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<u>Making Initial Bookings</u>

Key changes for students

Accommodation system shows each student the accommodation that suits their requirements, and is still available to book – no need to stipulate 1st, 2nd, 3rd choice

Students receive confirmation of their provisional booking in real time – no 28 day turn around time

No waitlist in operation – 1st come, 1st served booking process, triggered by the student accepting an offer to study at LSE

Disability & access requirements disclosed at any point in the admissions and accommodation process will be stored and shared between Admissions, DWS and Residences as appropriate – students not asked multiple times for the same information

Submit relevant documents (e.g. medical certificates) via the accommodation system

Early arrival packages to be available to all students – limited time frame and hall availability to enable better student experience

Key changes for operational staff

No manual processing of accommodation application forms

Enhanced integration with SITS to create better information sharing between divisions Staff able to devote expertise to the applications that require it

Discussion points

Are there any types of students that would be disadvantaged by this online 1st come, 1st served approach?

This process aims to automate the searching and booking process as much as possible. This means we need to provide clear information online to allow students to book the right accommodation. Outside of the usual (room type, cost, location etc), what are student's considerations when selecting accommodation?

<u>Confirming Bookings</u>

Key changes for students

Welcome information for students to be presented in the portal for students to be able to return to

Possibility to enhance the format and type of welcome information, e.g. videos from wardens etc

As cancellations come in, the system will generate alerts to students who have signed up for them regarding late availability

Key changes for operational staff

Auto cancellation of students who have not met the requirements, and who decline their offer to study

Increased focus on pre arrival communications / information – increasing the variety of formats and types of information to increase engagement and meet student expectations

Reduction in manual allocation of students to rooms

Discussion points

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What sort of information is useful for students to receive to help them prepare for check in?

What frequency of communication is best?

How should this information tie in with other communication being sent by the school at this time?

Check In

Key changes for students

Bookable arrival slots – tailored feel to the arrival process

Giving / updating emergency contact details prior to arrival speeds the check in process

Timetable of welcome events running throughout check in day to help reduce potential isolation once check in is complete (opportunities to leave the room and mingle)

Key changes for operational staff

Bookable check in slots to help with queue management – spreading the arrival of students across the day

Increased focus on timetable of welcome events – assistance from e.g. student helpers may be required

Discussion points

The aim is to arm students with as much information as possible and gather as much information from them as possible up front to streamline the physical check in process. What sorts of information is useful to students to help with this?

What sort of information could be sent in the immediate run up to check in? (e.g. "The weather is set to be rainy on your check in day - don't forget your umbrella!")

This may be the student's first real world interaction with LSE. What sort of welcome activities could be scheduled to help create a great first impression? (Practical and relevant to a seamless check in experience is highest priority, "WOW! LONDON!" is a nice to have)

How best should we manage the arrival process for students who arrive early? The "full" student experience does not begin at that time – may be located alongside commercial guests, and may have to change rooms for term time accommodation. How do we welcome students efficiently and provide a coherent experience?

Student Support: No Shows

Key changes for students

Communications held in the system, so student can access details in one place

Students able to amend their expected arrival date in the system

Key changes for operational staff

Communications and case management held in the system, so staff can access details in one place

Time savings for staff as communications and cancellations are triggered automatically

Discussion points

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The liaison between Residences, Student Services and academic departments is still anticipated to be outside of the system, as cases are unique and perhaps sensitive in nature so require discussions between experts in each area. However, what information might be automatically shared between these departments / divisions via systems to make sure staff have all the information they need at a very busy time of the year?

What sort of welcome information / events should we put on for late arrivals? ("Late arrival checklist")

Student Support: Non Registered Students

Key changes for students

Communications held in the system, so student can access details in one place

Key changes for operational staff

Communications and case management held in the system, so staff can access details in one place

Time savings for staff as communications and cancellations are triggered automatically

Discussion points

The liaison between Residences, Student Services and academic departments is still anticipated to be outside of the system, as cases are unique and perhaps sensitive in nature so require discussions between experts in each area. However, what information might be automatically shared between these departments / divisions via systems to make sure staff have all the information they need at a very busy time of the year?

What support / information can we provide to students who have not registered?

How could we coordinate non-registered communications to provide unified approach from LSE?

Student Support: Incident Management

Key changes for students

Communications held in the system, so student can access details in one place

Key changes for operational staff

Communications and case management held in the system, so staff can access details in one place

Discussion points

The liaison between Residences, the disability & wellbeing service and departments is still anticipated to be outside of the system, as cases are unique and perhaps sensitive in nature so require discussions between experts in each area. However, what information might be automatically shared between these departments / divisions via systems to make sure staff have all the information they need?

What support / information can we provide to students who are involved in incidents?

Room Swaps

Key changes for students

Being able to search for room swap candidates in a forum as opposed to using facebook, word of mouth etc

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Receiving an official amendment to the contract

Key changes for operational staff

Generating and logging changes to the contract, to avoid misunderstandings / challenges down the line

Discussion points

What reasons might there be to discourage room swaps? (E.g. not allowing them to happen in exam season, students must have lived there for x weeks before they can swap)

Are there departments outside of residences that should be alerted of the room swap?

What level of induction might students need on arrival at a new residence?

Check Out

Key changes for students

Enhanced / more regular reminders generated from the system to prepare for departure

Key changes for operational staff

Communications and departure details held in one system

Discussion points

In addition to vacation time and future year bookings, what other LSE services could be promoted at check out?

What activities will help for a seamless check out experience?

Could / should we tie in a feedback mechanism to the check out process?

What other events are happening for students at this time that should be taken into account?

How should this information tie in with other communication being sent by the school at this time?

Early Departure

Key changes for students

Student registration status (withdrawn, interruption) will be fed into the system, automatically triggering early departure communication for the student

System will automatically generate check out date reminders to students to make clear the room must be vacated

System will automatically generate room re-sell updates for students to keep them informed of progress

Key changes for operational staff

Using the trigger from SITS to start early departure comms means we are able to begin early departure preparations and resell sooner

Discussion points

How early counts as early, i.e. if a student wants to leave 1 week early, do we still need them to go through the process of filling out a form?

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What level of pastoral support / communications are required at this point?