



NOT GOING BACK TO THE NORM

AUTOMATION AND DIGITISATION OF ACADEMIC ADMINISTRATION TO IMPROVE STUDENT SERVICES

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- 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



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



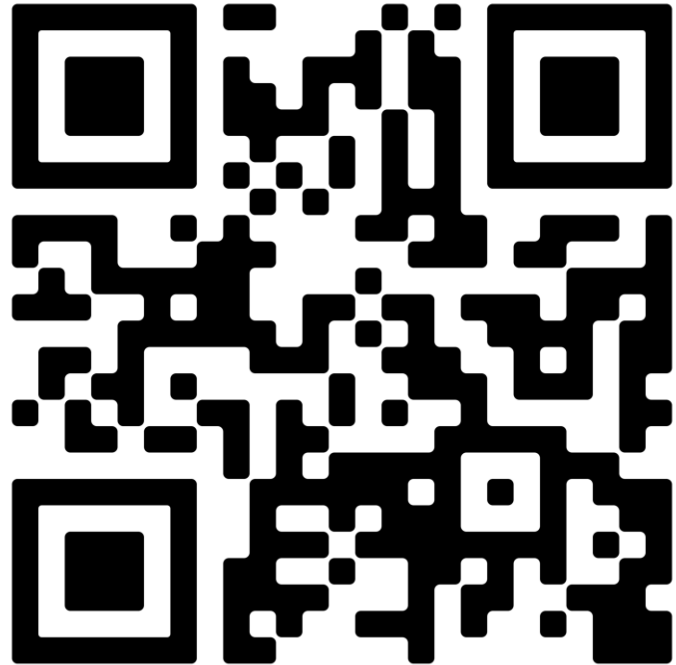
- Automation and Digitisation of Academic Administration to Improve Student Services
- Not how to use apps – YouTube, MS, experimentation – but which were used
- Not about the Covid-19 pandemic
- But, what we do now, some of which is based on what we learned
- What others are doing



COLLEGE SERVICES AT UNIC

N

NORM – UNIC

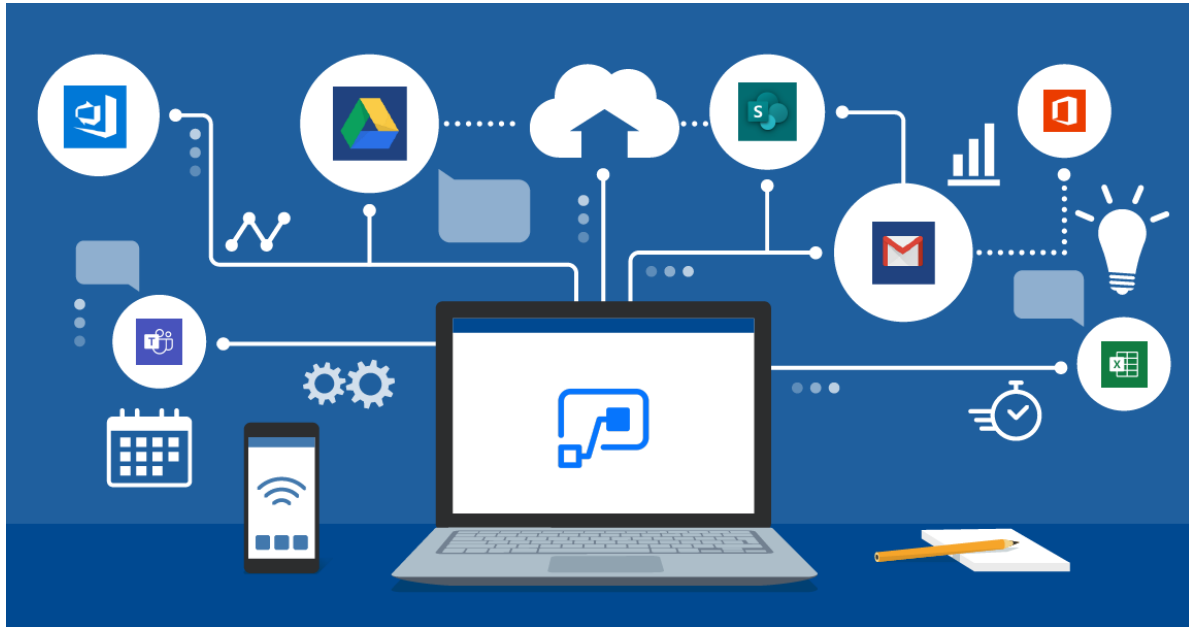


- International students only
- In the UK to acclimatise to the university and the city
- Huge change in operation – over one weekend
- [PollEV.com/emilymaddockkhan678](https://pollEV.com/emilymaddockkhan678)



SCAN ME

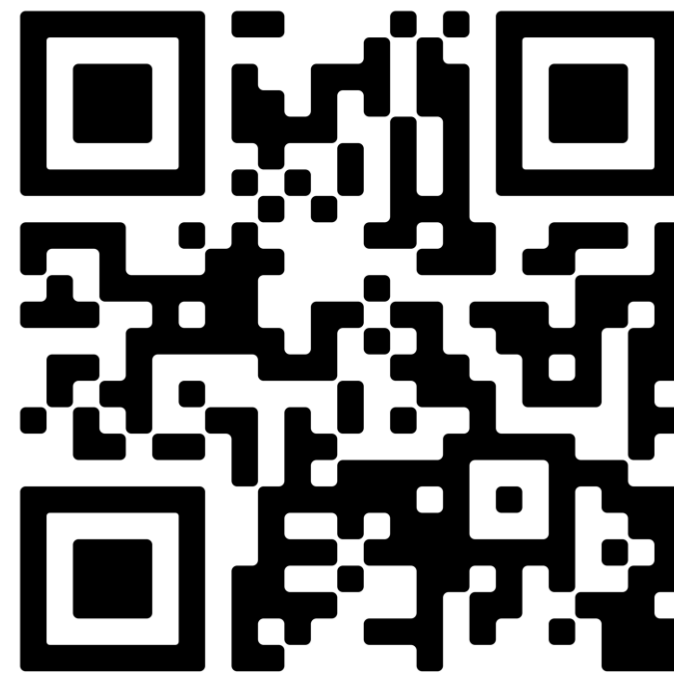
NOT GOING BACK TO THE NORM



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

APPLICATIONS AND PROGRAMMES

PollEV.com/emilymaddockkhan678



SCAN ME

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:



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.

File **Message** Help Acrobat

Delete Archive
 Reply Reply All Forward
 Share to Teams

Quick Steps: Forward to CS, Forward to SMT, HOCs

Move: Move
 Tags: Mark Unread, Assign Policy, Categorize, Follow Up

Editing: Read Aloud, Immersive Reader
 Language: Translate
 Zoom: Zoom

Find Time: Reply with Scheduling Poll
 PhishAlarm: Report Phish
 Salesforce: View
 Protection: Report Message
 Add-in: Viva Insights

EEC -p2134567 confirmation of receipt of EEC

Formstack SMTP
To: Emily Maddock Khan

Reply Reply All Forward

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

FC303 Biology - EEC Request

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

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
Name
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 approve 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

- 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 | List View | Grid View

AAA Conference Presentation 5m ago You edited this

Feedback



Microsoft 365 →

Close the app launcher

Apps

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

All apps →

Documents

Create ▾

UKISA Conference Presentation

Search



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

Microsoft 365

Install apps ▾

edited this

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Yesterday at 10:15 AM

The professional behaviours

Bitesize Learning Log

Report 02.05-5.05

opened

Shared

Favorites



Upload




- Home
- Approvals**
- My flows
- Create
- Templates
- Connectors
- Data
- Monitor
- AI Builder
- Process advisor
- Solutions
- Learn


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.

 Ask a chatbot

EXTENUATING CIRCUMSTANCES APPLICATIONS



Power Automate

Power Automate Environment: Kaplan I

- Home
- Approvals**
- My flows
- Create
- Templates
- Connectors
- Data
- Monitor
- AI Builder
- Process advisor
- Solutions
- Learn

Approvals

Received Sent History

Request	Received	Details
[Redacted] FC309 Mathematics Science - EEC Request..	May 2, 11:17 AM (2 wk ago)	EEC for approval. P number - P3:
P [Redacted] 111 English for Academic Purposes - EEC Reqi	Apr 26, 10:10 AM (2 wk ago)	EEC for approval. P number - P3:
P [Redacted] FC300 Extended Project - EEC Request	Apr 18, 01:17 PM (4 wk ago)	EEC for approval. P number - P3:
[Redacted] FC303 Biology - EEC Request	Apr 4, 02:25 PM (1 mo ago)	EEC for approval. P number - P3:
Test- Power automate - EEC Request	Jan 13, 09:39 AM (4 mo ago)	EEC for approval. P number - Tes

EXTENUATING CIRCUMSTANCES APPLICATIONS



Power Automate

SharePoint

Search this list

- Home
- EEC - submissions
- EEC - Approvers
- Shared with us**
- EEC - Approvers for tests
- Document library
- UNIC EEC - Submissions
- Recycle bin
- Edit

Edit all

Welfare concern

None

EEC outcome

EEC Approved

Instructions given to student

Enter value here

Approve count

3

Reject count

0

Formstack submission data

123894757_certificate (6).pdf

P332783 - TUNICEEC_Submission_1095974603.pdf

Comments

@mention or comment

Be the first one to add a comment

Alt+Q Return to classic SharePoint

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

The screenshot shows the Microsoft 365 app launcher on the left and the main interface on the right. The app launcher lists various applications including Outlook, Word, PowerPoint, SharePoint, Sway, Yammer, To Do, FormStack, OneDrive, Excel, OneNote, Teams, Forms, Power Auto..., Bookings, and Lists. The main interface features a search bar, a notification about the Office app, and a feed of content including a post by Deborah Babalola and a document titled 'What is Global Accessibility Awareness Day (GAAD)?'. The Bookings application is highlighted in the app launcher.

Microsoft 365 →

Close the app launcher

Apps

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

All apps →

Documents Create ▾

UKISA Conference Presentation

Search

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

Microsoft 365 Install apps ▾

Deborah Babalola posted this
May 3

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

The professional behaviours

What is Global Accessibility Awareness Day (GAAD)?

Bitesize Learning Log

Report 02.05-5.05

Shared Favorites +

Upload | ☰ ☱




Wellbeing is now ready to take bookings!

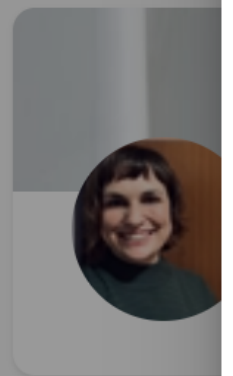
People can book appointments at:
<https://outlook.office365.com/owa/calendar/Wellbeing1@kaplanint.onmicrosoft.com/bookings/>

 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**

Personal book



Shared book

Administrator




Wellbeing

Alt+Q

g page

Create

meeting

 Share

← 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



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

TIME

< > May 2023

12:15

13:00

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				

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

ADD YOUR DETAILS

Name *

Notes

Email *

Address

Phone number

Book

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



Bookings

	Monday	Tuesday	Wednesday	Thursday	Friday
	22	23	24	25	26
	← From 12 May To 28 May →				
09:00		Focus time		E&E P	
10:00	Zoom link below: [redacted] all-team bitesize learning; Emily Madd	All- team meeting Emily Maddock Khan	SLT Gary Prosser	Safeguarding Supe Microsoft Teams M	Katherine and Luc catch up Emily's office Emily Maddock Khan
11:00	CS SMT Emily's office Emily Maddock Khan	Welfare and Attendance meeting Emily's office Emily Maddock	UNIC/UoN Catch Up; Microsoft Teams Emma development plan meetings; E	College Services Catch up	[redacted] Gary's office Emily Maddock Khan
12:00	Project Develop - Interview pre-meet;	Lunch			
13:00	Office hours; Student Wellbeing meeting	Interview	Lunch	Lunch	Lunch
14:00	Focus time	Luc - Emily catch u Emily's office Emily Maddock K	Focus time		Monthly HR catch up - UNIC https://kaplaninternational.zoom.us/j/...
15:00		[redacted]	Canceled: Timet		Focus time
16:00	SMT Meeting Room 2 [redacted]	Project Developer https://kaplaninte	Katherine- Emily 1-1; Teams; Emily Ma	Focus time	
17:00					
18:00					
19:00					



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

PRE AND POST-COVID STUDENT ATTENDANCE

PRE-COVID:

97%



2022/23 YEAR:

83%



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 therefore in breach of your UK Student visa. Failure to improve your attendance

✦ | Casual | Formal | Shorten | Expand | Sentence | < 2/4 > | g


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.



 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

TikTok

Search

+ Upload

Log in

For You

Following

Explore New

LIVE

Log in to follow creators, like videos, and view comments.

Log in

About Newsroom Contact Careers

ByteDance

TikTok for Good Advertise Developers

Transparency TikTok Rewards

TikTok Embeds

Help Safety Terms Privacy

Creator Portal Community Guidelines

© 2023 TikTok



salforduni
University of Salford

Follow

109 Following 3211 Followers 76.4K Likes

#BecomingUnstoppable since 1896.

linktr.ee/salforduni

Videos

Liked

Grid of TikTok videos from the salforduni account. The first video is a welcome message to the official Uni of Oxford TikTok. The second video is a Wes Anderson Salford Uni Edition. The third video is about skipping away from deadlines. The fourth video is about budget places to eat in Manchester. The fifth video is about good vibes at a location.



University of
Salford
MANCHESTER

■ University of Salford – UCAS deadline

MAKE AI WORK FOR YOU - LONG, LONG DOCUMENTS



The screenshot shows the Microsoft Word interface with a document titled "PBUS/7/DMMD/19/E September 2022". The document content includes a section header "Data Management, Modelling and Design – Mid Module Assignment" and a "Contents" table. The table lists sections from 1.0 to 5.3 with their respective page numbers. Red circles highlight the "Dictate" button in the top ribbon and a floating toolbar in the bottom right corner of the document window.

Contents	
1.0 Introduction	2
2.0 Historical Data Capture	2
3.0 Data Cleaning	3
3.1 Removing duplicate <u>tweets</u>	3
3.2 Removing <u>retweets</u>	4
3.3 Removing tweets from <u>bots</u>	5
3.4 Removing any tweets not written in English	6
4.0 Data analysis	7
4.1 Frequency of mentions of the University of Nottingham	7
4.2 Frequency of selected meaningful terms	7
4.3 Most used @ mentions	7
5.0 Analysis of streaming data #highereducation feed	8
5.1 A list of hashtags most used with your selected hashtag.	8
5.2 Most occurring terms.	8
5.3 Terms that may frequently occur together in the feed	9

STUDENT PERSPECTIVE

23:27 4G

Search Student

Emails @

Is this room free?

StudentHub

Timetable

NTU Sport

Attendance

Bin it right ✓
Are you using the bins correctly? [Find out more](#)

Student Newsroom

Library

Employability

PC availability

NTU Moves

Maze Map

NTU NOW
NTU ONLINE WORKSPACE

Health and Wellbeing

Student dashboard

23:27 4G

Search Student

OneDrive

Events

Update your details

NTSU

Dropbox deadlines

Software Hub

HEAR

Green Rewards

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](#)

PowerApps



DASHBOARDS

- Student
- Study@Home
- NTSU

APPS

Nothing to see here...

Library

Timetable
Unauthorised
Click to grant access

StudentHub

Health and Wellbeing

Emails

18
Unread

Is this room free?

Student Newsroom

Attendance

Update your details

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](#)



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3 days ago

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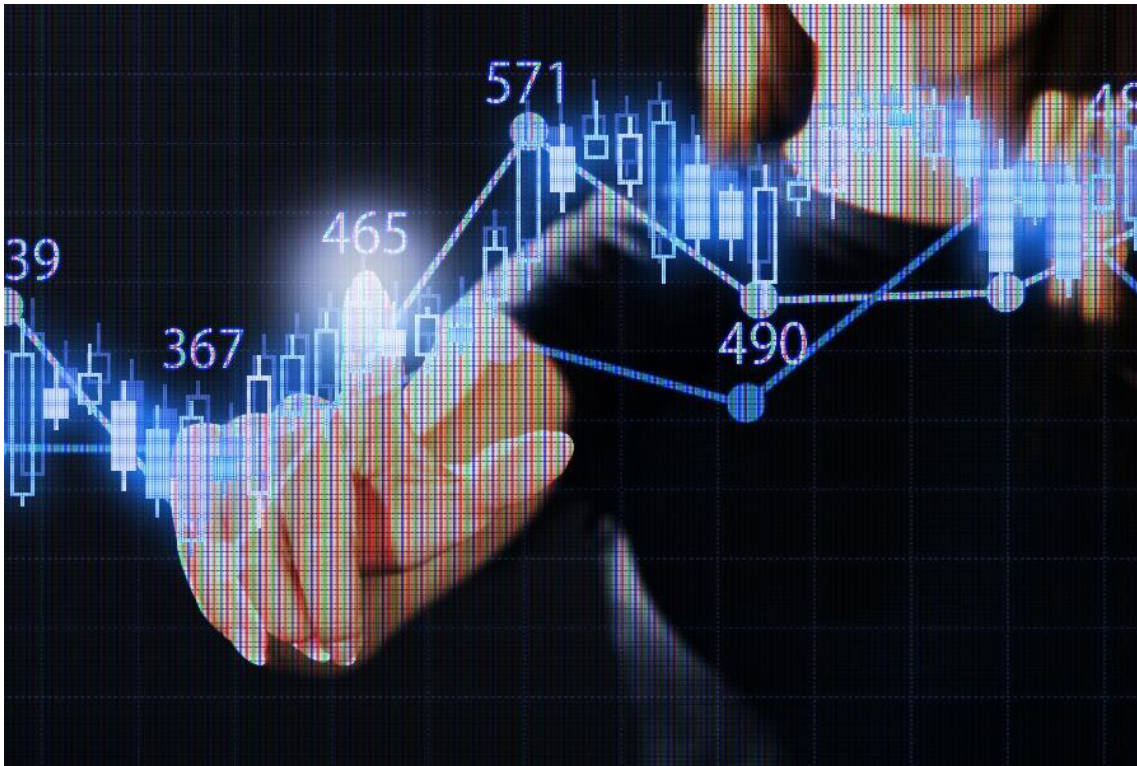


Curated and Created launch NTU's first poetry wall

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?



 SCAN ME



 SCAN ME

THANK YOU

EMILYEMK@PROTON.ME