

Frequently asked questions regarding the University re structuring

- How can students access information regarding the re structure?

Information is available on the Glyndŵr University Student internet pages, Proposals for Administrative Restructuring, at:

<http://www.glyndwr.ac.uk/Studentsupportservices/en/Studentinformation/News/Name,16872,en.htm>

- Will tutors be moved from their current offices?

At the moment, there are no general plans to move members of academic staff from their offices

- Will there be a new procedure for handing in assignment because of the new structure?

Your present method for handing in assignments will continue, but you will hand them in to a different location:

Assignments for postgraduate programmes will be handed in to Room C130

Assignments for undergraduate programmes will be handed in to Room B14

If you currently submit your assignments electronically, you'll continue to do this

- What systems will be in place to ensure consistency in terms of support for undergraduate and post graduate students?

Staff in the new Student and Programmes Centre (SPC) offices will work together to ensure that all procedures are consistent and that best practice in terms of student support is shared. There will be staff team meetings to support this process

- Will assignments be handed in electronically from now on?

Your present method for handing in assignments will continue. As the University looks at new methods of working, it may be more common for assignments to be submitted electronically, but this will depend on the nature of the work

- How will the new schools be run and will they be run by the same people?

The new SPC Offices will be run by teams of staff, headed by School Registrars, Louise Medlam (School for Undergraduate Studies) and Katie Swift (Graduate School). Your programme will be looked after by a team of staff reporting to a Senior Programme Administrator.

Information on the staff who will be looking after groups of programmes will be made available on the web site.

The staff from the current School Offices will be working in the new offices, but they will be in different roles. Therefore your queries will not necessarily be answered by the people who answered them in the past.

- How can the University ensure students do not lose the current levels of support?

Staff will work together to develop consistent practices and share good practice to ensure that you continue to get a high standard of support. They will also share information and experience so that there is consistency in dealing with programmes

- Will the re structure lead to there being less administration support within each school?

Administrative support will be provided from a single office for undergraduate students and a single office for postgraduate students in future. This will enable the administration to provide cover when a member of staff is absent and will mean that procedures can be operated more efficiently. You should continue therefore to receive a high level of support

- How quickly will student's concerns be answered?

The counters in the new offices will be open from 9.00am to 4.00pm each day, except Tuesday when they will open at 10.00am and remain open until 7.00pm, to provide a service for students studying in the evening. Every effort will be made to deal with student queries and concerns as they arise. If this is not possible, we will tell students when we will be able to deal with their queries

- How much will tutors be involved in the new student centre?

The office staff will continue to work closely with tutors both within the centre and the subject areas. The tutors will continue to work from their own offices, not from the Student and Programmes Centre