

Action Plan GIHE UK campus 2023-2024

PURPOSE: ANNUAL ACTION PLAN REVISED & REVIEWED BY THE GIHE UK CAMPUS MANAGEMENT TEAM AND REPORTED TO THE GIHE LEADERSHIP TEAM

Strategic ambition

	What	How	By whom	By When	Review	Completion
1. Enrich and Enhance the Student Experience						
1.1	Communication to the students	Implementation of Generic email boxes for all key departments - multiple users supporting; <ul style="list-style-type: none"> • <i>Communication through Induction</i> • <i>Set up out of office with all 12 Generic emails for team to add to the message</i> • <i>Regular communications to the students through out the semester</i> 	Campus Director with all department leads	01/09/2023 & ongoing	Every semester through the End of Semester Survey	
1.2	Monitor the return to on campus working	Continued review the working practices post pandemic: <ul style="list-style-type: none"> • <i>During the semester on campus working in all departments to enhance the student experience</i> • <i>Out of semester working arrangements implemented - 3 team members working from the ground floor throughout the out of campus period - planned effectively to support student experience</i> 	Campus Director and HR	01/09/2023 & ongoing	Review Annually	
1.3	Organisation structure of the Student Registry Services Team for the London campus - aligned with Switzerland and dual reporting line for Student Registry Services Officer	Review the roles and level of Student Registry Services Team in London to align with Switzerland and have a dual reporting line	Campus Director, HR and GIHE CH Student Registry Services Manager	April 24	Review every semester	
1.4	Student Concierge and Facilities	Further to the implementation of Student Concierge on the GIHE UK campus in-line with the campuses in Switzerland enhance the role to include responsibility for liaison with University of Roehampton and external Facilities suppliers: <ul style="list-style-type: none"> • <i>Reporting maintenance issues and follow-up for student accommodation</i> • <i>Liaison with the external cleaning and window cleaning company</i> • <i>Reporting line direct from the students and feedback on updates</i> 	Student Affairs Manager and Student Concierge	February 24	Review end of the semester Fall 2022	
1.5	Virtual Learning Environment	Review Moodle experience for students across a number of courses and ensure they are meeting the protocols and templates consistently across all campuses for a seamless student journey	Academic Dean and Digital Learning Support Manager	March 24	Monthly review on student engagement	
1.6	Student Information System	Implement the new Student Information System, Academia on the London campus as the first campus across the Sommet Education group	Campus Director and IT CH	March 23	Review end of the beginning of Fall 2024	
1.7	Review of Digital Library and Learning resources	Implementation of the Open Athens platform for single sign on to access digital resources	Dean of Students, Campus Director and Library & Information Services Department	March 24	Review every semester	
1.8	Continue Face to Face recruitment Days on campus in London and Switzerland	Reintroduction of the Face to Face Recruitment days on the GIHE UK campus: <ul style="list-style-type: none"> • <i>23 October 2023</i> • <i>26 March 2024</i> 	Head of Careers & Industry Relations with the Campus Director	September 23	Review employer feedback every semester	

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1.9	Implementation of the Student Portal for grade distribution	Student Portal through the new Student Information System	IT and GIHE Leadership Group	April 24	Review monthly for Fall 2024	
1.10	Student engagement and student voice	<p>Involvement of students in the Governance process:</p> <ul style="list-style-type: none"> Revisions to the Governance Policy to include students from the London campus explicitly in Program Committee, Academic Board USAC policy review and update Class representatives meetings for masters and USAC meetings for the BBA 	Class Representatives, Program Coordinator and Campus Director, Academic Dean Managing Director and Board of Governors	March 24	Review every semester	
1.11	Review Mitigation and Complaints	<p>Review and revise Academic and non-complaints procedure, Mitigation circumstances procedure to include Appeals and also independent advice from a third party.</p> <ul style="list-style-type: none"> Complete review and revision to the procedures to include here students can receive independent advice review the appeals procedure and the independence of the appeals committee and the decisions they take Consider the implementation of an "Ombisman" within the Sommet Group to review cases 	Campus Director London, Academic Dean Gilon, Managing Director Gilon, Legal Counsel Sommet Education	March 24	Review Post implementation	
1.12	Grades Comparison process	For quality enhancement - Grade Comparison meetings between semesters and also Faculty each semester	Head of Student Registry Services, Program Teams CH & UK	September 23	Historical data review	
1.13	Induction Planning	<p>Student Representatives on the Induction and arrival planning process</p> <ul style="list-style-type: none"> students involved in the induction and arrivals day 	Student Affairs and Student community	March 24	Semesterly review from survey	
1.14	Review and alignment of all policies and procedures within the Quality Framework	<p>Implementation of a review of all policies and procedures within GIHE;</p> <ul style="list-style-type: none"> Implement Quality Champions Develop central repository Document coding and validation dates 	Head of Institutional Effectiveness and all departments	March 24	Ongoing review	
1.15	Student Surveys	<p>Implementation of the "You said and we listened" from the survey points throughout the semester</p> <ul style="list-style-type: none"> Induction Survey Pulse Survey End of Semester Survey Course Review and Evaluations 	Campus Director, Program Management team and Student Affairs	March 24	Review survey responses every semester	
2. Expand and Enhance the Program Portfolio						
2.1	Implement joint Faculty Development Sessions across all campuses	Joint Faculty Development meetings between CH and UK - at end and beginning of the Semester	Academic Dean & Program Directors	March 24	Review at the end of the semester	
2.2	Program Assessment Maps implemented across the Gilon campuses all programs	Consistent student experience across the Gilon campuses	Program Management Teams	March 23	Review every semester	
2.3	Re implementation of the Peer to Peer classroom reviews	<p>Implement the Peer to Peer classroom reviews</p> <ul style="list-style-type: none"> Review previous policy in the Faculty Handbook Faculty Development Sessions to train Faculty Issue list of pairings Roll out from Spring 2024 	Program management Teams	June 24	Review at the end of the Spring 2024 semester	

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2.4	External Examiners	Appoint a new External Examiner <ul style="list-style-type: none"> Set-up a visit for the external examiner for July 2024 	Campus Director London, Academic Dean Glion	April 24	Review Application	
2.5	Review of all Masters Programs across the Glion Brand	5 year review of all Masters Programs across the Glion Brand: <ul style="list-style-type: none"> Alignment of credits Alignment of Business Research Skills courses Alignment of Business Field Trips, credits, assessments and timing 	Academic Dean, Program Directors	December 23	CRE and Student Feedback	
2.6	Proposal for an additional intake of MSc REFHD for Spring 2024 for the london campus	Proposal approved by the Governing Board in October 2022 meeting Initial proposal approved and accepted for the Educational Councillors	Academic Dean and Managing Director	March 24	Review with the Enrolment Team	
3. Drive an Effective Organisation						
3.1	Review job descriptions and expectations for all roles of the Registry Tam including line management for Admissions and Visa Compliance	Review titles and job description content for all roles within the Student Registry Team for consistency in the Student Learning Journey's throughout GIHE campuses	All Departments CH, Campus Director London & HR	September 23	Review annually for alignment	
3.2	Continue to Implement joint Faculty Development Sessions across all campuses	Provide joint staff development events for all Faculty including full and part time and Visiting Faculty	Academic Dean and Campus Director	March 24	Review each semester	
3.3	Through the Glion Industry Advisory Board implement information sessions for updated knowledge	With the guidance of the Academic Dean - provide access to information and updating sessions from the Industry Advisory Board to all Faculty in GIHE	Academic Dean and Campus Director	March 22	Review each semester	
3.4	Enhance the onboarding process for all new team members with monthly Onboarding sessions and implementation of the cross campus Buddy system	Provide a structured and consistent monthly onboarding session for all GIHE employees <ul style="list-style-type: none"> Implement the buddy system for London campus employees with cross campus buddy's 	HR CH & UK with the Managing Director and Campus Director	January 24	Review in June 2023	
3.5	Research and Faculty Development funding and implementation	Launch a Research Centre within the Glion Brand - enabling Faculty and Students to undertake research	HR CH & UK with the Managing Director and Campus Director	February 24	Review end of Spring 2023	
Invest and Maintain Campuses						
4.1	Ongoing Review all on-campus facilities including student facing offices for a more effective operation	Review all locations of student support offices on campus <ul style="list-style-type: none"> Provide an open door access for students to support and guidance Initiate provisions for students to receive personalised and individual support 	UK campus team	March 24	Review end of Spring 2024	
4.2	Review student areas on campus and invest in infrastructure	The student lounge to have enhanced furniture and options for social activities <ul style="list-style-type: none"> Investment in the campus furniture in Q1 2024 	Student Affairs teams UK with Student Senior Ambassadors	March 24	Review end of Spring 2024	
4.3	External Cleaning contractor for Downshire House	New Cleaning company with clear KPI's for Downshire House	Finance Analyst and Campus Director	September 23	Review end of Spring 2024	
4.4	Review of the classroom environments and furniture to facilitate teaching and learning	Aligned with the Academic Dean, IT and Facilities team in CH prepare a proposal for the Classroom of the future to meet the learning needs for the students	Academic Dean, Managing Director CH	July 23	Review end of summer 2023	
4.5	Implementation of House Captains in Student Accommodation	Provide training to a student Captain in each of the accommodation buildings on the University of Roehampton Campus: <ul style="list-style-type: none"> Reporting of maintenance issues Leading the students within the house to reside as a harmonious group Deal with conflict resolution within those in the house Develop leadership skills for the future" 	Student Affairs Manager	September 23	Review and update each semester	