

Advice centre update 28th May 2015

Introduction

With the Easter break and exams the main priority for students it has been a relatively quiet time for the advice centre this has allowed us to reflect a bit and to plan projects and promotional ideas for the future.

The busy period of appeals season is around the corner and we are currently planning for that. It's hoped we can promote our academic advice more during this period to ensure students are getting the support when wanting to appeal.

Cases

Total number of cases for the period 19th March 2015 until 28th May 2015 is 26 cases this is a relatively low number. College closure, Easter holidays and exams have probably all contributed to this.

Housing

Deposit 2

Mediation 3

Eviction 1

Total 6

Money

Debt to college 3

Council Tax 2

Funding 3

Total 8

Legal

TFL 1

Insurance 2

Total 3

Academic Appeals

Representations 3

Withdrawal 2

Total 5

Complaints

Department 4

Total 4

Academic Appeals promotion

The Advice Centre is currently planning its promotion strategy for promoting the support we offer students when launching an academic appeal. We are currently liaising with marketing to develop a promotional plan which will be implemented including tweets and various promotions.

Operational excellence meetings

The adviser has had 2 meetings with the head of student finance in the college regarding the college increasing support for students who are finding themselves in debt and offering more support to them. They want to include the Union in any changes they make. The Advice Centre currently offers a comprehensive debt counselling service to students.

Social Media

The college are currently developing a social media guidance document for students. The education and welfare team have been asked to comment on this and anything that needs to be reported will be reported back to this board.

Masters course complaints

We have recently been working on some master's course complaints specifically in the business school. This has brought up an interesting debate about the way in which the college sell their courses to prospective students and what they promise to students before they start. The Union are aware of guidance on this through the CMA and will be using these in arguments with the college.