

Student Services Centre

**Start of year
staff briefing**





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Welcome and introduction:

Caroline Thurtle

Deputy Head of Student Services (Operations)

Overview of Welcome:

Rebekah Huggins

Head of Student Services Event Management

Welcome Activities and Events:

Emma Bates

Student Communities Lead

Support during Welcome

Sue Ryan

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

Joey Nguyen

Senior Administrator (Student Services Events)

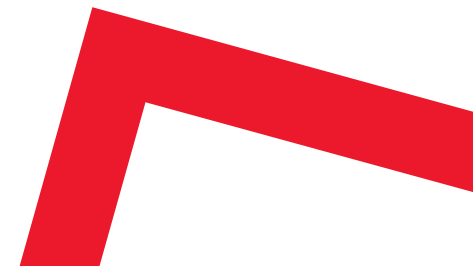
Course Selection and Timetables:

Elaine Hau

Deputy Head of Student Exams Management and
SSC Support

Nia Thomas

Deputy Timetables Manager





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Questions and Zoomkeeping

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.

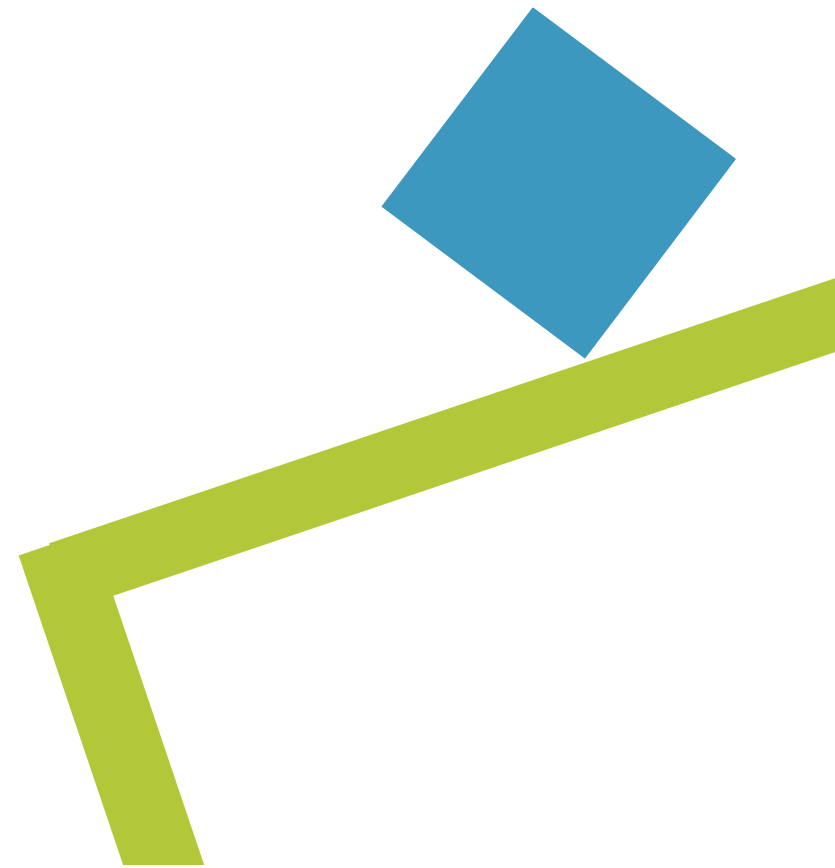
Recording this session.





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Welcome Overview





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Student Communities Development Group

SSC activities



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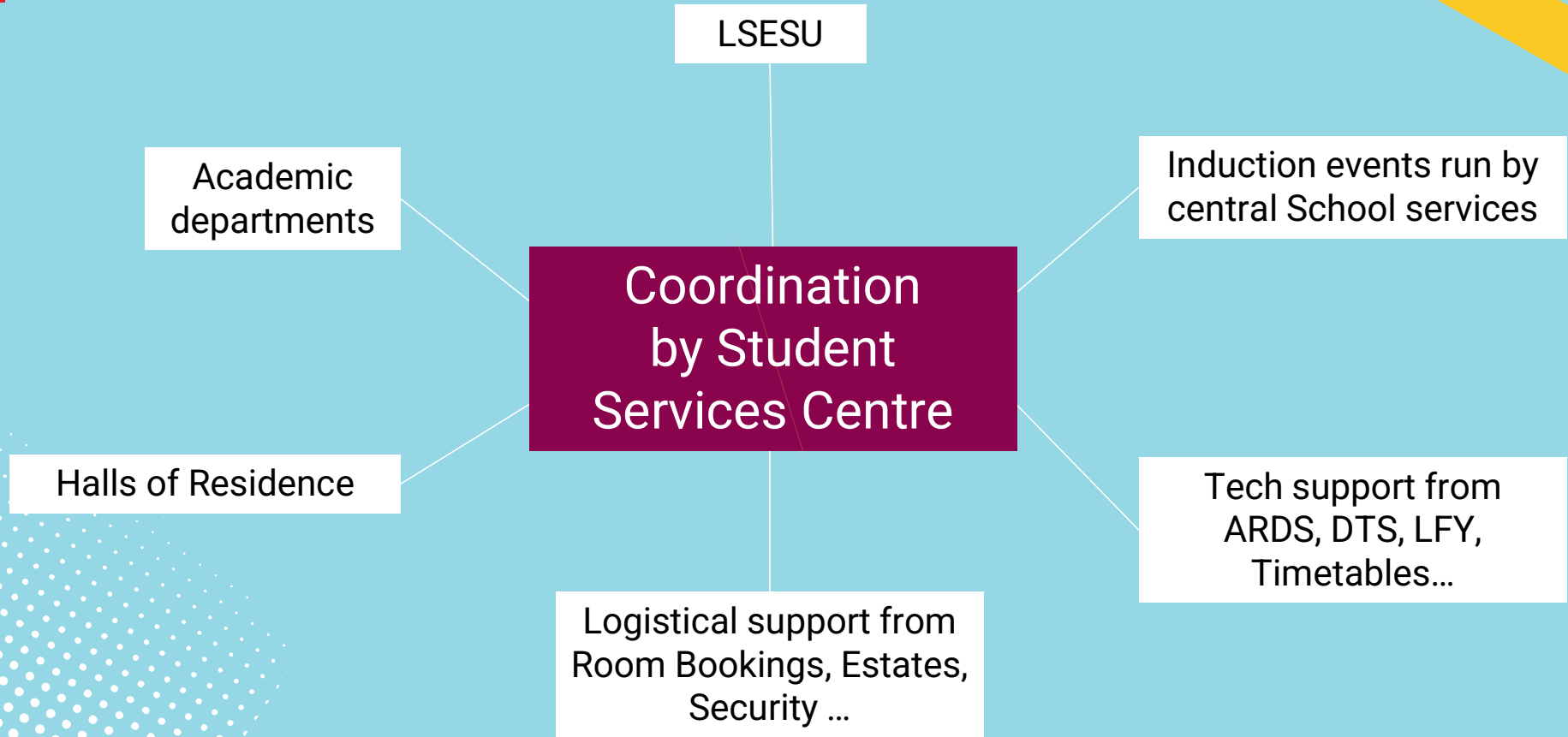
Welcome values

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





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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

SSC Welcome related webpages and a range of content on Welcome microsite

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.enrolment@lse.ac.uk

Student Exams and SSC Support Team

Central contact point for staff and student queries about course selection

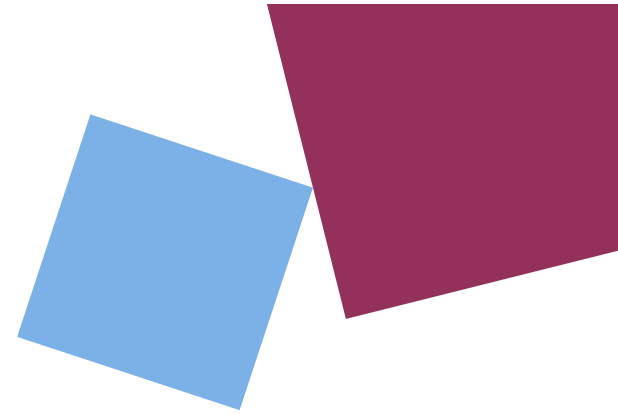
Signposting to specialist sources of course selection support

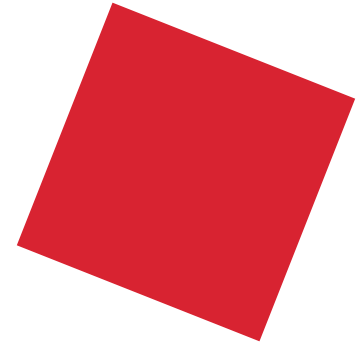
Processing UG late course change forms

Processing UG Winter Term course change forms

Involvement in projects to maintain and develop existing course selection system

ssc.courseselection@lse.ac.uk





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 20 September

Monday 23 to Friday 27 September

Welcome Guide

welcome.lse.ac.uk

Your guide to Welcome at LSE 2024

#partofLSE

Register with a doctor

You have various choices about how to access medical care while at university. If you are an EU resident, please check the healthcare section on lse.ac.uk/ISVA/EU for the most up-to-date information.

If you are a full-time international student enrolled on a programme lasting six months or more, you may be eligible for NHS treatment once you have paid the immigration health surcharge. Visit www.gov.uk/healthcare-immigration-application for more information.

What medical care is available?

If you are unfamiliar with the NHS, you can do an online search for "NHS services explained". This will provide you with an overview of common services (e.g. pharmacies, hospitals, eye care and dental surgeries) and how to access them.

You are usually required to register with a local General Practitioner's (GP) surgery before you can book an appointment. You should register as soon as possible and not wait until you're unwell!

Visit lse.ac.uk/studentHealth for more details.

How do I register with a GP?

- Find your local surgery**
The NHS typically requires you to select a local GP within your postcode (catchment) area. Some GP practices will register patients who live outside of their traditional catchment areas for greater convenience. To choose a GP and find their contact details, visit www.nhs.uk
- Ask if your preferred GP is accepting new patients**
You can find out the procedure for registering at the surgery.
- Prepare any required documentation**
You may need:
 - Proof of your identity (e.g. your passport or driving licence)
 - Your visa, if applicable
 - Evidence that you are a student (see request student status documentation)
 - Proof of your UK address.

Top Tip!
GPs can charge different fees for additional services like writing medical letters, which you might need later. Ask them about their prices before you register!

Nearest GP to campus
St Philip's Medical Centre, Second floor, Pellick Lawrence House
www.stphilipmedicalcentre.co.uk

» Your wellbeing 53

Shape the world with LSE's Public Events

Shaping the world through global debate

LSE's renowned public lecture programme features over 2000 events each year, where some of the most influential figures in the social sciences can be heard. Upcoming events are all featured on the LSE events website. These events are a fantastic opportunity for you to engage with academics, political leaders, authors, leading figures from business and commerce, journalists, and civil society activists. Do check out our schedule of events and join the debate!

To receive updates about events you can sign up to the newsletter or follow us on Twitter and Facebook. You can also catch up on any missed events by listening to the podcasts.



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Welcome Presentations

- Compulsory
- Online, recorded with a premiere 'release date'
- Adapted in line with feedback
- Two live presentations: 12-1pm on 17 September and 2-3pm on 18 September
- Presentations to be hosted on Zoom
- Recorded and uploaded to Welcome microsite





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Welcome – optional events

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





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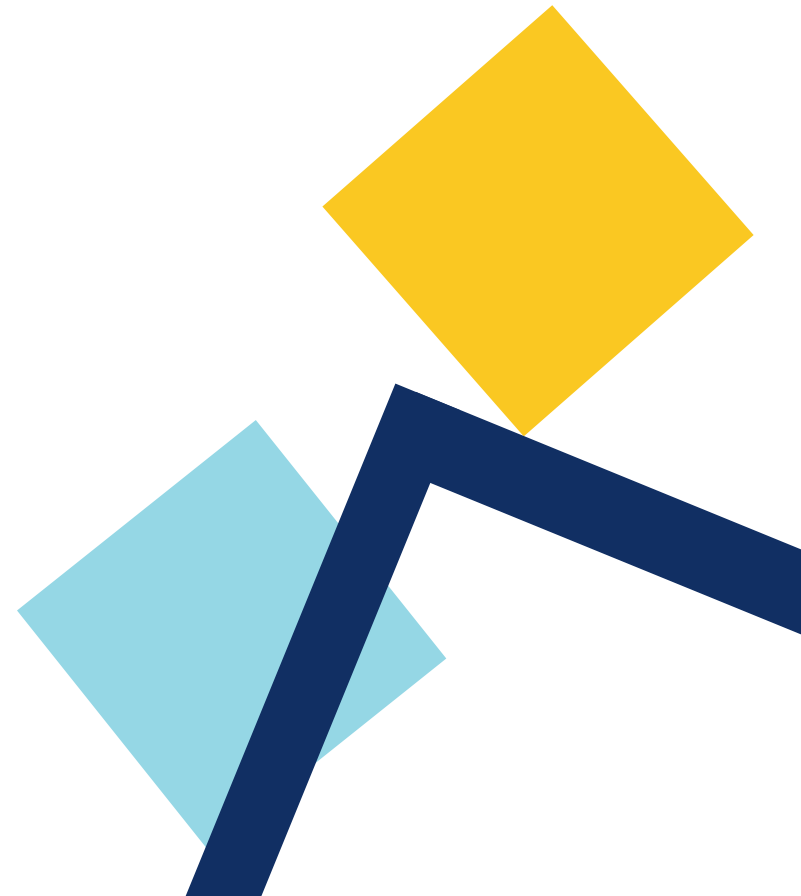
Campus tours and local history tours

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



Arriving on campus

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





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Welcome Activities and Events

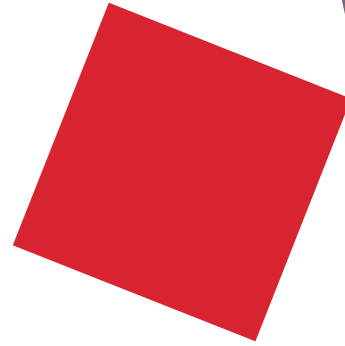
STUDENT COMMUNITIES

Emma Bates and Jillian Ducker
Student Communities Team
LSE LIFE



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Welcome activities and events



Overview

- What are we trying to achieve?
- Welcome Marquee and activities
- Department treasure hunts
- SAM Programme
- LIFE in London
- Department activities



Student Communities



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What are we trying to achieve?

- Welcoming, vibrant atmosphere on campus
- Generate additional opportunities for students to connect with one another
- Showcase the School-wide support available for students, and opportunities throughout their student journeys
- Support activities across departments
- Foster students' sense of belonging on campus and within London
- Ensure availability of activities throughout the year, not just the first few weeks

Welcome activities and events



Student Communities



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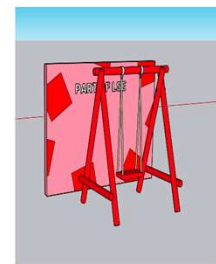
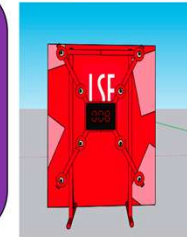
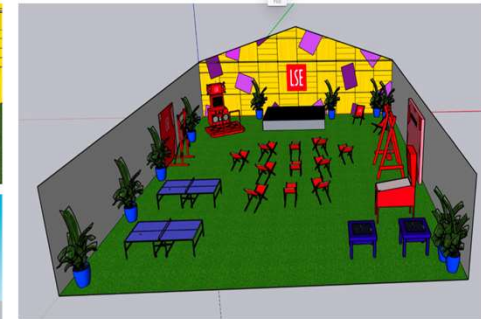
Welcome activities and events

Welcome Marquee – CBG Square

- Over three weeks (Weeks -1, 0 and 1)
- Marquee activities
- Central Services Showcase
- Spotlight Events (eg. Volunteer Centre and Wellbeing)
- Student Society Events
- Sonderfest performances
- Departmental games nights
- SAMs Afternoon Tea
- Welcome Helpdesk

Marquee Key features

- Branded pallet wall
- Dance Mat
- Photo Swing
- Arcade games
- LSE branded deck chairs



Student Communities

Department Treasure Hunt

- Treasure hunts on campus and in surrounding areas for departments new students (UG, PGT, PGR).
- Sign ups now closed, and supporting information will be circulated by Eventus soon.
- Treasure hunts must be in groups of six – can allocate students to groups before or ask all students to meet on campus and put into groups on the day.
- Supporting information can be found in the [Treasure Hunt 24 Instructions .pdf](#).



SAM Programme

SAM Afternoon Tea

- Taking place in the marquee over two afternoons in week 0
- Allowing departmental SAMs (Student Academic Mentors) to talk to new students in an informal setting and encourage more students to sign up for a mentor
- SAM programme team will organise the recruitment of the SAM volunteers for departments
- UG Departments who don't have SAMs also welcome to send student representatives. Email lse.life.studentmentoring@lse.ac.uk to arrange this.

Welcome activities and events



Student Communities

Department Activities

- Small group activities e.g. Treasure Hunt
- Ice Breaker Toolkit
- We encourage information sessions to be recorded for students arriving late
- Involve current students/ alumni e.g. panels or SAMs.
- Additional Welcome activities throughout Autumn Term to avoid students feeling like they “missed out” if they could not attend events.

Welcome activities and events



Student Communities



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My Support



#PartofLSE

Support for
students during
Welcome





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Help points

- Help point (LRB John Watkins Plaza) 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

- Support 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 2024/25 mailing list at ljesu.com.
- All welcome activity run by LSESU will be published on ljesu.com/Welcome (available from 17 August)
- Welcome Fair:
Tuesday 24th September to Thursday 26th September.



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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)





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Supporting students living in Halls

In-person 24/7 Wellbeing Support is available across all halls

- Support is provided by Wardens (staff) and Subwardens (PhD Students).
- Halls also have student Hall Committees who run events each week.

If you need support or you're worried about a student, please speak to the hall reception or email warden@lse.ac.uk

Halls Life

- The Halls Life platform is packed full of useful articles written by students along with lots of events such as day trips, musicals, and wellness activities.

Visit: halls.lse.ac.uk



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Welcome communications



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Welcome microsite

- Now updated, ahead of A level results day (15 August)
 - Signpost to the "essential tasks" section
- Daily Welcome events listing
 - Tagged to make more useful to students
- Continued use of the Welcome categories
- Links to departmental Welcome webpages (update your pages and share links by 15 August)



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Welcome toolkit

- Welcome checklist– key dates, deadlines, and activities
- Communication tools include: webpage templates, central communications schedules, key messages, suggested content
- Welcome assets: **updated for 2024**
- Events information and resources

Toolkit available now



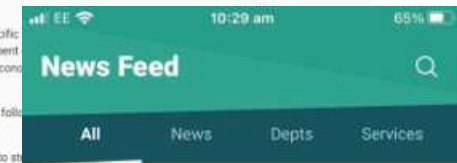
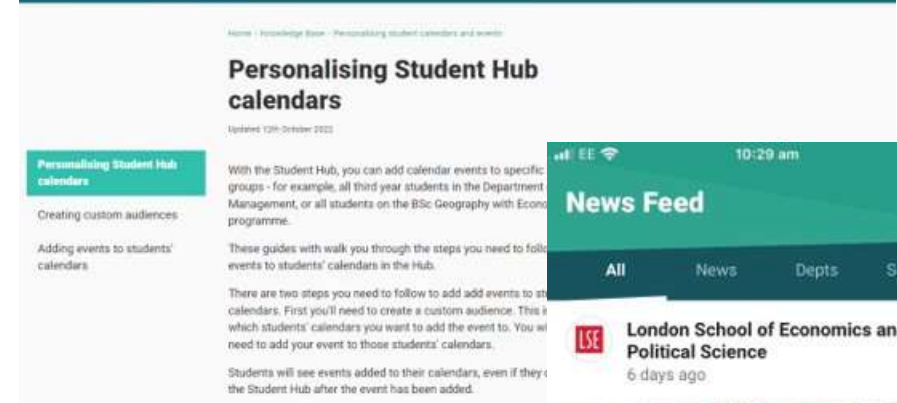


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Student Hub and Welcome

- Personalised calendars for students
- "Optional" tag for events in student calendars
- Students have a profile page, and can find peers in the student directory
- Join our Student Hub session on 20 August, or find guidance on the Student Hub Knowledge Base

admin.studenthub.lse.ac.uk/support/knowledge-base



What's on campus today?!

Get involved in everything happening on campus today as part of [Mental Health Awareness Week](#):

- Table tennis - 10am-4pm, Library Plaza
- The Zen Project bus for mindful sessions - 10am-5pm, CBC Square

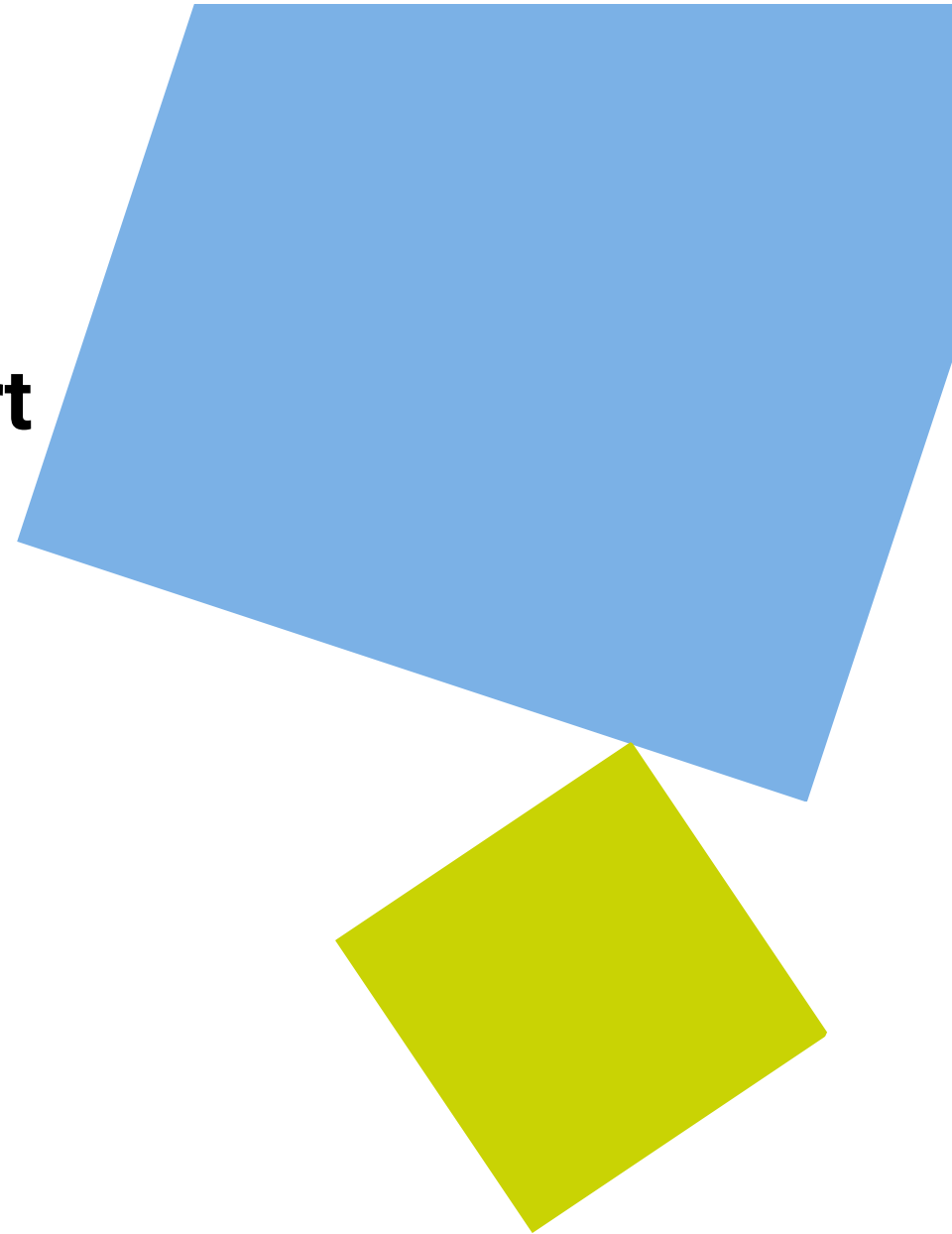




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Communications tools / support

- Central communications template is available now – central comms start from 15 August
- Overview of central communications to students
- Departmental webpage template examples
- Student Hub support (adding / editing calendar events, posting, etc)





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Communicating events

- Personalised calendars in the Student Hub
 - Training available on 20 August
- Central events and departmental Welcome webpages shared on the microsite
- Daily event listings on plasma screens, MAR projectors and A-boards on campus



What do we need from you?

- Review the Welcome checklist to ensure everything is on track
- Update your departmental Welcome webpage
 - Email c.norton@lse.ac.uk by **15 August** so we can add the link to the microsite
- Attend our Student Hub calendar session on 20 August to add your Welcome events to the Hub
 - Add your events by 3 September
 - Get in touch if you can't attend the Student Hub session or think you need additional support.

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Questions?



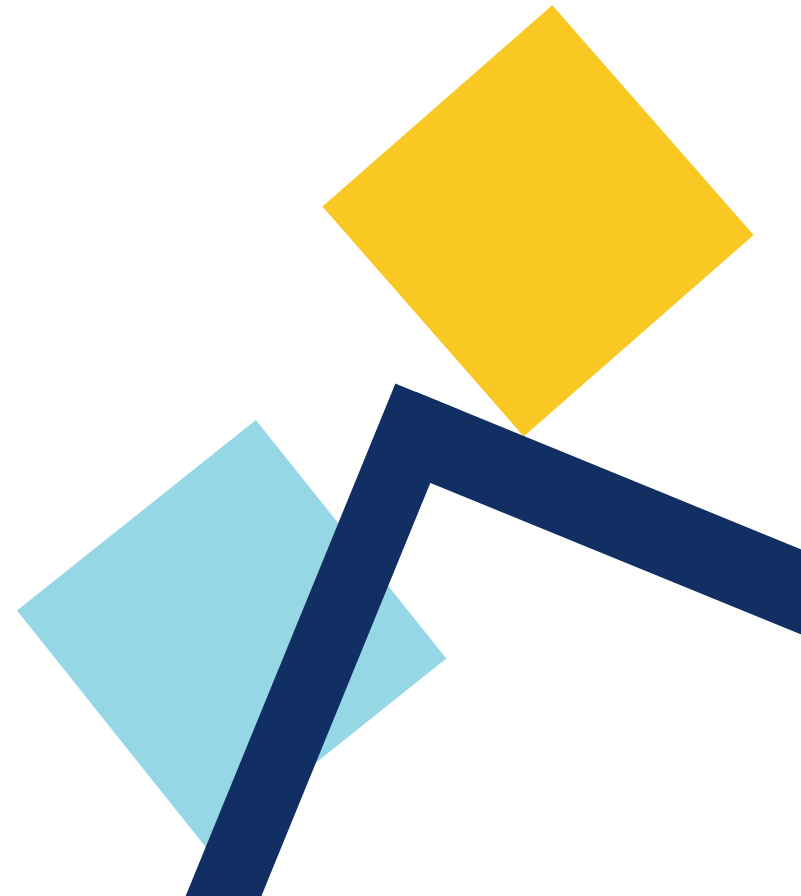
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Pre-enrolment & Campus Enrolment

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

[SCE] Student Course Block Enrolment

London School of Economics
Course Enrolment Detail (SCE)

02/Aug/2024
SRS_SCE

4 of 20 Student Enrolment (SCE) records

UDF

SCJ code		Seq number	01	Gend / STU	M	
Programme	TMRESEC	MRES ECON (2+2)	Block	1	Forename	
Acad year	2024/5	2024/25	Occurrence	A	D.o.B.	
Department	EC	ECONOMICS	Batch			
Prog status	GRAD-EC	GRAD PROG EC	Date Registered			
UDS Code			Start Date			
Faculty			End Date			
Enrolment Status	E	EXPECTED	STA Last Modified			
Next Enrol Status			Start of Break (this session)			
Recruitment Status	Directly enrolled		End of Break (this session)		Bk	
Mode of Attendance	F	Full-time	Created Date			

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 student's 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

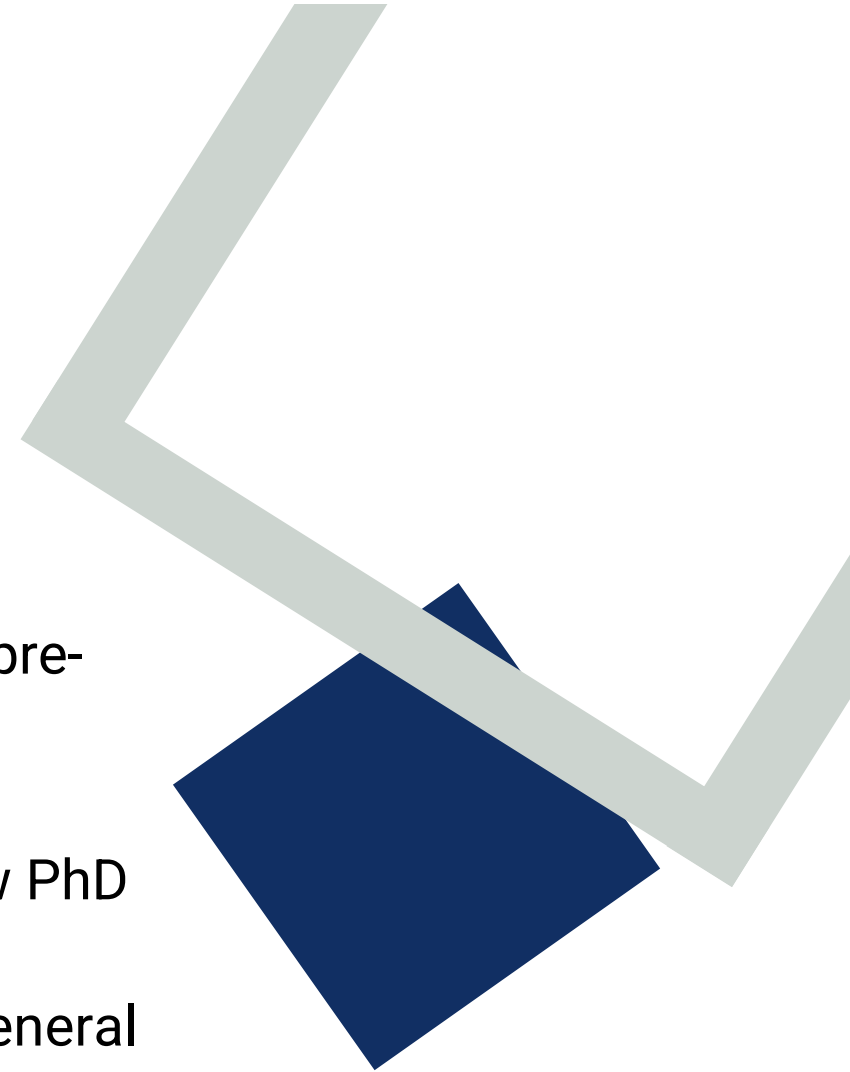


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Online pre-enrolment: dates

Scheduled go-live dates

- From 16 July for early programmes
- Late July/early August for intercollegiate and pre-sessional students
- From 21 August for continuing students
- 22 & 23 August new taught PG students & new PhD students
- 27 August Double Degree students/LSE GO/general course
- 28 August new undergraduate students

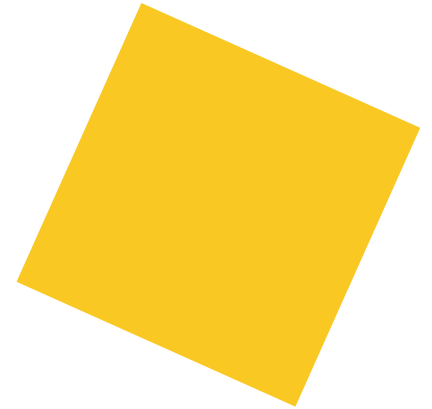


Campus Enrolment: overview

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 2024
- 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

Tuesday 27 August to Thursday 19 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 19 September will take place in Marshall Building





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Campus Enrolment: main

Friday 20 September and Monday 23 to Friday 27 September
Marshall Building, Great Hall (Ground floor)

- Enrol by programme, published slot times
- Bookable Late enrolment slots from Monday 23 September to Friday 27 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

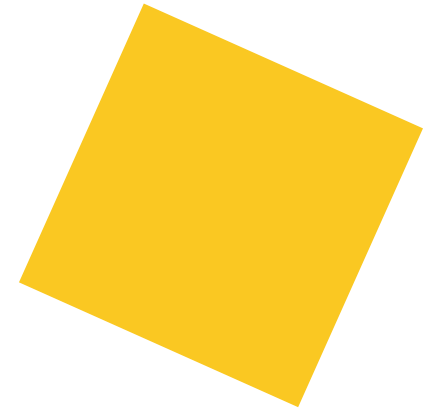


Campus Enrolment: after main period

Autumn Term Weeks 1 to 4 (30 September – 25 October)

Student Services Centre Atrium

- Enrol in Student Services Centre Atrium
- Dates and times 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**

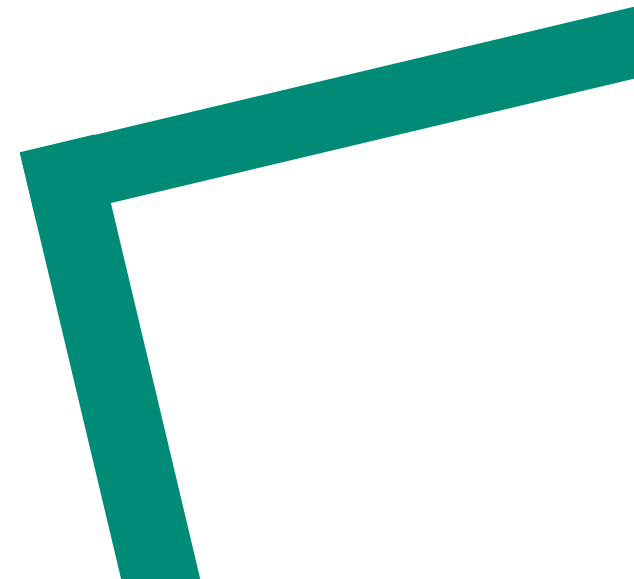
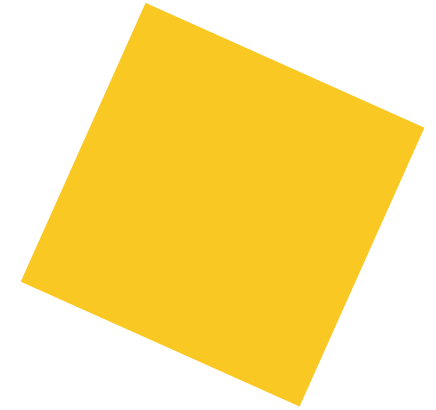




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Continuing Students: re-enrolment

- Students will be sent a call-to-action email when it's 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 21 August 2024
- Student status updated in SITS & Salesforce: *R*
- Progressing IRDAP students emailed after results published (24 September)
- Debtors cannot access the re-enrolment portal (D01 & D03)





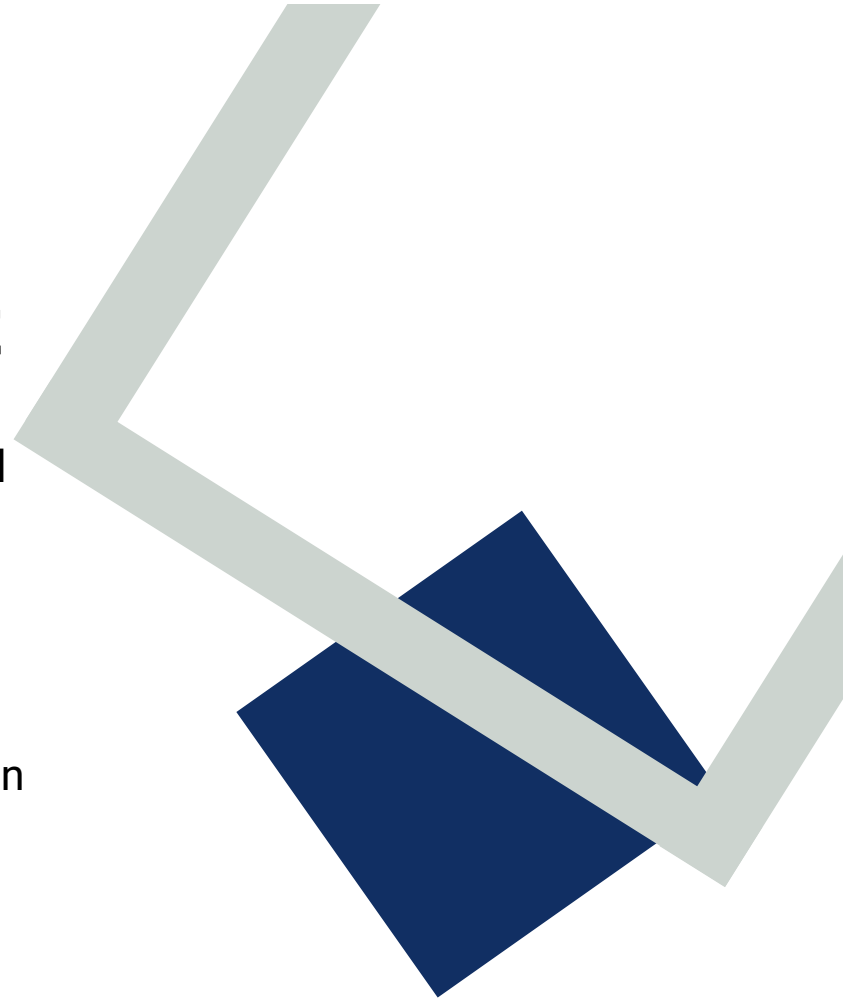
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Continuing Students: re-enrolment

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 25 October 2024

- 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

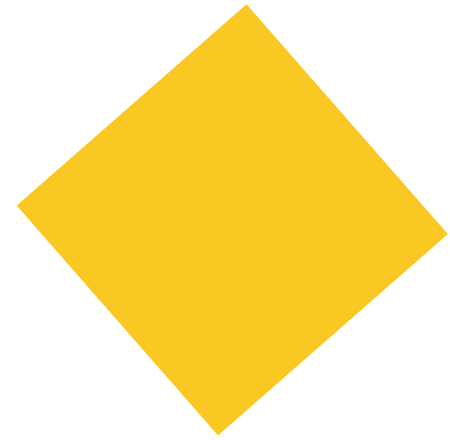
We have redesigned the student facing enrolment webpages to make it easier for students to find the information they need

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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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





3 stages of Course Selection

1

• **Find** suitable courses

2

• **Select** courses

3

• **Check** Moodle and timetable



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1. Find

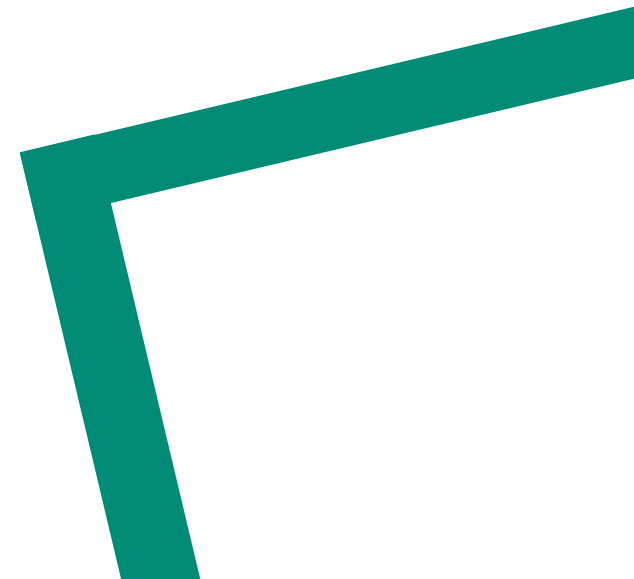
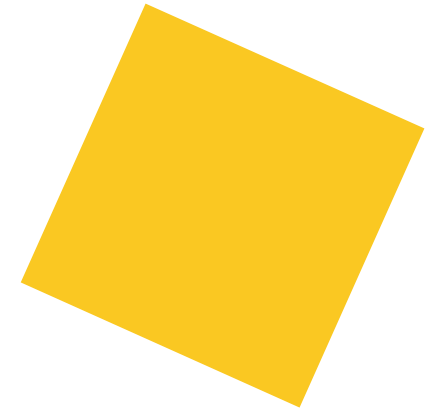




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Ways to find out about courses

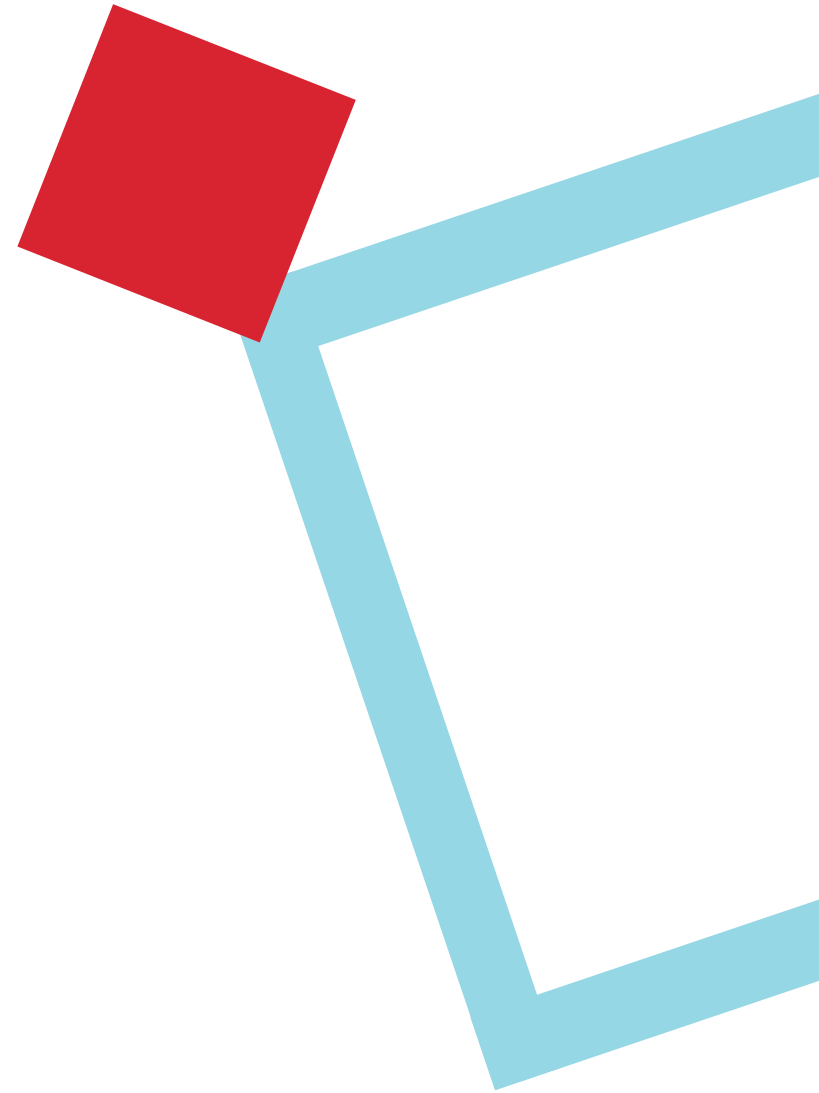
- Departments
- Course Guides (Calendar)
- Timetable
- Course Finder
- Capped and Controlled Access Course information





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2. Select

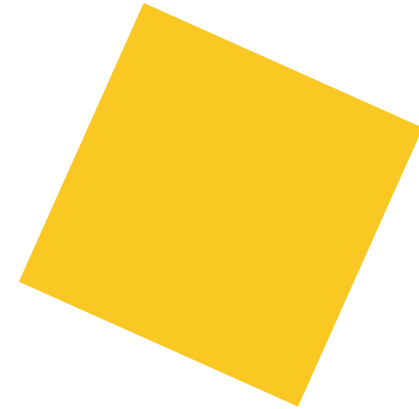




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UG Course Selection Dates

- Opens for continuing students **Tuesday 3 September at 10am**
- Opens for new students on **Tuesday 10 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 14 October at 5pm.**
- UG students will be able to make changes to Winter half units during **WT weeks 1-2 (20 – 31 January 2025)**





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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 23 September at 10am** so that students can get used to the system
- Opens fully on **Thursday 26 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 11 October at 5pm**
- Winter Term Course selection period **20 - 31 January 2025**

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





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Graduate Course Choice System Configuration

- Departments will be able to set up controlled access and caps in LFY from **Thursday 5 September at 10am**
- Departments will be able to set seminar size limits in LFY from **Thursday 5 September at 10am**
- Controlled access, caps and seminar size limits must be set up by **5pm on Thursday 19 September**
- One person per department should email **ssc.courseselection@lse.ac.uk** by **10am on Friday 20 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 Wednesday 25 September 2024

New UG & General Course students

From 10am Friday 27 September 2024

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

- They have not enrolled/ re-enrolled at LSE for 2024/25 academic year.
- They have not selected their courses in (old) 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.



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PGT personal timetable publication date

PGT students' personal timetables are generated, from **10am Thursday 26 September 2024**, 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.



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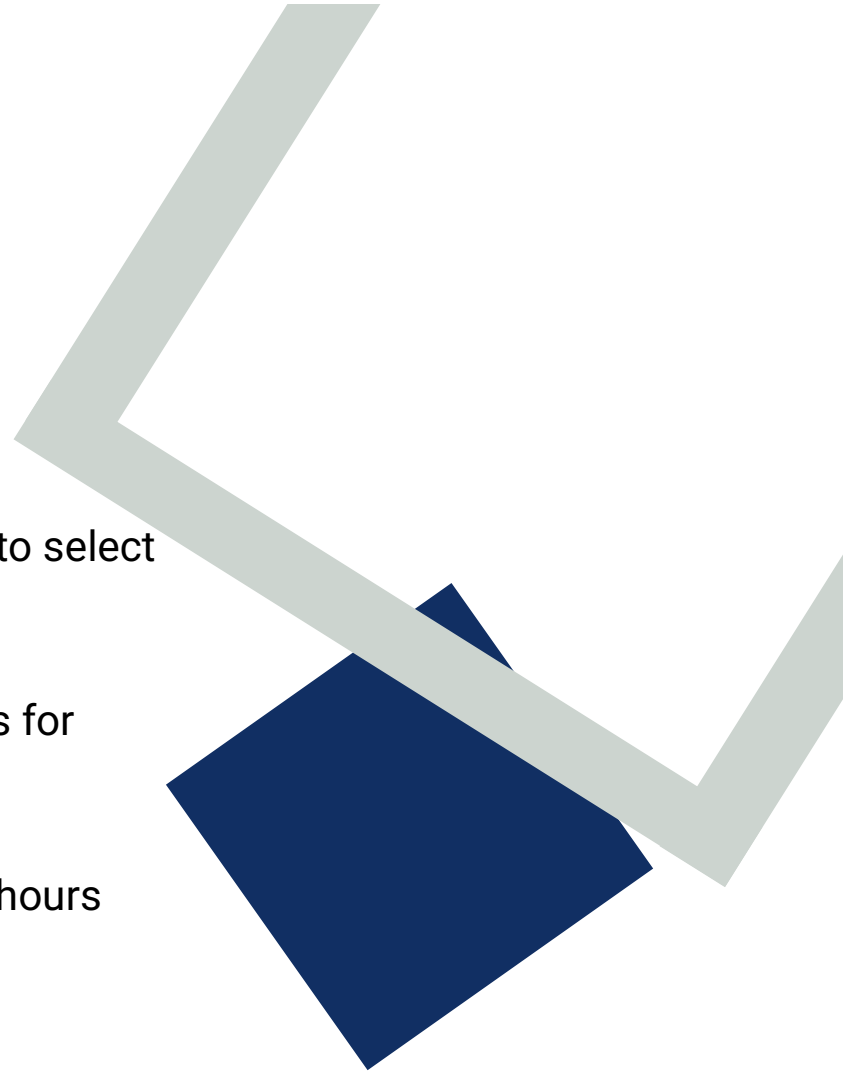
Diploma personal timetable dates

From 10am Friday 27 September 2024

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

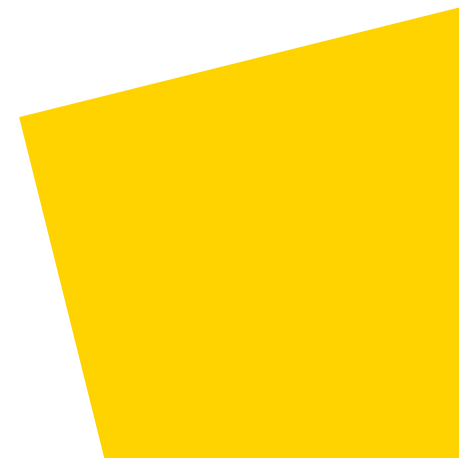
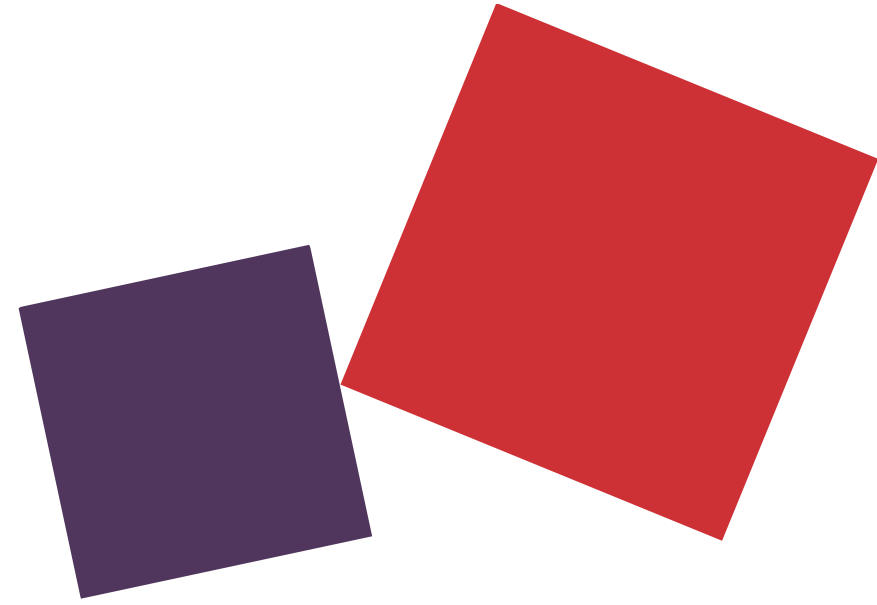
UG courses can also be selected. Students need to wait 24/48 hours after selecting a UG course for their timetable to update





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Making Changes



Late Course Selection in Autumn Term

- Late course change and administration period is between
 - 5pm **Friday 11 October – 5pm Friday 18 October (PG)**
 - 5pm **Monday 14 October – 5pm Monday 21 October (UG)**
- UG Late Course Change forms
- PG via LFY Course Choice System

Winter Term Course Selection

- **10am Monday 20 January – 5pm Friday 31 January 2025**
- 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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Clash Approvals and Class Change Requests

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

Course Selection and Timetabling Guidance Materials

Student Guides and FAQs (on the [student webpages](#)):

- UG Student Guide
- PG Student Guide
- UG FAQs
- PG FAQs

Staff Guides ([course selection guidance materials](#) for 2024/25 - *worth bookmarking this page!*):

- Part I Be Prepared & Manage Expectations
- Part II "How to" for staff working with UG
- Part II "How to" for staff working with PG
- Permissions App Guide
- Queuing System Demo
- Staff Checklist (in Excel format so that you can download and customise to your specific circumstances)

Course Selection and Timetabling LFY Secure and Maintain Project Update

LSE For You changes for 2024/25:

- Academic Mentors and Department Tutors now have the ability to accept/reject half units separately within unlisted course requests.
- Student-facing text and signposting links within the LFY course selection apps have been reviewed and amended for improved clarity and accuracy.
- Multiple back-end technical changes to improve the stability of the Graduate Course Choice app.
- Improvements to the (rarely used) option for departments to put programmes 'on hold' during course selection.

LSE For You operating hours during course selection 2024/25:

- LfY will be available for extended hours during the course selection periods: 07:00 - 23:59 seven days per week (07:00 – 19:00 Mon-Fri outside these periods).
- Dates for the next two sessions when the extended hours will be in place:
 - Autumn Term 24/25 : 10am, 03/09/2024 - 5pm, 16/10/2024
 - Winter Term 24/25 : 10am, 20/01/25 – 5pm, 05/02/2025



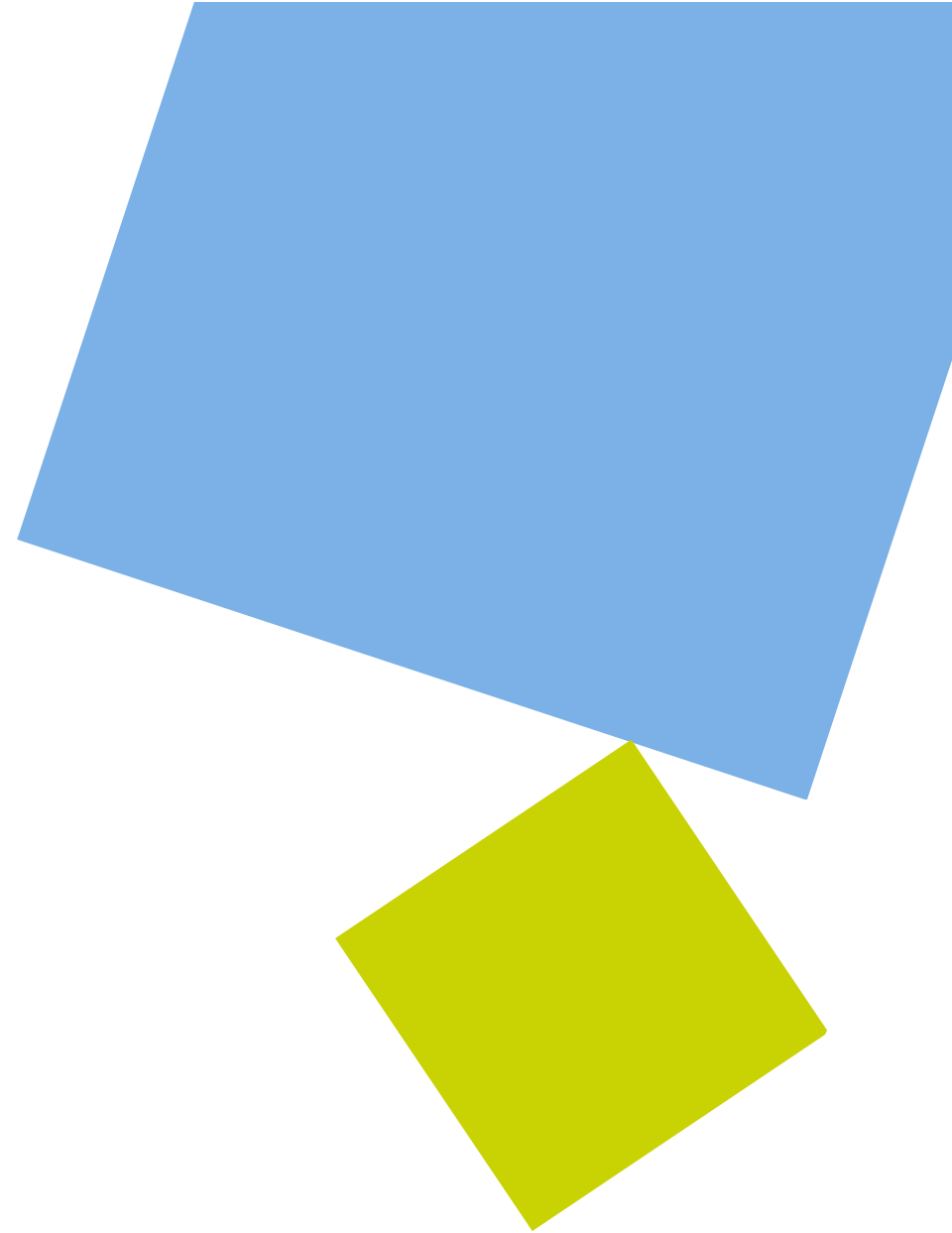
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Questions about Course Selection and Timetables



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Next steps





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Stay in touch!

welcome@lse.ac.uk

