Student Arrivals and Transition, Orientation and Induction Sub-committee
Terms of Reference and Membership

Purpose

To ensure a cross-institutional, co-ordinated approach from professional services and academic schools across all stages of the student arrival journey to provide a positive experience at the start and re-start of studies for new and continuing students, both directly taught by the University including international and partnership students.

Term of Reference

1. To oversee and scrutinise planning for students starting their studies at the University for both new and returning students across the following steps of the student arrival journey:

    - Pre-arrival information and engagement
    - Admissions
    - Welcome, orientation and welcome back
    - Registration and issuing of smartcards
    - UKVI Compliance checks
    - Allocation of Blackboard
    - Availability of timetables
    - Attendance monitoring
    - Student Finance
    - Student Accommodation
    - Direction to Student Wellbeing and support services
    - Student communications
    - Enquiry resolution

2. To ensure teams work collaboratively and maintain an oversight of the interdependencies of the steps of the student arrival journey.

3. To monitor and ensure effective planning of the student arrival experience for students studying at partnership institutions.

4. To ensure a targeted welcome and start of year for international students, including orientation and compliance ID checks.

5. Identify and advise on the prioritisation of actions required to enhance the student arrival experience.

6. To have oversight of the plans to provide welcome, and orientation activities for new and for returning students including updates from CCSU on Freshers Fair.

7. To receive updates on planned student numbers, admissions and registration data

8. To have oversight of reporting functionality to manage and track students

9. Maintaining a continuous improvement approach, encouraging teams to respond to staff and student feedback, proposing and implementing enhancements to stage of the student arrival journey.

Frequency of Meetings:
Minimum 4 times a year – up to 8 times a year (more frequently March to August)

Membership

Role	
Deputy Vice Chancellor (Chair)	1
Director of Registry Services (Co-chair)	1
Assistant Director (Admissions)	1
Assistant Director (International Partnership and Development)	1
Faculty Registrars (or their named reserve)	3
Faculty Directors of Learning and Teaching	3
Head of Student Communications	1
Director of Digital Strategy and Information Technology	1
Registration Manager	1
Assistant Director (SITS Lifecycle)	1
Director of Library and Learning Resources	1
Assistant Director (Student Information Services)	1
Academic Strategic Lead (Retention and Success)	1
Student Transition and Orientation Manager	1
Assistant Director: Digital Learning	1
Student Fees Manager	1
Head of Partnerships Registry	1
Head of UK Partnerships and Apprenticeships	1
Director of Student Wellbeing, Community and Belonging	1
Timetabling representative	1
CCSU Student Arrivals & Freshers Fair representative	1
Student Accommodation representative	1
Estates & Facilities representative	1
Clerk/Secretary	0
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