THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Student Services Centre

Start of year staff briefing

Today's speakers

Overview of Welcome:

Rebekah Huggins
Head of Student Services Event Management

Welcome Activities and Events:

Harriet Baylore
LSE Student Communities Programme Manager

Support during Welcome

Sue Ryan
Senior Administrator (Student Services Events)

Alex Warren
Senior Administrator (Student Services Events)

Welcome Communications:

Carly Norton
Student Communications Manager

Pre-enrolment & Campus Enrolment:

Zoe Jones
Deputy Head of Student Services Event Management

Nick Shinwari
Senior Administrator (Student Services Events)

Course Selection and Timetables:

Stacey Kurn
Deputy Head of Student Exams Management and SSC Support

Thomas Kennedy
Deputy Timetables Manager

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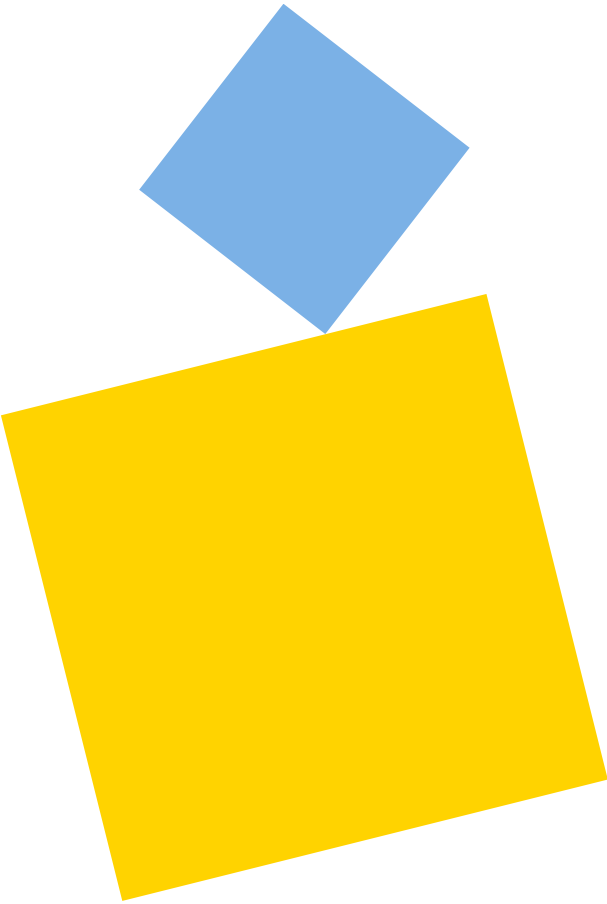
Questions and *Zoom*keeping

There will be the opportunity for **general questions** at the end of each section.

If your question is **specific** to your programme, department or service there will be time for questions at the end of this briefing.

Recording the session



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Welcome
Overview

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Student Communities Development Group

SSC activities

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Welcome values

- Inclusive
- Caring and supportive
- Engaging and enjoyable
- Empowering

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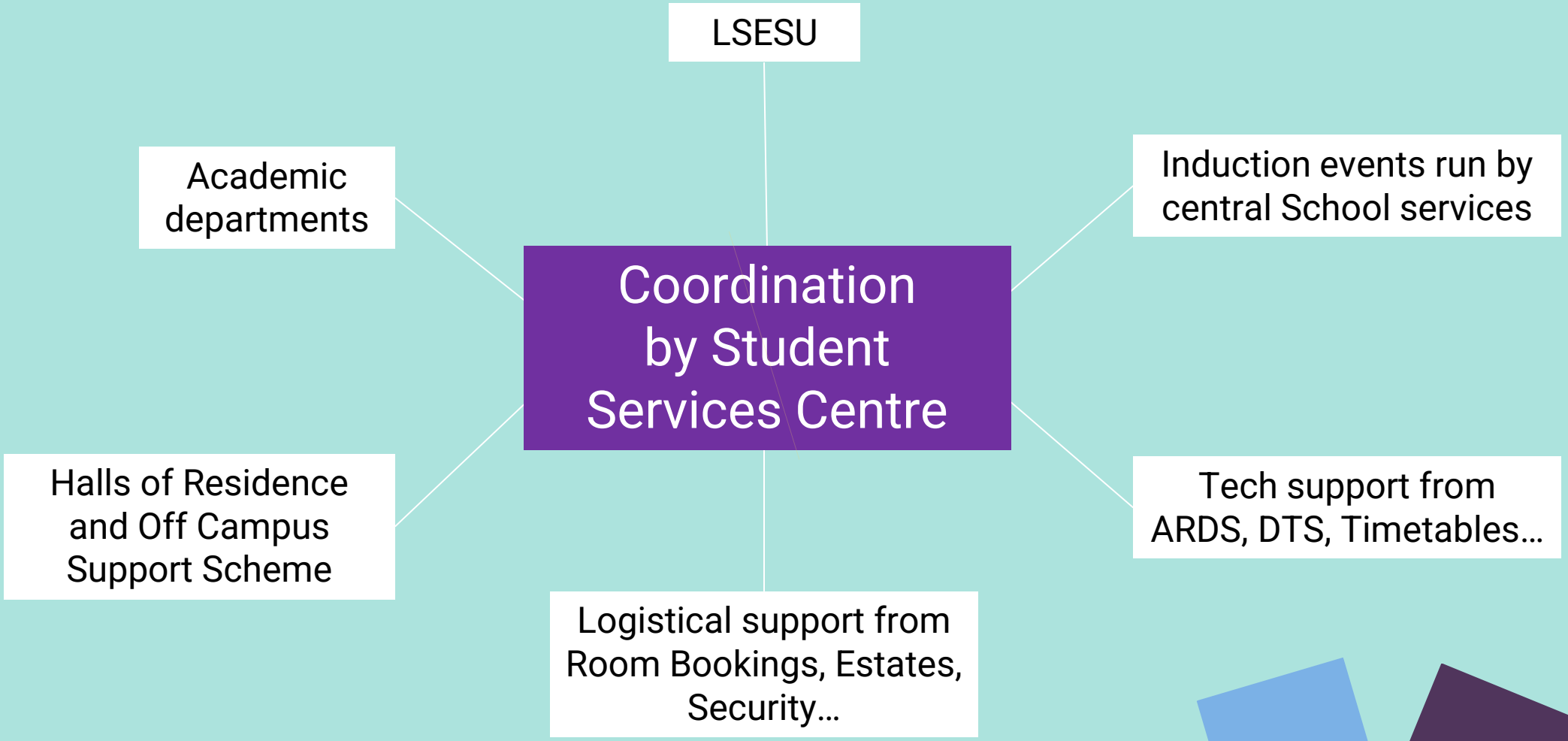

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Responsibilities within SSC

Student Services Events Team

Welcome Guide

Local history tours

Campus tours

Help points

Felix the Beaver and Guide

Coordinating some Welcome Events such as Top Tip Talks

Remaining few Your First Weeks webpages and a range of content on Welcome microsite

Off Campus Support Scheme

welcome@lse.ac.uk

Online pre-enrolment

Pre-Sessional enrolment (for new taught masters students)

Main enrolment (for new undergraduate and taught masters students)

Late enrolment (for new undergraduate and taught masters students)

Enrolment for continuing students

ssc.registration@lse.ac.uk

Student Exams and SSC Support Team

Liaise with LFY (and others) to develop online course choice system

Central contact point for staff and student queries about course selection

Signposting to specialist sources of course selection support

Late course change requests

ssc.coursechoice@lse.ac.uk

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Support for you

- Regular email updates including updates from the Student Communities Development Group
- Internal staff webpage for Welcome
- Welcome toolkit

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Welcome

Friday 15 September
Monday 18 to Friday 22 September

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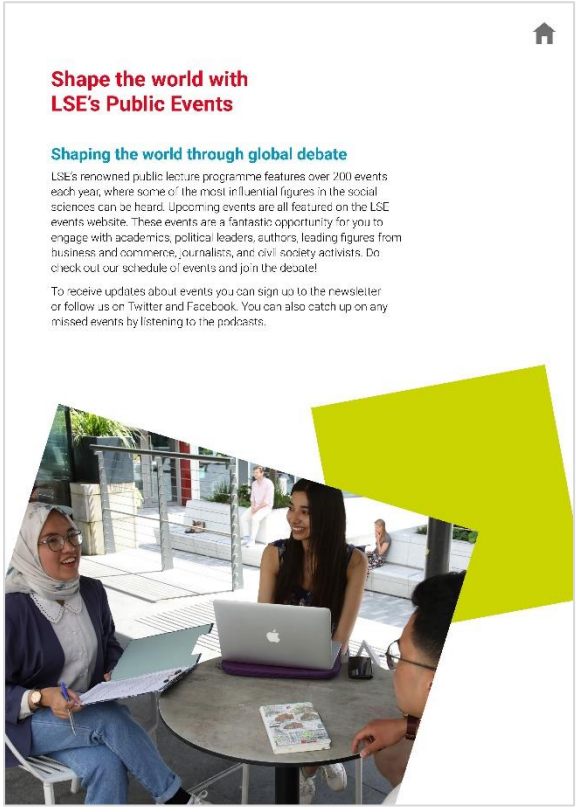
Welcome Guide



Welcome presentations

- Compulsory
- Online, recorded with a premiere ‘release date’
- Adapted in line with recommendations from the SCDG
- Premieres on Tuesday 12 September and Wednesday 13 September 2023
- Two live presentations: 12-1pm on 12 September and 4.30-5.30pm on 13 September
- Presentations to be hosted on Zoom

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Welcome – optional events

- Local History Tours
- Top Tips for new undergraduate and postgraduate students
- Top Tips for International Students
- Top Tips for living off campus
- Library sessions
- LSE LIFE sessions
- Faith Centre Welcome Tea
- Language Centre Events
- Volunteering Fair

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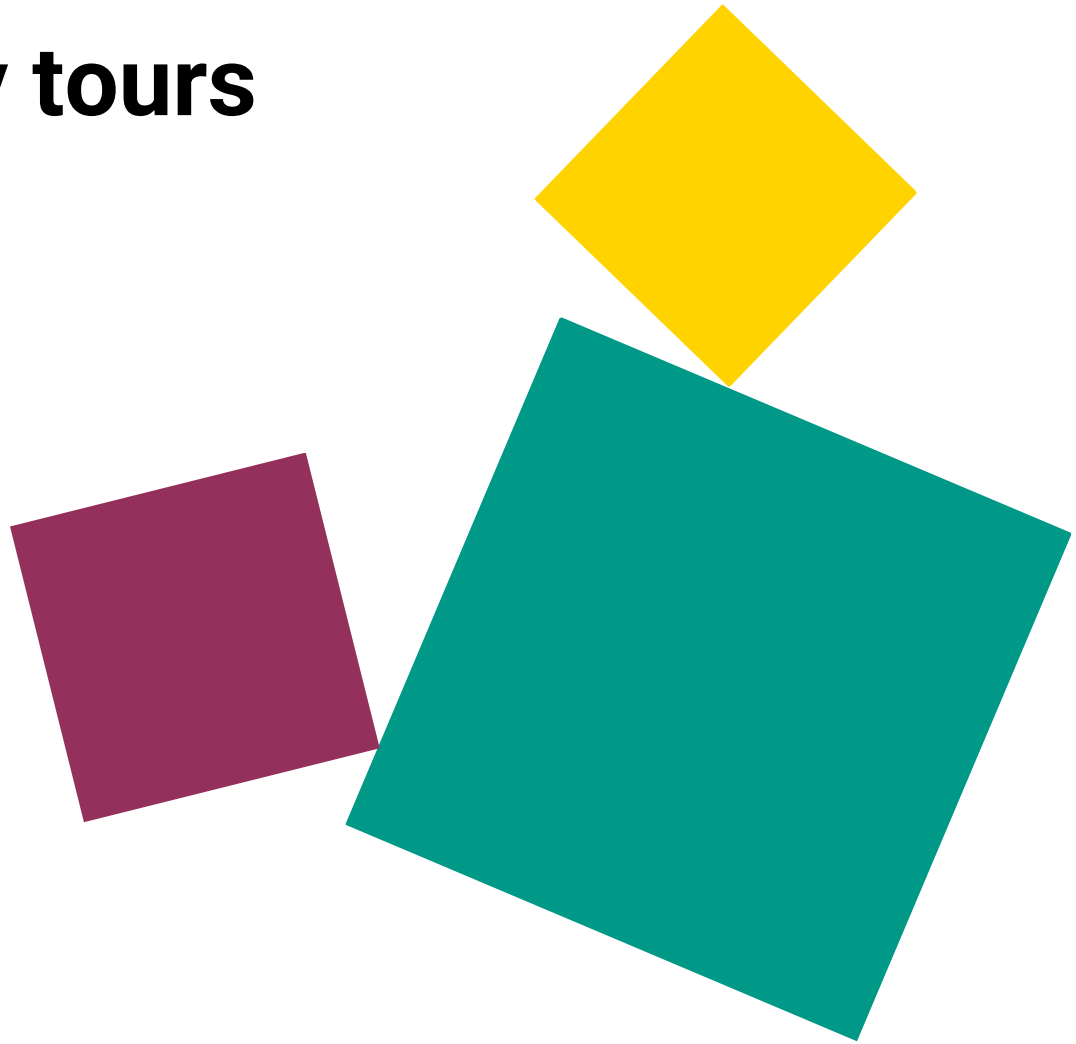
Campus tours and local history tours

- Student-led campus tours
- Self-guided campus tour
- In-person local history tours
- Felix the Beaver Social Media competition



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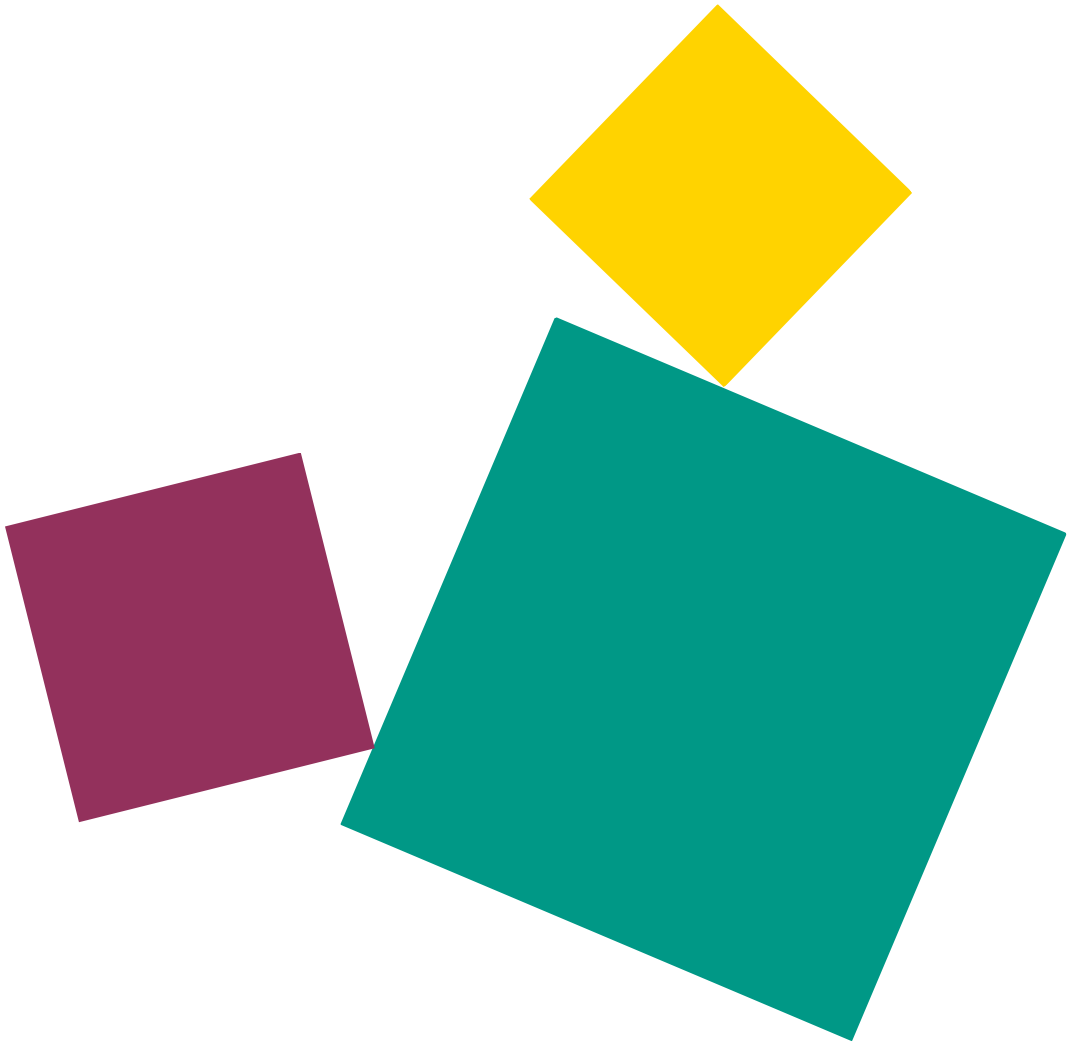
Arriving on campus

- Welcome events
- Campus enrolment
- Checklist for arriving on campus
- Self-guided tours



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Welcome Activities and Events

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Welcome Treasure Hunt

- Centrally organised Treasure Hunt running again in 2023
- Slots available throughout Welcome Week
- Select a slot via Treasure Hunt Booking form
- Open to all new students (UG, PGT, PGR)

Marquee in the CBG Sqaure

- Over three weeks: Week -1 to Week 1 of Autumn Term
- An enhanced Services Showcase, fun activities, performances from SU societies
- SAM's Afternoon Tea is a new event being trialled for this year where new students can meet Student Academic Mentors.

Departmental Activities and Events

- Run small group activities e.g. Treasure Hunt
- All info sessions recorded for anyone late/quarantining
- Involve current students/alumni e.g. panels
- A focus on activities running into the start of term, i.e. more spread out than in previous years

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welcome.lse.ac.uk

My Support

Support for students during Welcome

#partofLSE

Help points

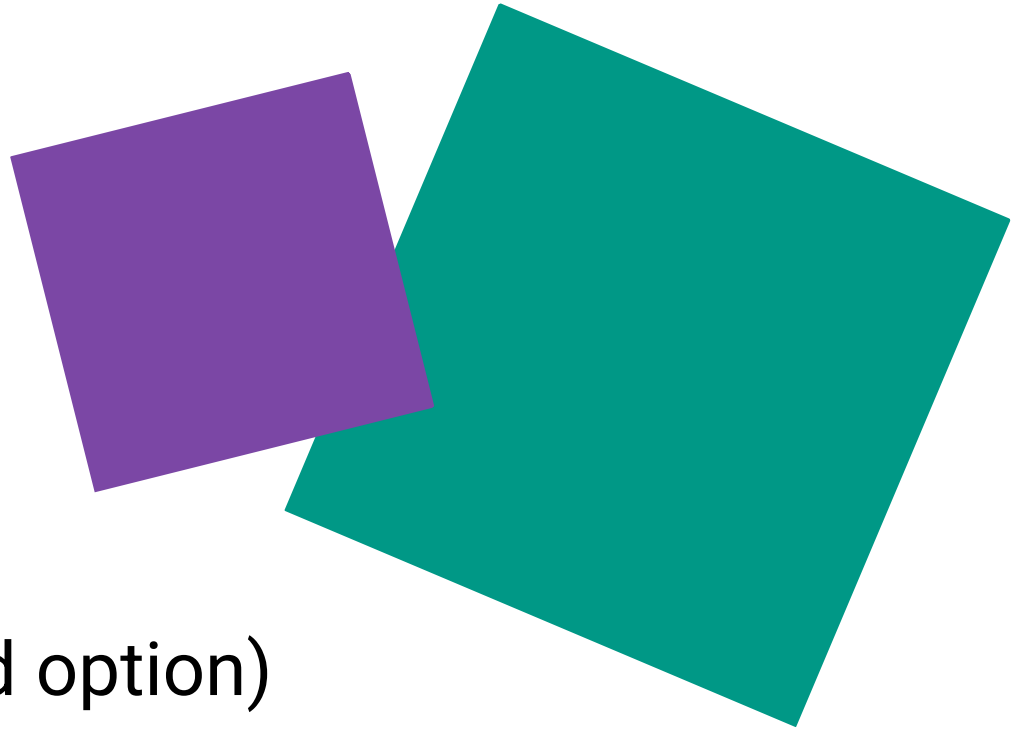
- Help point (JWP) during Welcome Lite
- 5 main help points + tbc during main Welcome
- CBG help point in Week 1 of AT
- Answer general queries and signpost to services

LSESU advice and support

- Supports the student experience at LSE through social events, student-led groups, representation and advice.
- All students (new and returning) can sign up to the LSESU Welcome 2023/24 mailing list at lsesu.com
- All welcome activity run by LSESU will be published on lsesu.com/welcome (available from 17 August)
- Welcome Fair Tuesday 19 September to Thursday 21 September.

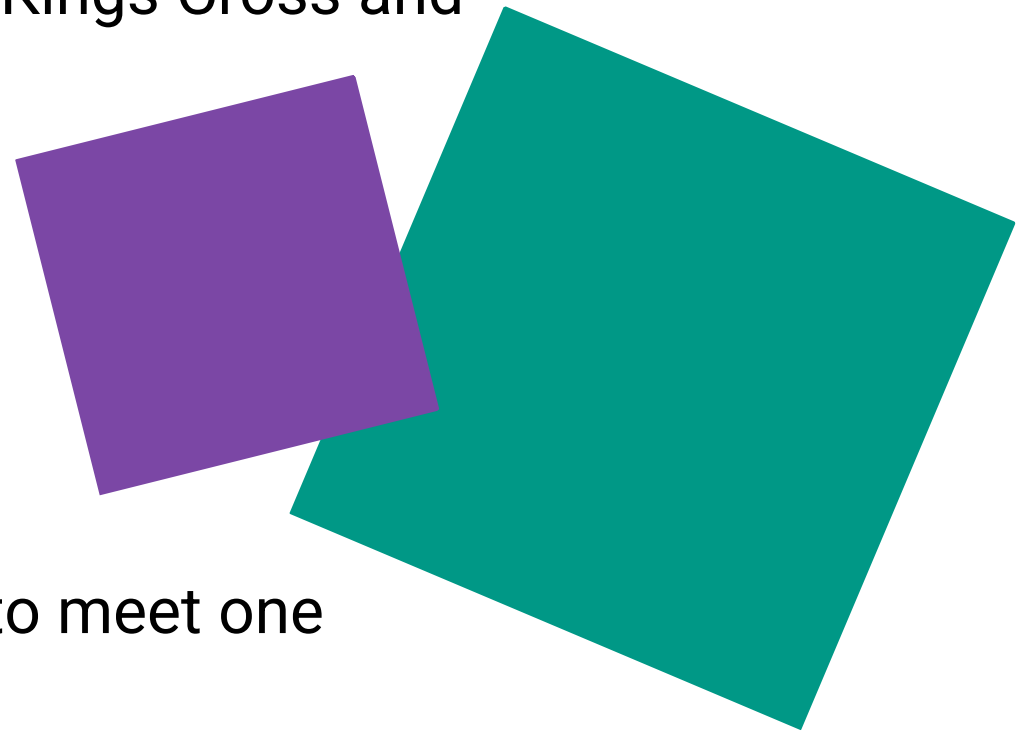
Student Services Centre

- Counter services (arrangement tbc)
- Enquiry form and live chat
- Drop-ins
  - Check webpage for information
  - Specialist visa advice
  - Student Marketing and Recruitment
  - Fees Office
- Certificates of Enrolment (self-generated option)



Supporting students living in Halls

- Support in LSE Halls provided by Residential Services:
  - Wardens and Subwardens
  - (School Representatives at Lilian Knowles, Kings Cross and Westminster Bridge)
  - Hall Committees
  - Front of House Staff
- If you have a concern about a student in residences, email **residential.life@lse.ac.uk**
- Lots of events and opportunities for students to meet one another both online and in-person



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Supporting students living off campus

Support outside of Halls provided by Student Services Centre in tandem with trained student volunteer mentors

Off Campus Support Scheme

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Welcome communications

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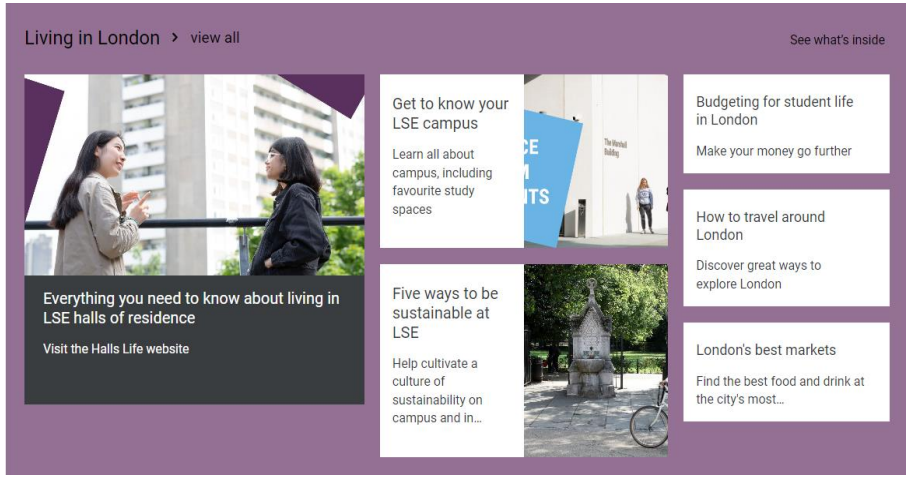
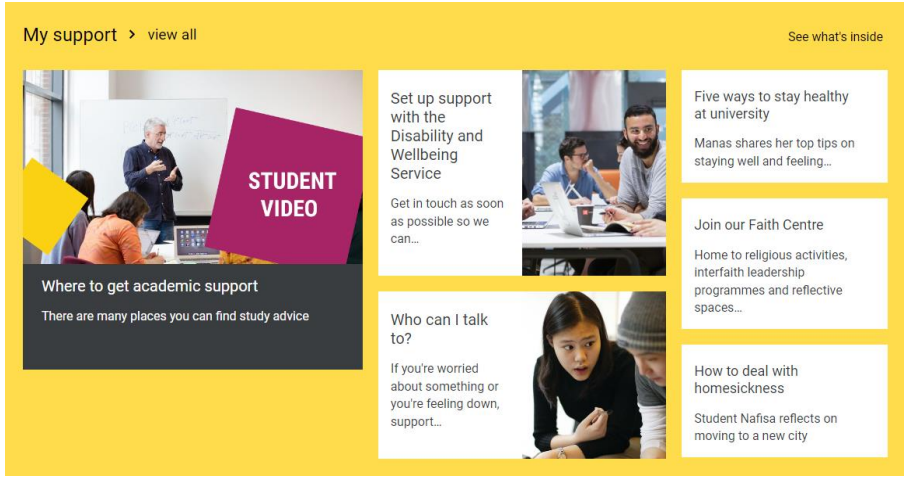
Welcome microsite

- Updated for 1 August, ahead of A level results day (17 August)
- Daily event listings throughout Welcome
- Continued use of the Welcome categories *(Essential tasks*, Events, My education, My skills and opportunities, Living in London, My support)*
- Links to departmental Welcome webpages





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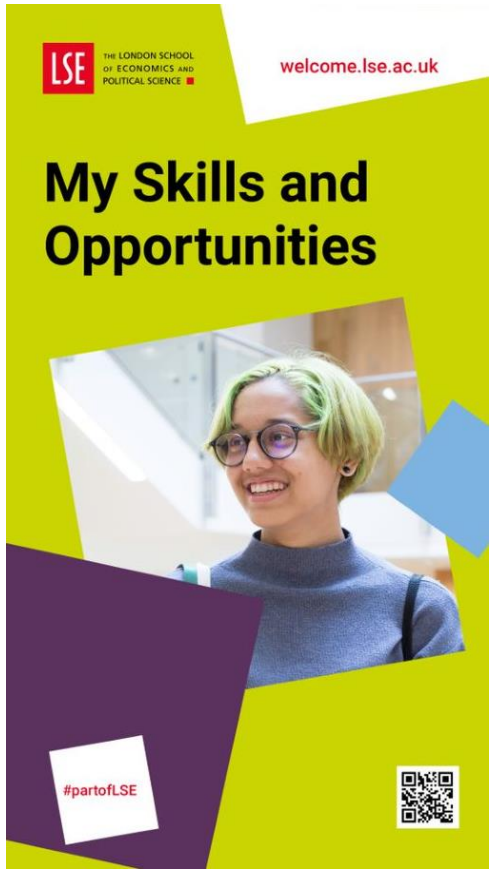
Welcome toolkit

- Welcome materials and assets
- Communication tools, including key messages, suggested student-created content, and tips for communicating during Welcome
- Our central communications plan
- Communications timeline template, to use and adapt

All assets are available now



Plasma screens

Email banners

Header text = Arial, bold, 48 point, Black

Body text = Arial, regular, 30 point, black. Body text = Arial, regular, 30 point, black.

Editable poster templates

Web assets

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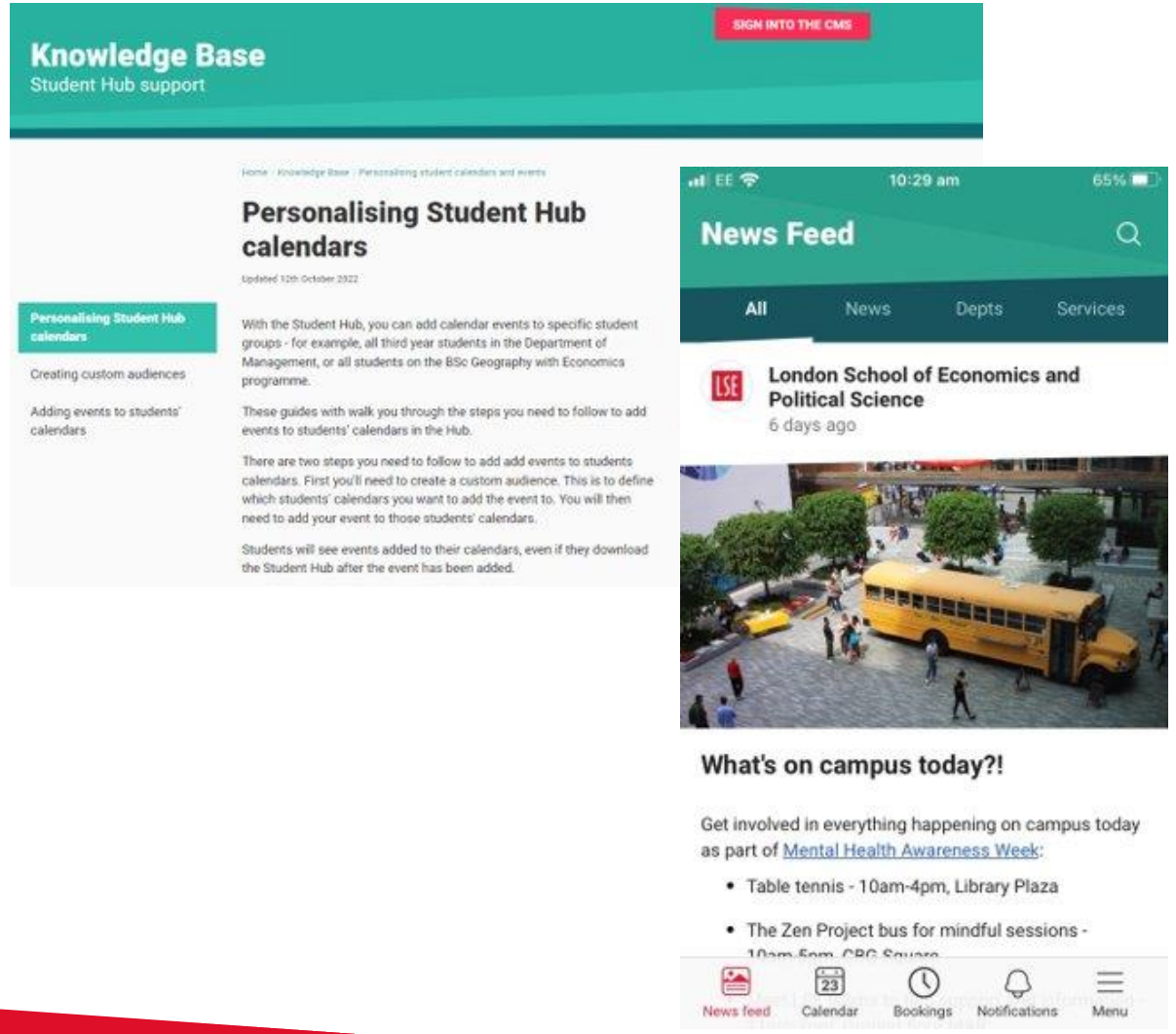
Student Hub: what's new?

- "Optional" tag for events in student calendars
- Updated profile pages, including a student directory
- Join our Get it done session, or find guidance on the Student Hub Knowledge Base admin.studenthub.lse.ac.uk/support/knowledge-base



Communications tools / support

- Central communications template is available now – central comms start from 17 August
- Overview of central communications to students
- Departmental webpage template examples
- Get it done sessions, including for Welcome webpages and Student Hub support (adding / editing calendar events, posting, etc)

Communicating events

- Personalised calendars in the Student Hub
  - Training available
- Central events and departmental Welcome webpages shared on the microsite
- Daily event listings on plasma screens, MAR projectors and A boards on campus
- Collaboration with the Social Media team.

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What do we need from you?

- Share the link to your departmental Welcome webpage
  - Email c.norton@lse.ac.uk by **17 August**
- Attend our Student Hub Get it done session to add your Welcome events to the Hub
  - **Departments:** add your events by 31 August
  - **Student-facing services:** we will contact you in the next week with more details
  - Get in touch if you can't attend the Get it done session / think you need additional support.

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Questions about Welcome

welcome@lse.ac.uk

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Pre-enrolment & Campus Enrolment

Enrolment Overview: new students

Two stage enrolment process:

- Online pre-enrolment = pre-enrolled
- Campus enrolment = fully enrolled

Enrolment Overview: new students

SITS:

- Online enrolment status:
    - SITS SCE= E (ready to pre-enrol)
    - R (have pre-enrolled)
- Campus enrolment status:
    - SITS SCE UDF4 = E (not campus enrolled)
    - R (fully enrolled)

Salesforce: Programme Enrolment information

- Online enrolment status – same as SITS
- Campus enrolment status – same as SITS

Online pre-enrolment overview: new students

Students receive a call-to-action email when it is time for them to pre-enrol, they access the portal via link in the mail. As part of the pre-enrolment process students are:

- Asked to provide/confirm information held on record
- Activate LSE network account and email
- Provided with a PDF pre-enrolment pass

The students status is updated in SITS SCE_STAC to R and in Salesforce enrolment app to *pre-enrolled* status.

Once students are pre-enrolled they can access online resources

Online pre-enrolment: dates

Scheduled go-live dates

- From 10 July for early programmes
- Late July/early August for intercollegiate and pre-sessional students
- From 17 August for continuing students
- 21 & 22 August new taught PG students & new PhD students
- 23 & 24 Double Degree students/LSE GO/general course
- 24 August new undergraduate students

Campus Enrolment: overview

All new students must campus enrol. At campus enrolment we are required to conduct checks of original identity & immigration documents.

- Some students may need to present outstanding admissions documents
- Campus enrolment status updated to R in SITS and Salesforce enrolment app
- LSE Card issued
- Access to on-campus resources and in-person teaching

All students must be fully enrolled before attending in-person teaching

Campus Enrolment: schedule

- Final schedule was circulated in March 2023
- The Campus Enrolment Schedule is published by programme title on Enrolment webpages
- Students must attend at the time allocated to their programme
- Session time is the time students should join the queue

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Campus Enrolment: pre-sessional

Monday 21 August to Thursday 14 September

Student Services Centre Atrium

- Scheduled session times by programme
- If students miss their scheduled session time they can campus enrol at the SSC counter during normal opening hours. However if students have complex visa issues or need to show documents to Admissions please flag this to the Student Services Events Team so we can advise when best to attend.
- Pre-sessional/executive enrolment sessions scheduled for Thursday 14 September will take place in Marshall Building

Campus Enrolment: main

Friday 15 September and Monday 18 to Friday 22 September
Marshall Building, Great Hall (Ground floor)

- Enrol by programme, published slot times
- Bookable Late enrolment slots from Monday 18 September to Thursday 21 September, 9.00am – 9.45am via the Student Hub
- Students who arrive outside their schedule time slot will be turned away
- Session time is the time students should join the queue

Campus Enrolment: after main period

Autumn Term Weeks 1 to 4

Student Services Centre Atrium

- Enrol in Student Services Centre Atrium
- Dates and times tbc and will be published to enrolment webpages and Student Hub near to start of AT Week 1
- Students to book a campus enrolment slot (via Student Hub)
- The time of the booking is when students should join the queue

Continuing Students: re-enrolment

- Students will be sent a call to action email when its time to re-enrol. Re-enrol via link to the online portal sent in email
- Available to the majority of continuing students. Students receive call-to-action email when portal opens. Opens from 17 August 2023
- Student status updated in SITS & Salesforce: *R*
- Progressing IRDAP students emailed after results published (September)
- Debtors cannot access the re-enrolment portal (DO1 & DO3)

Continuing Students: re-enrolment

Some continuing students must online re-enrol and campus enrol including:

- Students who were on interruption
- Double Degree students - continuing to Year 2 at LSE
- Students who were URE and taking re-sits in previous session
- Students whose visa is shorter than the full length of their programme

Continuing students can attend campus enrolment at the same time as new students on their programme and must complete both stages to be fully enrolled.

Enrolment: latest date

Friday 20 October 2023

- New student pre-enrolment
- New student campus enrolment
- Continuing student online re-enrolment
- Continuing student campus enrolment (where applicable)

All students must be fully enrolled before attending in-person teaching

Enrolment Webpages

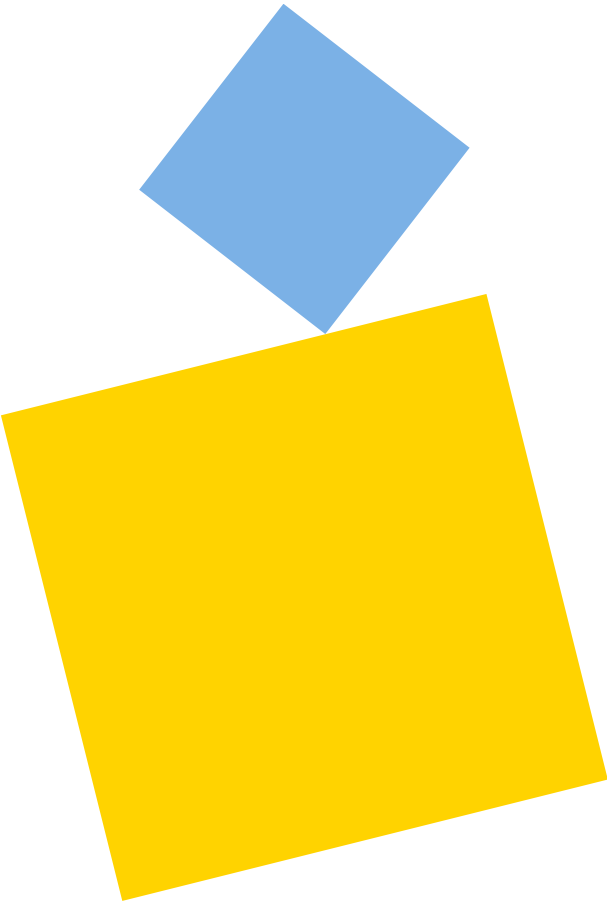
We have redesigned the student facing enrolment webpages to make it easier for students to find the information they need

Home page

https://info.lse.ac.uk/current-students/your-first-weeks/enrolment/home

Campus enrolment schedule

https://info.lse.ac.uk/current-students/your-first-weeks/enrolment/campus-enrolment-schedule



Enrolment Webpages

Enrolment for new students

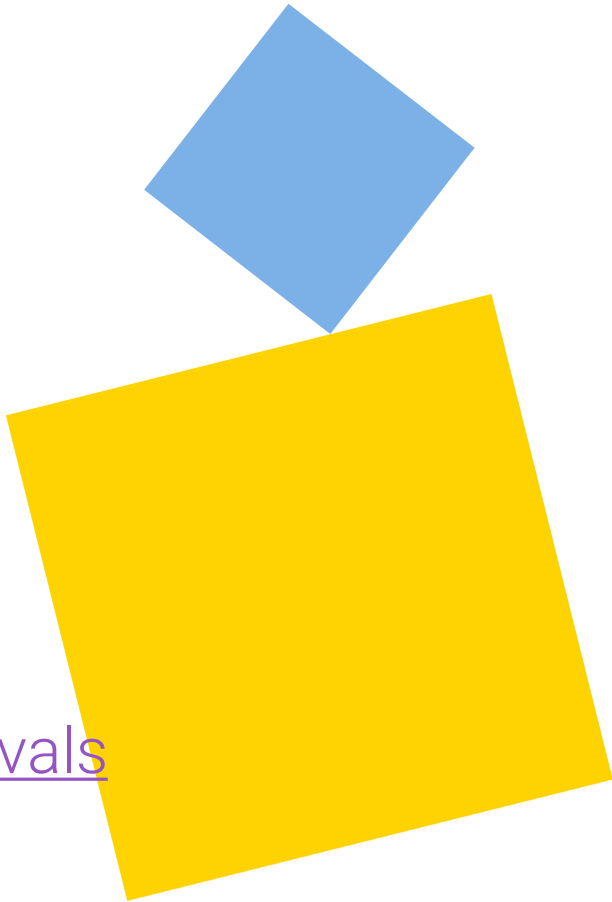
https://info.lse.ac.uk/current-students/your-first-weeks/enrolment/enrolment-for-new-students

What to bring to enrolment

https://info.lse.ac.uk/current-students/your-first-weeks/enrolment/what-to-bring-to-enrolment

Arriving after welcome

https://info.lse.ac.uk/current-students/your-first-weeks/late-arrivals



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Questions about Enrolment

welcome@lse.ac.uk

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Course Selection and Timetables

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Course Selection and Timetabling Continuity Project Update

Key Process Changes:

- New UG continuing student course selection opening date: **Tuesday 29 August**
- New UG late course change period dates: **Monday 9 October to Monday 16 October**
- Some clash approvals can now be given within LSE For You.
- UG class group change requests: escalations will now be sent directly to Timetables for action.

LSE For You Changes:

- Displaying correct programme regulations to students who have transferred programme.
- Ensuring UG students cannot select more than 1 unit under a single paper.
- Term and building name changes: Lincoln's Inn Fields (32L) re-named to Sir Arthur Lewis Building (SAL) and New Academic Building (NAB) re-named to Cheng Kin Ku (CKK); Term names updated to Autumn, Winter and Spring.

Resources and Have Your Say:

- Updated staff and student course selection guidance materials for 2023/24 *(worth bookmarking this page!)*
- Course Selection staff webpages and student webpages.
- Look out for the annual staff course selection survey at the beginning of Autumn Term!

Who does what?

Academic Departments

- Advise on and approve course selection
- Provide information about course content
- Set caps/controlled access on courses, administer approval
- Consider unlisted course applications
- Administer late course change for graduate students
- Allocate graduate students to seminars (if applicable)
- Class/seminar group changes

Student Exams & SSC Support Team

- Respond to and refer course selection queries
- Course selection drop-ins
- Manually add courses for students returning from interruption and 5th unit repeat teaching
- Facilitate unlisted course approval process
- Late course change (for undergraduates only)
- Executive MSc
- Course selection troubleshooting

Timetables Team

- Teaching timetables and room allocations
- Student personal timetables
- Class/seminar registers
- Teaching cancellations / alternative arrangements
- Facilitate timetable clash approval

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3 stages of Course Selection

1. • **Find** suitable courses
2. • **Select** courses
3. • **Check** Moodle and timetable

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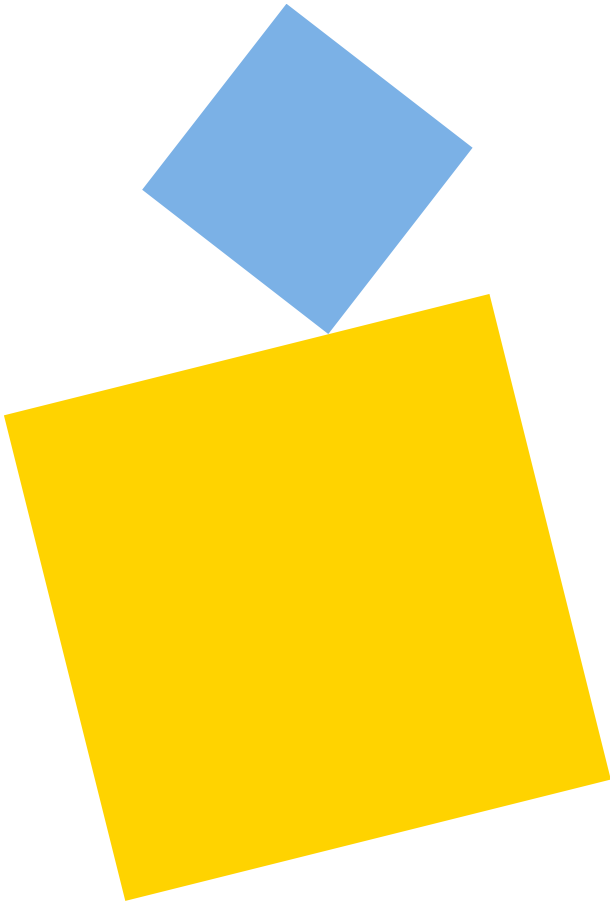
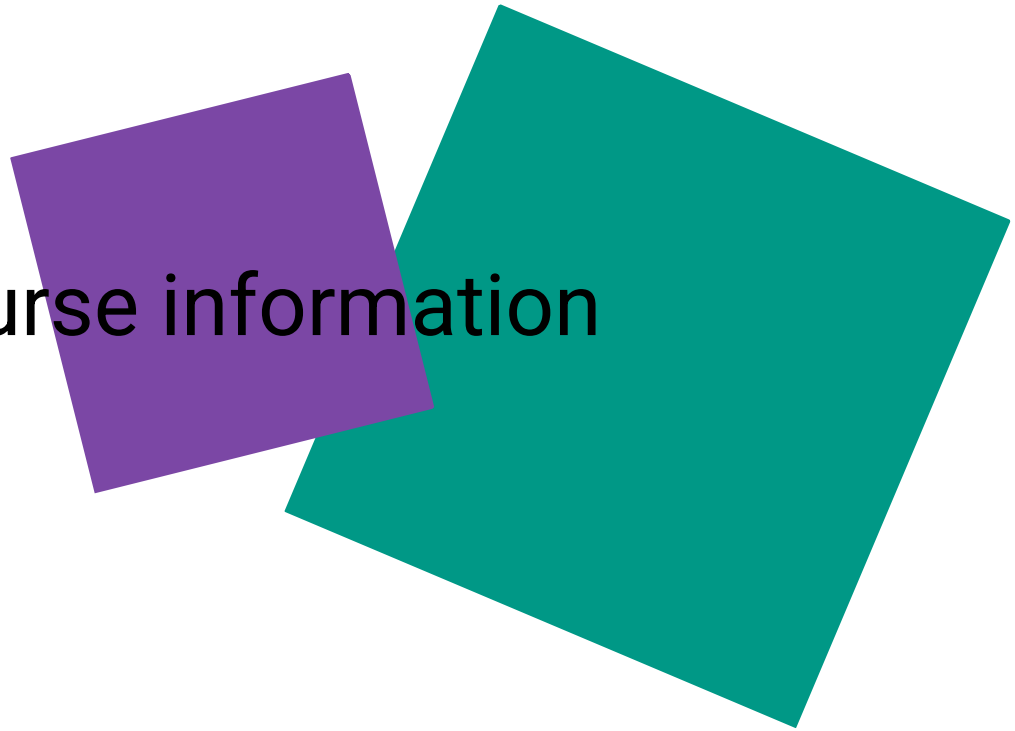


1. Find

Ways to find out about courses

- Departments
- Course Guides (Calendar)
- Timetable
- Course Finder
- Capped and Controlled Access Course information



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2. Select

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UG Course Selection Dates

- Opens for continuing students **Tuesday 29th August at 10am**
- Opens for new students on **Tuesday 5th September at 10am**
- New students will only be able to see the “Selection of Courses” option once they have completed their admissions paperwork.
- Course selection closes for all students on **Monday 9th October at 5pm.**
- UG students will be able to make changes to Winter half units during **WT weeks 1-2 (15th – 26th January 2024)**

UG Course Selection process

Find suitable courses

② Select courses

- Students select courses using LSE for You
- Full information available at **lse.ac.uk/courseSelection**
- Students request courses outside their regulations using the ‘request unlisted course’ option in LSE for You
- Some courses are capped and are available on a first come first served basis
- Selections and changes must be approved by Academic Mentors

③ Check Moodle and Timetables

The General Course

- **A digital pre-authorisation system is run by the General Course Dean**
  Students then choose courses in the same way as all undergraduates on LFY

- **General Course students require permission to take certain courses (e.g. EC309)**
  This permission is handled on a form which is signed by the course leader and General Course Dean

PGT Course Selection dates

- Opens for browsing on **Monday 18th September at 10am** so that students can get used to the system
- Opens fully on **Thursday 21st September at 10am**
- Students will only be able to see the “Graduate Course Choice” option once they have completed their admissions paperwork.
- Graduate Course Choice closes on **Friday 6th October at 5pm**
- Winter Term Course selection period **15th -26th January 2024**

PGT Course Selection process

Find suitable courses

② Select courses

- Sign up for courses using LSE for You
- Further information available at **lse.ac.uk/courseselection**
- Some courses have controlled access and students apply for places on these courses (application arrangements vary by department)
- Course selection is approved by departments

③ Check Moodle and Timetables

Graduate Course Choice System Configuration

- Departments will be able to set up controlled access and caps in LFY from **Thursday 31st August at 10am**
- Departments will be able to set seminar size limits in LFY from **Thursday 31st August at 10am**
- Controlled access, caps and seminar size limits must be set up by **5pm on Thursday 14th September**
- One person per department should email **ssc.courseselection@lse.ac.uk** by **10am on Friday 15th September** to confirm that all courses have been configured

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3. Check

Moodle enrolments

- Students usually automatically enrolled once they have registered for the course in LFY
- This can take up to one hour during the busy start of term
- Any issues, please contact **eden.digital@lse.ac.uk**

UG & GC personal timetable publication dates

Continuing Students

From 10am Tuesday 19 September 2023

New UG & General Course students

From 10am Friday 22 September 2023

Reasons why student can't see personal timetable after above publication dates:

- They have not enrolled/ re-enrolled at LSE for 2023/24 academic year.
- They have not selected their courses in LSE for You (including compulsory courses)
- They have selected courses that creates a clash on their timetable

*Students need to wait 24/48 hours after making a course change for timetable to update.

PGT personal timetable publication date

PGT students' personal timetables are generated, from **10am Thursday 21 September 2023**, once course selection opens. The time between course selection and personal timetable generation will be dependent on the below factors:

1. **Is the course an open access course?** if yes, the student will automatically be put onto the lectures and a single group seminar (if only 1 seminar group).
2. **Is the course a control access course?** if yes, the student will see timetable once they have been offered a place and accepted this offer.
3. **Does the course have seminar sign up?** if yes, seminar will appear once student has selected a seminar group in LFY, if no, seminar will appear once department allocates student to seminar.

Postgraduate course allocation is co-ordinated by the academic department teaching the course.

Diploma personal timetable dates

From 10am Friday 22 September 2023

Diploma students use Graduate Course Choice (same as PGT) to select their courses.

PGT courses selected and allocation to teaching is the same as for PGT students

UG courses can also be selected. Students need to wait 24/48 hours after selecting a UG course for their timetable to update

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Making Changes

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Late Course Selection in MT

- Late course change and administration period is between **10am Monday 9th October – 5pm Monday 16th October**

- **Friday 16th October at 5pm** is a firm deadline for all course changes
- UG Late Course Change forms
- PG via LFY Course Choice System

Winter Term Course Selection

- **10am Monday 15th January – 5pm Friday 26th January 2023**
- UG Winter Term Course Change forms
- PG via LFY Course Choice System
- There is no late course change period in Lent Term

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Other Changes

- UG timetable clash approvals
- All UG class change requests are through LSE for You
- PG seminar change requests via the teaching department

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Questions about Course Selection and Timetables

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Next steps

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Stay in touch!

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