

# Professional Services Guide for Schools

Academic Sub-Group (Student Experience Group) continues to meet to help develop and oversee the implementation of a range of supports associated with the 2020-21 academic year. This resource has been prepared for School staff in preparation for Semester 2 planning and implementation. **It sets out an overview of how a number of Professional Services will be delivered and where they can assist throughout induction, the start of semester 2, and beyond. It also points to support during the Christmas closure for applicants and students.** It has been organised in table form for presentation purposes, but it may be useful to read from each row from left-to-right.

There is Faculty representation on the Group, so please feel free to contact the following points of contact if you have any questions: [Ruth Walmsley](#) (AHSS), [Colleen Murray](#) (EPS), [Tara McCollum](#) (MHLS).

Please use this document as an initial reference tool to get a sense of what is happening across Professional Services. The learnings from Semester 1 will be applied, and used to build upon student engagement and community-building. Please do not hesitate to get in touch directly with the Professional Services listed to explore how plans may be best applied within your area.

In addition to wraparound support for students throughout the semester, Semester 1 highlights have included the following:

- [Pre-Semester Engagement Programme](#) (running again in Semester 2 – See section 3)
- [The Graduate School Welcome Programme](#), specifically for Postgraduate students (See section 3)
- Transition Resources on Canvas Commons (See section 4)
- Student Digital Discovery Hub to support digital learning (See section 4)
- Students' Union Services, including election of Faculty, School & Course Reps to feed into Student Voice Committees.(See section 7)
- Students' Union Clubs & Societies delivering student-led events and initiatives (See section 7)
- Support Services are available upon request to help with induction-related activity (See Section 6)

## 1. “My Queen’s” Website & Communications

Integrated plan to ensure that we are working in the same direction in terms of communications to new and returning students, including January starts; dedicated student experience communications webpage, “My Queen’s” for new and returning students continues to be updated and maintained, with new resources being added regularly; designed to augment Campus Commitments with clear information on what to expect throughout Semester 2. Student Communications Group to co-ordinate Comms to students; and consideration of FAQs and student query management throughout the Semester.

Student Communications Group established, meeting weekly with School and Faculty input.	<a href="#">My Queen's page</a> to be updated and ready for Semester 2 from Friday 11 December.	My Queen's: Access to key information via 'hub & spoke' model.
Semester 2 Timeline/key dates for students being made available on My Queen's.	'Welcome' video from Pro-Vice-Chancellor Education & Students to new and returning students to be on My Queen's.	Usual RegHelp line available (for E&R queries).
Guidance on institutional messaging and School messaging issued via Student Communications Group.	Health & Safety communications (based on Institutional decisions) including <a href="#">Play Your Part</a> video series.	My Queen's to continue throughout Semester 2 for ongoing student experience updates. Content is constantly refreshed and promoted to students – Schools are encouraged to reference it in Canvas notifications and other communications to students as a source of useful information on a range of topics.
Existing FAQs are being reviewed, and updated according to significant developments and announcements.	Information & messaging for UG/PGT/PGR students.	Holiday closure information being positioned on MyQueen's, including activities for students.  Template automatic reply/out of office being developed and will be cascaded internally.

## 2. Enrolment and Registration:

Process of registering new students and enrolling them on their programmes; re enrolling returning students; completing ID checks including right to study checks; issuing ID cards; late enrolment; closing out non enrollers (NB: Enrolment & Registration has a well-established structure, governance and reporting line – inclusion here is largely for communication and visibility across services)

<a href="#">Dedicated E&amp;R Webpage</a> for students with supporting FAQs.	Briefings and Timelines for Schools to be hosted and circulated.	Welcome packs sent electronically to new students. (3 – 10 December).
On-site registration at Student Guidance Centre (by appointment only).	RegHelp helpline – on-site and remote support: email, phone, and social media support from E&R assistants.	Qsis Support solution sheets and training for Schools (block-enrolling, term-time activation etc.)
Ongoing on-site E&R (Venue TBC). 11 Jan – 12 Feb.	Managing 'late' enrolling.	12 Feb – Non-registered students potentially withdrawn in consultation with Schools based on student engagement.

### 3. Pre-Semester Engagement with New & Returning Students

Series of communications to new and returning students to help prepare students for coming to campus; week of engagement activities, delivered digitally, during the week of **Mon 4 – Fri 8 January** to engage those students who are on-campus, who are in quarantine, or engaging remotely; strong theme of events for International students.

Established Pre-Semester Project Team.	'Pre-Semester Engagement Programme to be published Friday 11 December – to take place w/c Mon 4 January.	My Queen's will also have information on what other services will be offering. <a href="http://www.qub.ac.uk/my-queens">www.qub.ac.uk/my-queens</a>
Pre-Semester Engagement Programme to have a large international theme (e.g. Belong event).	Supporting students arriving on-campus early throughout December.	Supporting students in quarantine with <a href="#">specific messaging</a> and wraparound support.
<a href="#">Graduate School</a> offering <a href="#">specific programme</a> .	'1845 Challenge' re-launched: 18 things to do in 45 days to prepare for student life. <a href="#">Situated on My Queen's</a> .	

### 4. Induction and Transition:

Helping students get ready for study in the Covid / post-Covid world; helping Schools through the provision of helpful 'how to' resources to support students in this new environment.

<a href="#">Student Digital Discovery Hub</a> live and being updated regularly  Being a digital learner, digital wellbeing, digital etiquette suggested tools to use etc.	Transition Resources on Canvas Commons – available for Schools to download in a School module. Available as a full course or individual sections– covers Orientation; developing as a student; critical thinking; and assessment & support. Guidance on how to access these resources is available as <a href="http://go.qub.ac.uk/SchoolModule-AdminGuide">http://go.qub.ac.uk/SchoolModule-AdminGuide</a>	International Student Support key video on immigration, compliance, BRP distribution, and police registration. (no face to face Welcome Programme due to PHA guidance)  <a href="#">International Student Banking Options Information Guide</a> <a href="#">International Student Health &amp; Healthcare Guide</a>
<a href="#">Student Computing</a> (News, Getting Started, Advice, support)	Graduate School welcome events and Roadmap consultation sessions for personal development planning running throughout January / February.	Graduate School induction video for PGT/PGR and Faculty-based PGR induction.
<a href="#">Learning Development Service</a> : continuing work with Schools to provide academic skills support to undergraduate students during Semester 2 and the assessment period. Workshops devised and delivered in collaboration with academic staff, and 1:1 support for students throughout Semester 2.	<a href="#">Using Office 365</a> resources (including Teams) and Canvas re-promoted & training provided via Student Digital Discovery Hub.	Personal Tutor Scheme (PTS) on Canvas - new materials available to download from Canvas Commons to support staff and student online engagement. <a href="https://go.qub.ac.uk/personaltutorscheme">https://go.qub.ac.uk/personaltutorscheme</a>
Peer Mentoring: LDS continue to support staff and students delivering subject-based peer mentoring online. Level 1 students receive support, guidance and advice from mentors who are students who have already completed first year. Mentors can refer to a peer mentoring manual which details University resources available to all students.		

## 5. Careers Employability Skills Support

A range of programmes to help student develop the skills that prepare them for employment and beyond. Schools are invited to promote these services for students.

<a href="#">MyFuture</a> for all enrolled students with a student profile and access to a wide range of development programmes, placements, internships and graduate job opportunities.	One to one Careers Guidance Appointments – search availability on <a href="#">MyFuture</a> and book a virtual guidance appointment.	Embedded programme within each School and delivered by Careers Consultants.
<a href="http://www.qub.ac.uk/careers">www.qub.ac.uk/careers</a> offers a wide range of resources for students to begin thinking about their career development. Refreshed website launching mid-August.	VMOCK offers students the opportunity to develop their CV using artificial intelligence where they upload their CV and get instant feedback.	Professional Skills module being piloted in Biomedical Science, Chemistry & Chemical Engineering, and Queen's Management School.

## 6. Professional Services

Specific services, talks, workshops etc. that Services can provide to support Schools. Please contact the Service directly if you wish to include them in your induction and ongoing semester provision.

### Student Disability & Wellbeing

Daily Drop-in (Mon-Fri), 11:00am – 3:00pm   Remotely & in-person on Level 1 of SGC.	<a href="#">Campus Connect video</a> – (re)familiarise yourself with the campus – will be published on My Queen's.	WOW Events (Wellbeing on Weekdays) – Virtual and face-to-face. Announced early January - <a href="mailto:wowevents@qub.ac.uk">wowevents@qub.ac.uk</a>
Disabled student assessments ongoing, remotely and with scheduled appointments <a href="mailto:Disability.office@qub.ac.uk">Disability.office@qub.ac.uk</a>	Psychoeducational workshops available upon request <a href="mailto:StudentWellbeing@qub.ac.uk">StudentWellbeing@qub.ac.uk</a>	Students seeking wellbeing support, complete <a href="#">Student initial contact us form</a> (Wellbeing)
Concerned about a student, complete <a href="#">Staff initial contact us form</a> (Wellbeing)	Social media channels regularly updated with self-care strategies. <a href="#">Instagram</a> , <a href="#">Twitter</a> , and <a href="#">Facebook</a>	Access to Inspire Counselling Helpline for immediate support 24/7 on Freephone 0808 800 0016 and Self-help resources <a href="#">Inspire Support Hub</a> .
Safe & Healthy Relationships specialist advice.	Report and seek support for issues concerning sexual misconduct, hate crime and bullying and harassment <a href="http://Reportandsupport.qub.ac.uk">Reportandsupport.qub.ac.uk</a>	Mind Your Mood – student-led Mental Health and Wellbeing Workshops ( <a href="mailto:MindYourMood@qub.ac.uk">MindYourMood@qub.ac.uk</a> )
Animated video available for School inductions upon request <a href="mailto:StudentWellbeing@qub.ac.uk">StudentWellbeing@qub.ac.uk</a>	Webinars & video content available upon request.	Peer Support Groups: ASD, & Epilepsy.

### Accommodation

Receptions open 24/7 at Elms BT1, Elms BT2 and Elms BT9, 24/25/26 December 8am to 8pm.	Complimentary Grab and Go Coffee bar available.	Marquee available for additional meetings if required at Elms BT9.
<a href="#">Residential Life virtual event programme</a> .	Regular communication through email and <a href="#">Residential Life E-zine</a> .	Residential Assistants offering virtual and limited face to face support to residents.
Residential Life team working with the Students' Union and Wellbeing to support residents.	Encouraging safe roommate integration providing Cooking hampers and Craft packs.	All residents staying over Christmas will receive a Selection Box and Card.
All residents had the opportunity to avail of a complimentary Xmas breakfast and three course lunch.		

<b>Library &amp; Study Space – <a href="mailto:Library@qub.ac.uk">Library@qub.ac.uk</a></b>		
Libraries remain open with a range of safety measures in place.	Graduate School Study space open ( <a href="#">booking required</a> ).	Access to Subject Librarians.
Library Website updated with FAQs and Live Chat feature.	'What to expect' videos, and virtual tour live on MyQueen's.	<a href="#">Additional study space</a> promoted throughout campus.
McClay Library Student Transition Zone re-opened.	Temporary <a href="#">Scan &amp; Deliver</a> service: For remote or self-isolating students – provision of a scan of one chapter or 10% of a book, whichever is greater.	The <a href="#">Windows Virtual Desktop (WVD)</a> is available to all students and will allow students to remotely access the University SCC Desktop with a range of shared applications.
<b><a href="#">Queen's Sport</a> Activity – Semester 2</b>		
Indoor (PEC/BT1) and Outdoor Sport (Upper Malone/Boathouse) planning to re-open when December restrictions have been lifted.	All Inclusive Peak and Off-Peak <a href="#">memberships</a> starting from £16.50 per month (includes access to all fitness activities, swim, classes and student clubs)	Over 70 <a href="#">Active Fitness Classes</a> based at the PEC and BT1 Gym
<a href="#">Virtual Tours</a> and Facility Tours available to book from the start of the Semester 2	Memberships and bookings for individual and group activity available online through our <a href="#">Queen's Sport App</a>	Bespoke <a href="#">Active Fitness Courses</a> including Yoga and Pilates based at the PEC
<a href="#">Sporting Club activity</a> at our Indoor and Outdoor facilities including trials and taster sessions	Support services, including <a href="#">Kingsbridge Clinic</a> , Strength & Conditioning provided remotely for student athletes	' <a href="#">Queen's Sport at Home</a> ' with Live Online Fitness Classes and personal development resources via our <a href="#">YouTube Channel</a>
<a href="#">Circles of Support</a> – programme in partnership with Student Wellbeing and Accommodation aimed at Students who are self-isolating	<a href="#">Active Campus</a> events aimed at Students to take part in group or individual activities	Scholarships available for students to apply for via our new <a href="#">Performance Sport website</a>
<a href="#">Welcome Guide</a> to Accommodation Students for all relevant information and updates	Student Wellbeing and Queen's Sport referral programme to promote healthier lifestyles for our students starting in January 2021	Dedicated <a href="#">FAQs</a> for students who want more information on Queen's Sport and Student Clubs
<b>Community Living</b>		
<a href="#">Community Living handbook</a> .	Community Living talks (digitally) - <a href="mailto:community@qub.ac.uk">community@qub.ac.uk</a>	
<b>Campus Tours</b>		
Virtual for the foreseeable future.		
<b>Language Centre – <a href="mailto:language@qub.ac.uk">language@qub.ac.uk</a></b>		
Short Information video on Language Centre offer in Semester 1 (accessible online).	Optional pre-recorded Induction presentations for School induction - as required – Discipline specific.	Optional live, online or in person Induction presentations for School induction – if required.
Live online Language Centre inductions. Optional, available to all.	Social media channels regularly updated with details of Language Centre offer and generic promotional language learning content and advice.	

## 7. Students' Union Engagement

"Always here for you" – Pre-entry engagement; engaging students with SU services both developmental and support, e.g. Advice SU, Clubs and Societies, Enterprise SU and Volunteer SU.

Students' Union Elmwood building open, including student lounge / kitchen, clubs & societies space etc.	Online facility to allow students to sign-up to Clubs and Societies throughout Semester 2.	Induction video from Student Officer team available for Schools upon request.
All SU services available via the SU website.	Over 700 reps elected across the Institution supported by the SU.	SU Student Leader elections to take place in March 2021.
Ongoing training for Clubs & Societies committees and additional funding available to C&S in Semester 2.	Advice SU service operating remotely with appointments in exceptional circumstances.	Volunteering opportunities promoted as well as on-line seminars.
SU Shop remains open.	"Inside SU" Emails continuing – high-engagement.	Free 1-1 support available to students wishing to start a business as well as a number of structured programmes and competitions. QUB Dragon's Den will run in Semester 2.