therefor in breach of your UK Student visa. Failure to improve your attendance
Sentence
2/4
Your current attendance rate is 34%, and you are therefore in violation of your UK student visa.
As a result, you are in breach of your UK Student visa with a 34% attendance rate.
Currently, you are in breach of your UK Student visa because of your 34% attendance rate.
With a current attendance rate of 34%, you are in violation of your UK Student visa.
9

wordtune

Read & Summarize

Rewrite | Casual | Formal | Shorten | Expand | Spices

Your attendance needs to be improved, and this is a formal warning. Due to your 34% attendance rate, you are currently in violation of your UK Student visa. We will withdraw our UK Student visa if you fail to achieve a minimum attendance of 70% over a three-month period. It may be difficult for you to obtain a student visa in the future, whether it is for the United Kingdom or for another country.

I guess I should start showing up to class more often, so I don't end up with a one-way ticket back to my home country!

Make a joke

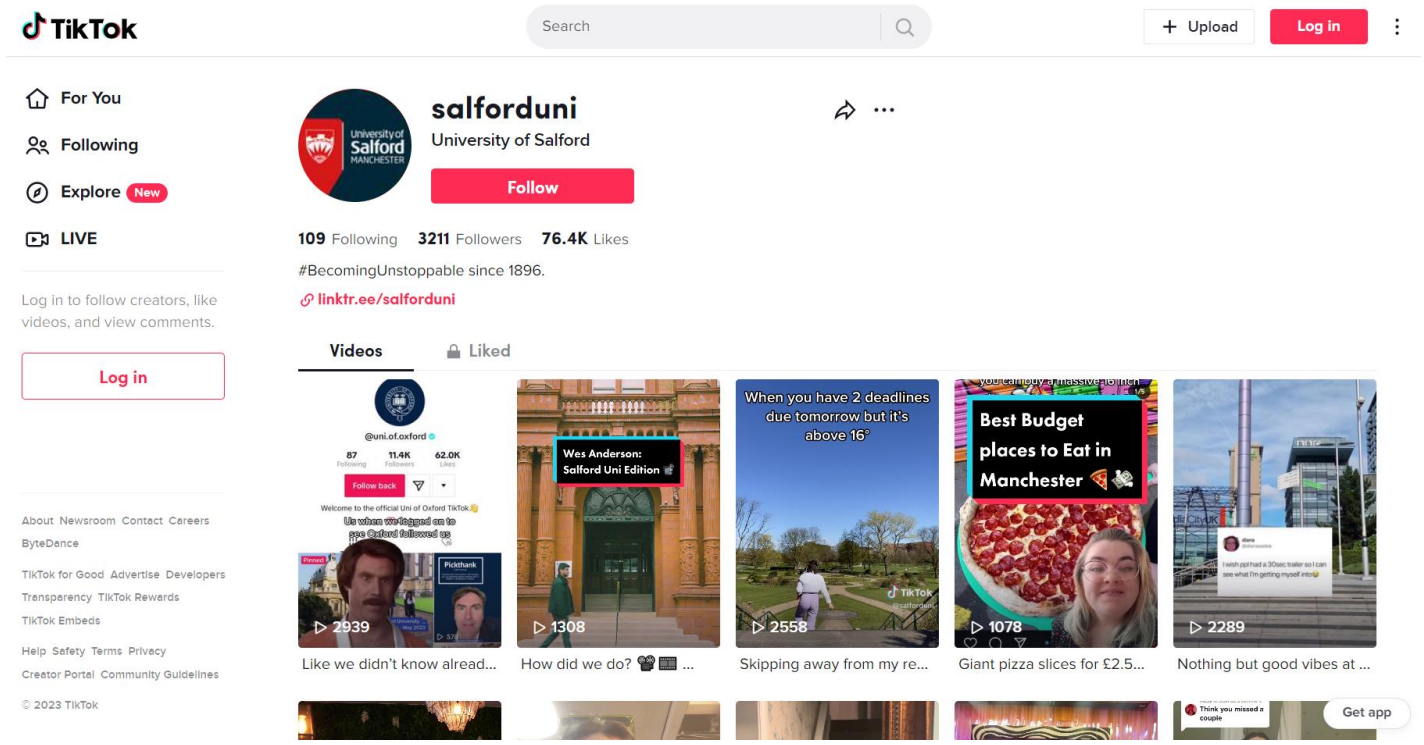
Accept

Another suggestion →

Previous suggestion ←

Back to list

GETTING SOCIAL MEDIA TO DO YOUR JOB

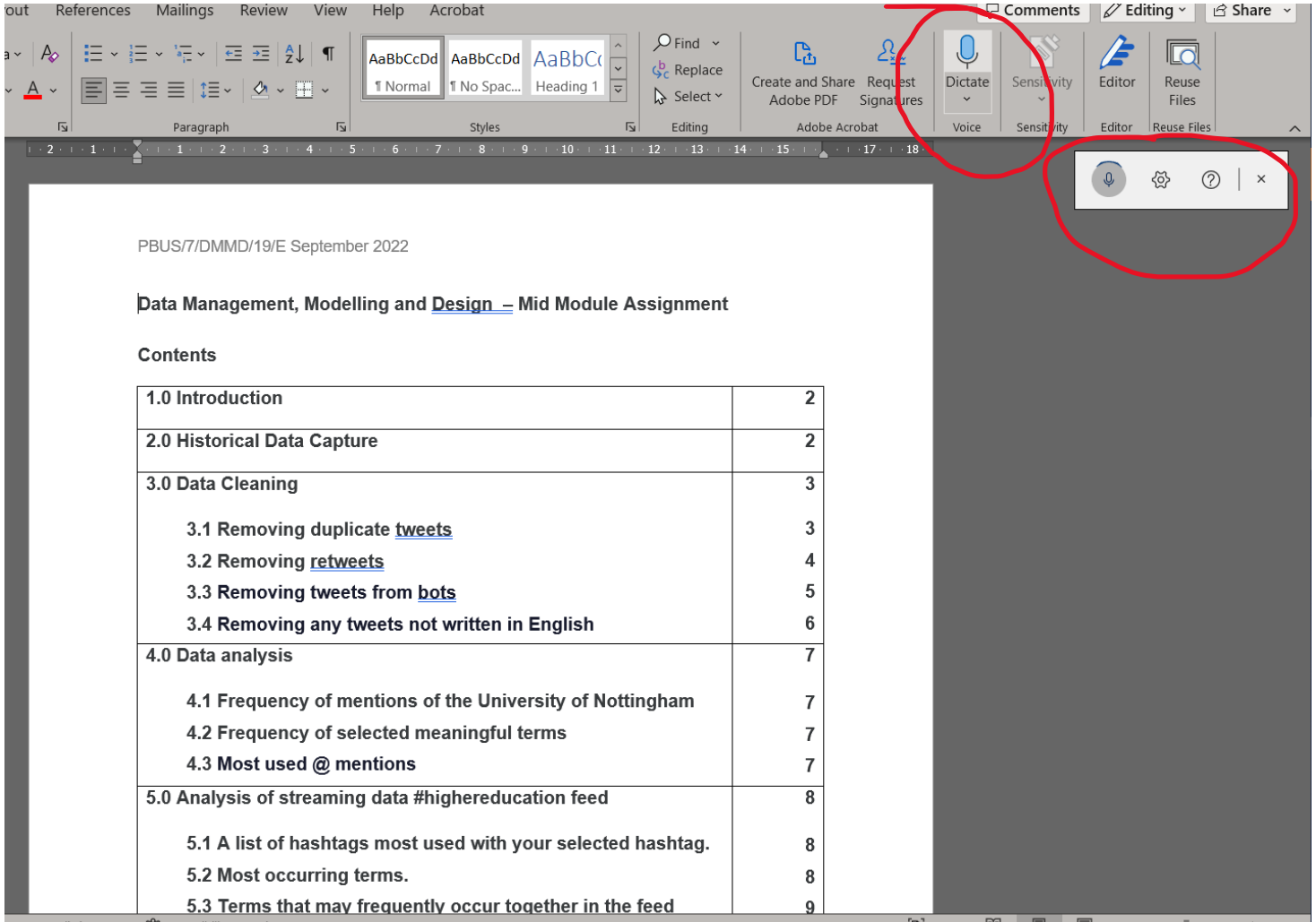


University of Salford MANCHESTER

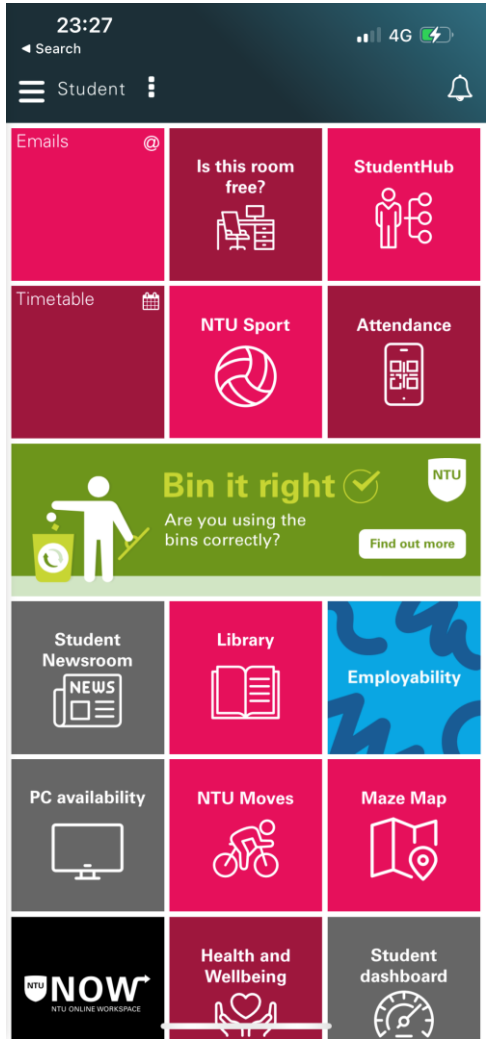
- University of Salford – UCAS deadline

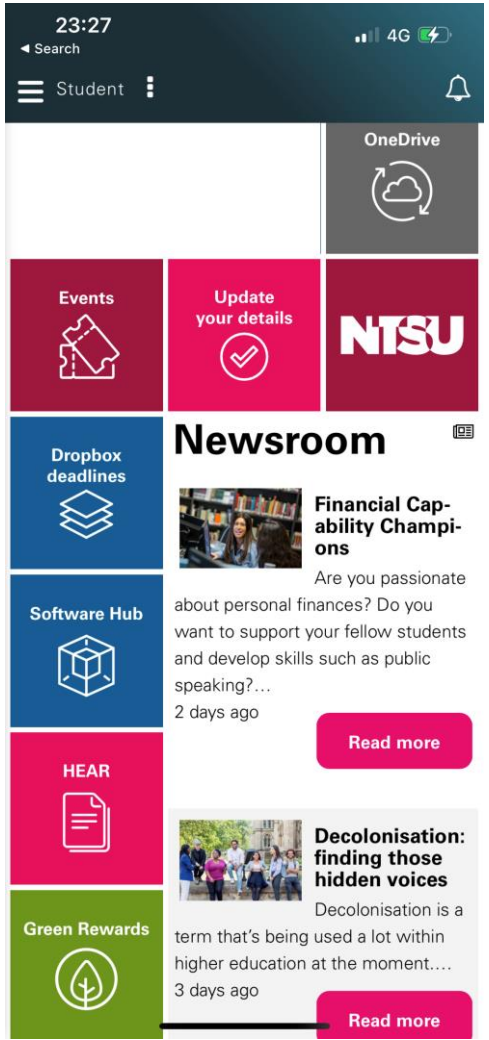
MAKE AI WORK FOR YOU - LONG, LONG DOCUMENTS

Speechify



STUDENT PERSPECTIVE





PowerApps

MyNTU

Student PERSONALISE

DASHBOARDS

Student

Study@Home

NTSU

APPS

Nothing to see here...

Alt+Q

NOW NTU ONLINE WORKSPACE

Library

Timetable
Unauthorised
Click to grant access

StudentHub

Health and Wellbeing

Emails

18
Unread

Is this room free?

Student Newsroom

Attendance

Update your details

NTU

more

Postgraduate students

Have your say

Complete the Postgraduate Taught Experience Survey

Mental Health: Positive Action

Mental Health

Software Hub

Dropbox deadlines

Student dashboard

PC availability

HEAR

Newsroom

Financial Capability Champions

Are you passionate about personal finances? Do you want to support your fellow students and develop skills such as public speaking?...

2 days ago

Read more

Decolonisation: finding those hidden voices

Decolonisation is a term that's being used a lot within higher education at the moment....

3 days ago

Read more

Curated and Created launch NTU's first poetry wall

Take some time to relax and be inspired by a new poetry wall on City Campus, written by NTU colleague Claire Miller and hand-painted by NTU Graphic Design alumna Lucinda Ireland....

6 days ago

AUTOMATION AND DIGITISATION LEARNINGS

LEARNINGS

- Did we over-automate?
- Review: physical panels for discussion to replace Teams discussion in complex cases
- Automating and digitising processes should be iterative
- Is there a better application?
- What processes negatively affect students- focus on those.
- What processes negatively affect staff – focus on those, too.
- Ask students- what works for them? What do they want?

THANK YOU

EMILYEMK@PROTON.ME