



Queen's University  
Belfast

Qsis Student Newsletter

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*We are exceptional!*



THE QUEEN'S UNIVERSITY OF BELFAST

**Qsis**  
Student Information System

Student Newsletter

Volume 1, Issue 2 September 2013

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Student Services are here to make YOUR Student Life easier! From Registration to Exams to Graduation, Like our page and we'll keep you right!



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Welcome new students and welcome back returning students! This issue of the Qsis Student Newsletter will focus on one of the main events happening at the moment, Enrolment and Registration. Please use this Qsis Student Newsletter as your map, steering you through Enrolment and Registration and pointing you in the right direction for helpful hints and tips!

Like us on  
Facebook, We'll  
keep you right!



**Our New Facebook page is now live!**

Please 'Like' our new Facebook page to keep up-to-date with even more information as it happens around the University. It includes live updates on Enrolment and Registration, Welcome Week, the Registration Wizard and helpline information. Just click the 'Like' button and get connected!



# Enrolment & Registration

## Key Dates

SEPTEMBER

16

Qsis Wizard opens for undergraduates.

SEPTEMBER

18

Qsis Wizard opens for postgraduates.

SEPTEMBER

16-21

Elmwood Learning and Teaching Centre Assistance

SEPTEMBER

16-22

International Welcome and Orientation Week

SEPTEMBER

23-27

Onsite Enrolment in The Space, The Students' Union

SEPTEMBER

30

1st Day of Term

Enrolment and Registration is a very important event for all students and we are keen to make this event as enjoyable and as stress free as possible for you. Take some time to read some of our helpful hints and tips below!

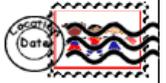
### Registration Wizard Tips and Hints

The Enrolment and Registration wizard has 10 steps; you must complete all steps to be fully registered online.

You need to complete each of the steps in sequence. But not necessarily all in one go. Feel free to procrastinate, sign out and continue later on.

### Addresses

In the address section remember to enter two addresses, one a **Home** address, and one a **Mail** address. **The Mail address is where you will be living during term time.** By providing both we can contact you year round!

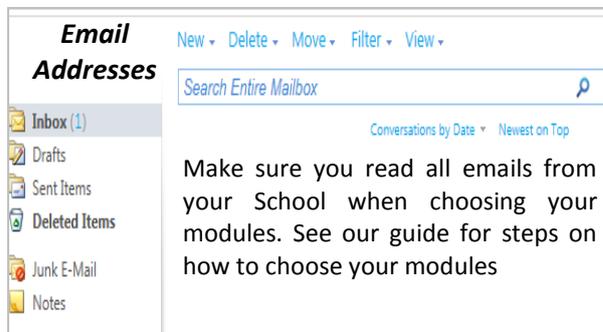


### Mobile Number

If you supply us with your mobile number we can contact you via Text message!

### Help me, I'm in the Wizard

If the next button is greyed out, you haven't given us all the information we need for that page.



### Help Button



At the top of each screen a help button will appear. Click this button to display more information about the step you are trying to complete.

### Welcome Website



The [Welcome Website](#) is your gateway to access information regarding E&R, Welcome Week, International Welcome activities, finance, admissions and accommodation. The E&R guide is also available on the website or by clicking [here](#).

**Helpful Hint:** Why not simulate the registration wizard using our online tutorials. To try an online Tutorial, click [here](#).

### Registration Helpline – We are here to help!

Throughout your registration process we have a dedicated team of students waiting to assist you if you are having problems.

If you need help or advice please ring **+44 (0)28 9097 3223** or email [reghelp@qub.ac.uk](mailto:reghelp@qub.ac.uk)

The Helpline is open from 16 September, Monday to Friday, between 9am and 5pm.



### Would you like to win a new iPad?

Please remember to complete our student registration survey to be in with a chance of winning a new iPad 4. The survey will be sent to your student email inbox once you complete the online wizard. You will be providing us with some great feedback which we can use to help improve your student experience!

YES   
NO   
MAYBE

# Welcome Week

23rd—27th September 2013



**Interview with  
Stephen Orme  
Qsis Student Lead**



## **What is your role within Enrolment and Registration?**

I am a Student Lead, meaning I manage over 90 student guides throughout the E&R process. Student guides will be onsite throughout Enrolment and Registration to support and assist all student queries.

## **How long have you been assisting students?**

I have been working as a student lead for the past 3 years.

## **What are the common problems students encounter during Enrolment and Registration?**

There are two recurring issues students have, the first is remembering their identification, such as driving licences and passports. Save yourself an extra trip to The Space and remember your I.D. Secondly, the selection of tutorials and classes. This is a new experience for most of our enrolling students and so many use our help and support services to guide them through the process.

## **Any advice for a new student who is about to enter into the Enrolment and Registration process?**

Make sure you're organised, bring the right documents and visit as many of the events that you can.

## **Are there any changes for this year's E&R and how have they improved services offered to students?**

This year Enrolment and Registration is entirely based in The Space. This stops students having to go back and forth from different areas around the campus. The onsite enrolment process has also been enhanced. There has been a re-design, improved use of space, and a clearer and faster flow through each of the onsite stations.



Click for top tips to make the most of Welcome Week!



## **School Induction**

Make sure you check your Queen's email account for details of your School and University induction programme. During your School induction you will be given guidance on your course, your programme tutors and supervisors etc. It is also a really good way of meeting people on your course and probably some of your closest friends at University will be made here!

Click here to check out the your [School induction timetable](#).



## **On-site Enrolment**

During Welcome Week all **new students** (except nursing undergraduates) must attend an on-site enrolment event in The Space, in the Students' Union. Your School will inform you of the day and time you should attend this event.

Below you can see the 3 stages you will need to complete on-site and the important documentation you should bring with you!



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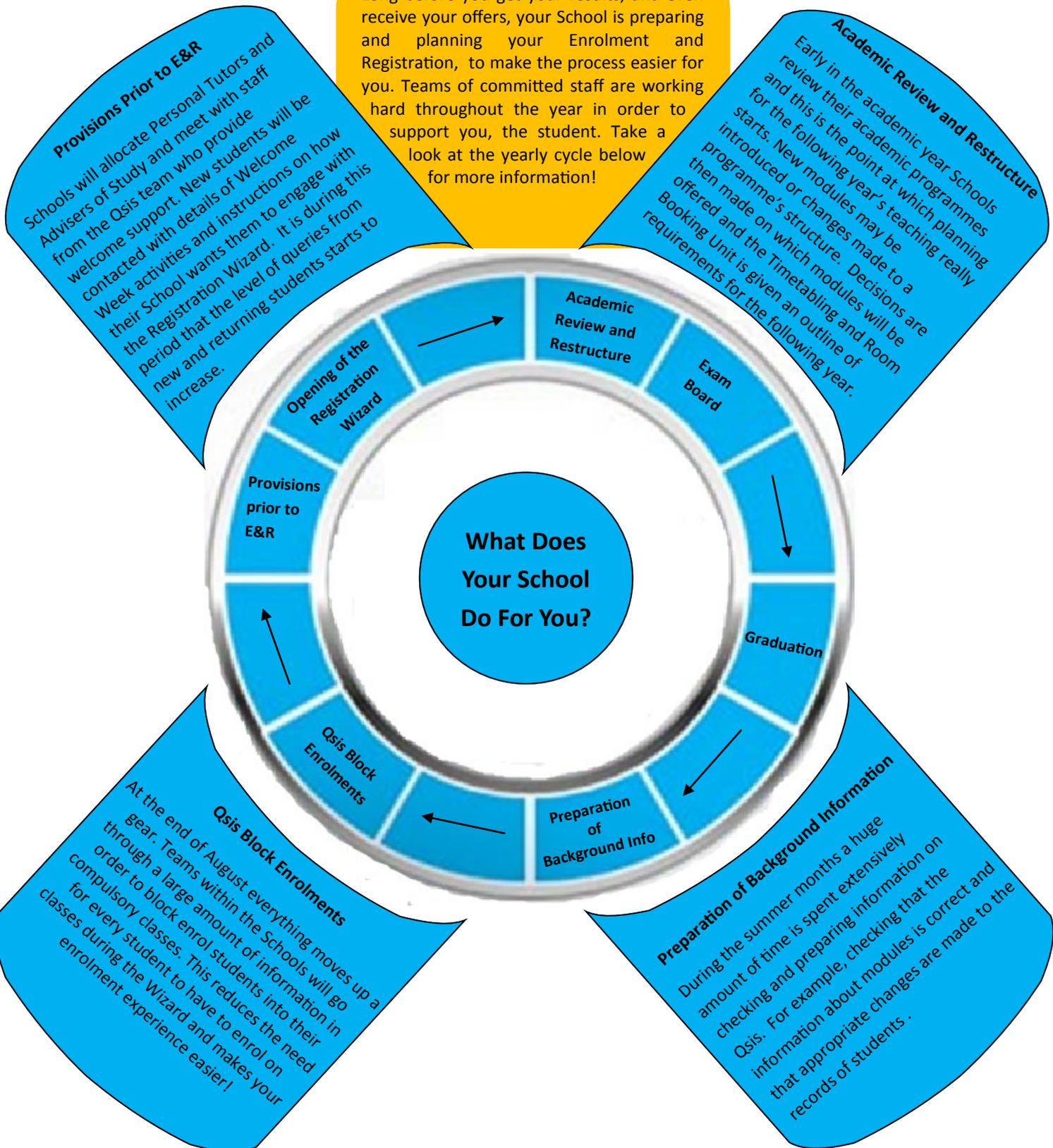
12345678

3 Student Card

You will receive your Student Smart Card at Registration. It is expected to last for the full duration of your stay at Queen's so let's hope you don't have a bad hair day! Your Student Card will also give you access to a range of services and discounts. [Find out more!](#)

# your Schools

Long before you get your results, and even receive your offers, your School is preparing and planning your Enrolment and Registration, to make the process easier for you. Teams of committed staff are working hard throughout the year in order to support you, the student. Take a look at the yearly cycle below for more information!



## Opening of the Registration Wizard

The days leading up to the opening of the Registration Wizard are spent checking, checking and checking again. There are always things that can change at the last minute and it is usually not until the Registration Wizard has been open for at least a full day before Schools can turn their attention to other tasks.

# Finance



## What is the Student Finance Framework?

The Student Finance Framework is a guide to help explain the calculation and payment of tuition fees and related charges. Full details can be found here: [www.qub.ac.uk/Tuition Fees](http://www.qub.ac.uk/TuitionFees)

## Main changes to the Student Finance Framework for 2013/2014

- \* Emails will be used as the main method of communication with students, stressing the importance of you checking your emails regularly!
- \* For students who submit their dissertation late, the fee implications have been clarified further.
- \* PGR students will be charged their fees upfront and refunded if applicable.
- \* Further detail has been provided on the categories of residency.
- \* International and Non-UK EU Distance Learning Students can now benefit from a new flexible payment plan option.
- \* Changes have been made to the University's withdrawal and refunds policy.
- \* For part time students, the length of time available to drop a module, without incurring a further fee liability has been extended.

## Help with Finance!

If you need help with finance why not contact the **Income and Student Finance office**.

The office is located on the 1st floor of the Student Guidance Centre and is open Monday to Friday 9.30am to 4.30pm.



Tel: +44 (0)28 9097 2767

Fax : +44 (0)28 9097 2856

Email : [IncomeOffice@qub.ac.uk](mailto:IncomeOffice@qub.ac.uk)

# Graduation



Feedback from the Graduation Satisfaction Survey 2013 has been very positive. Thank you to all the graduates who completed our survey, below is some key feedback.

## Key Feedback

- \* **78%** rated their overall graduation experience as somewhat satisfied/very satisfied.
- \* **77%** of students rated the overall ease of registration for graduation as somewhat satisfied/ very satisfied.
- \* **89%** rated the venue as somewhat satisfied/very satisfied.

*Do you have any suggestions on how we could improve the graduation experience?*

*"The graduation wizard should be open sooner and for longer!"*

*"My perception of the graduation day was exceeded by the actual event. Thank you for making it so memorable."*

*"More information about how the ceremony works before attending. I would like to know where I was sitting, if I was walking on stage and where I would collect my parchment."*

*"It was an enjoyable experience but the only thing I would change is the deadline the robes had to be handed in! Other than that I had a fantastic day!"*

## Next Issue

- E&R Survey Feedback
- Examinations
- New Developments

## Feedback

If there are any stories or topics you would like to see in the next issue please email: [qsisnewsletter@qub.ac.uk](mailto:qsisnewsletter@qub.ac.uk)

## For Further Information Please Contact:

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