

Subject:

Student Experience Bulletin - 8th Edition

Student Experience Bulletin

May 2025

Update from Chris Shelley

Hi everyone

Welcome to the latest Student Experience Bulletin. I hope you find these updates a useful way to keep up to date on things across the directorate, I know I certainly do.

You will no doubt be aware that this year's Staff Survey is open and you will have received an email inviting you to complete it. It should take less than 10 minutes and as always the feedback we get from the survey will be very valuable to us in understanding how we can support you better as staff members. We are aware that there is a lot going on at the moment and it can be hard to find time for filling in surveys, but please do try. We run the survey every year so we can keep a close eye on the key issues and even in a year such as this when there is a lot going on we still need honest feedback from you.

I also wanted to flag some news you may have missed, that QM have been shortlisted for a [What Uni Student Choice Award](#) in three categories: Student Life, Postgraduate and Students' Union. The shortlist is created entirely by student votes, and the overall positive experience reflects much of what we do and support as a directorate, so everyone should feel proud of the nomination. The Awards are on May 21st.

Thanks
Chris

Welcome to:

Library Services



Jon Nicholls – Digital Asset specialist

Georgina Marchlewski - Acquisitions Coordinator

Registry Services

Jay Line - Examinations and Awards Manager



Guy Griffin - Research Degrees Assistant



John Youngs - Research Degrees Assistant

Nadia Chowdhury - Student Records Administrator

Norman Riley - Academic Model Officer

Daniel Lernihan - Deputy Head of Data Quality and Registry Processes

Lidiya Ivanova - Immigration and Exams Administrator

AskQM Team – Further details below

Events/Projects

Registry Services

AskQM successful go live on 7 April - Within the first week, approx. 90% of staff had logged in to AskQM. Students are raising enquiries via the AskQM portal and are approaching iQ East Court and the pop-ups that were put in place for the launch of the new service. A second round of recruitment is underway.

For more information for staff about AskQM and the Frontline Team, please see our webpage:

<https://www.qmul.ac.uk/registry-services/askqm/askqm-frontline-team/>

Careers and Enterprise

The Aspire team within Careers and Enterprise has been shortlisted for "Employability Team of the Year" at the AGCAS Awards for Excellence! This recognition reflects the incredible work happening across all teams under Aspire, with fantastic support from the wider organisation. Aspire is Queen Mary's career development programme, consisting of work experience opportunities designed for the different stages of student's career journeys. We're honoured to be recognised in one of the most competitive and prestigious awards in the sector!



Student Wellbeing

- Advice and Counselling and Careers and Enterprise will be delivering a joint project to help support international students transitioning to work in the UK. The project has proved extremely popular with students, and we hope to be able to build on this further going forward. For further information see: [Transition to work after studies – international students sign up now!!](#) Contact **Rachel** (r.hacking@qmul.ac.uk) in ACS or **Rhianna** (r.skeates@qmul.ac.uk) in Careers if you have any questions.
- The Welfare Advice Team's weekly [money advice blogs](#) continue to be widely shared via Queen Mary's student newsletter and other services such as Residential Welfare. Recent examples include:
 - [Exams, ECs and interrupting – an overview](#)
 - [Council Tax – top tips](#)
 - [Financial support options](#)

Please do cascade to students your teams may be working with. If you have any ideas for content, or you would like to feature in the blog as a guest editor, please contact h.norbury@qmul.ac.uk.

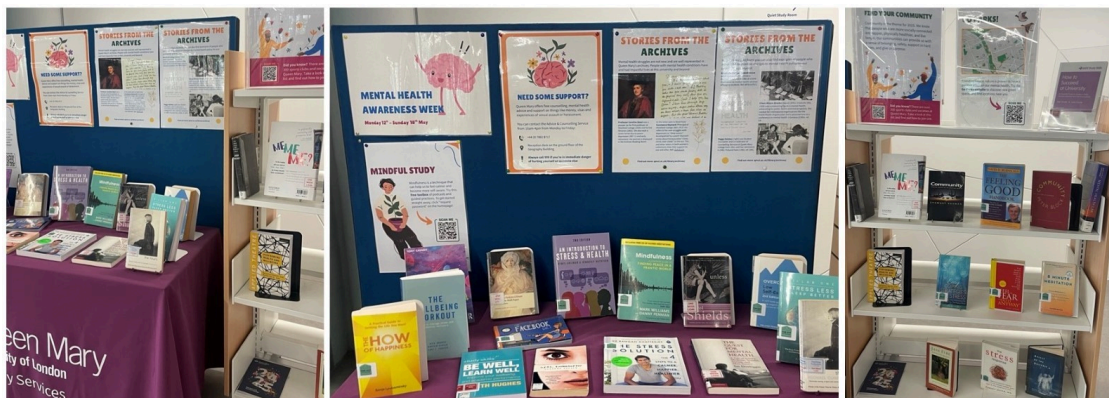
- QMUL has signed up to the Disabled Student Commitment. We signed up in March and we're one of the first Russell Group universities to do so.

[PDF Disabled Student Commitment letter from Queen Mary Colin Bailey signed March 2025.pdf](#)

Library Services

- Library Services are pleased to announce that the revised Gate 2 Business Case for our new Library Services Platform has been approved. Following the approval, we have now gone live on the tender portal, and all six suppliers on the APUC framework have been invited to tender for a new Library Services Platform. Over the next few weeks, our panel will be evaluating the quality of the tenders and compiling a shortlist. Watch this space for further updates!
- Library Services' book display for this month is centred around Mental Health Awareness, to mark the occasion of [Mental Health Awareness Week](#). Our reading list for this month is also linked below:

[Mental Health Awareness - Reading List](#)



- Progress on our new Centre for Digital Collections is underway at Mile End Library! The Centre for Digital Collections will operate as a dedicated Digitisation and Photography Studio, established to create high-quality digital assets of Queen Mary Library's Archives and Special Collections. By creating digital surrogates of our collections, we aim to reduce physical handling and potential damage to these collections, while enabling wider access for researchers, students, and our audiences further afield. Alongside this, we are procuring a Digital Asset Management (DAM) system and a digital preservation solution to ensure that the assets we create remain secure, accessible, and protected against file degradation and becoming obsolete. These systems will not only help us manage and retrieve our digital assets but will also help safeguard them for the future. Finally, we plan to launch a virtual platform to exhibit our collections online. Both in temporary and permanent digital exhibitions, enhancing public engagement and interaction with our collections.
- We are pleased to say that Library Services have submitted our [Customer Service Excellence](#) (CSE) pre-assessment to the assessment body. Reflecting on our service as a whole, and everything we do for our users, has been an incredibly uplifting experience. The process has also highlighted a few areas where we

can strengthen our approach, particularly around how we handle customer feedback. Work is already underway to explore improvements in this area. We will receive the pre-assessment feedback indicating areas where we are compliant, non-compliant, or partially compliant with the CSE standards. This will guide us in preparing for the formal submission, after which assessors will visit and observe our service in person.

Special Mentions Congratulations to:



Rebekah Shaw who is now the permanent Counselling Manager in Advice and Counselling Service.

We had three staff all nominated for the Student Support Award at the QMSU Education Awards last night, **Heather Tilley** from DDS, **Jazz Kandola** from Careers and Enterprise and **Rachel Hacking** from Advice and Counselling. Congratulations to all of them for this recognition!



Rachel Hacking, ACS Senior International Student Adviser. Rachel won **Support Staff Member of the Year** at the QMSU Awards.

Opportunities:

Aurora Women's Leadership Development Programme – Testimonial

I was honoured to have taken part in the 2024/2025 cohort of Aurora and found it invaluable. It gave me opportunity to reflect on my management experience and shape my aspirations for leadership.

Through attending the brilliant sessions delivered by inspirational women in leadership, discussions with my peers and my mentor, I have come to better understand my strengths and weaknesses as well as take on challenging and difficult decisions or cases in my line of work. The meaningful discussions in the session break out rooms and Action Learning Sets have helped with peer support, advice and guidance prompting solutions collaboratively. Thank you QMUL for this fantastic opportunity'.

Suzanne Marsh, Immigration Compliance Officer. Registry Services.

Updates: SE Committees

Wellbeing and Social Committee

Planning Underway for Student Experience Summer Conference & Social Event

We're excited to share that planning is underway for this year's **Student Experience Summer Conference and Social Event**, taking place on **Wednesday 10 July, from 11:00am to 4:00pm**.

Colleagues who have recently joined are encouraged to check their calendars to ensure they've received the invitation for the Summer Conference (11:00am–12:00pm). Please save the date for the afternoon session, which will include lunch and social activities.

More details to follow soon!

EDI Committee

Progress Report Student Experience EDI Action Plan 2024-25

1. **Bullying and Harassment Toolkit**

- HR have developed a new Bullying and Harassment Toolkit for managers. The resource is designed to provide guidance to managers on how they can prevent and respond effectively to bullying and harassment, with three main sections:
 - Setting clear behavioural expectations
 - Encouraging recognition of bullying, harassment and sexual harassment
 - Addressing bullying, harassment and sexual harassment when an incident is raised

2. **Equality Impact Assessments**

- The Senior Leadership Team has now identified suitable activities/processes for individual departmental Equality Impact Assessments to be undertaken on. Departments have until 31st May to complete one for their area

3. **Review of Student Experience HR Data**

- One of the key outputs of the EDI Action Plan was to identify priority areas related to staff progression, with an annual publication of these priorities. A process is now in place to request a data report from HR which provides the number of staff who have progressed through grade increases on an annual basis for review.

and last but not least...

Many congratulations to **Will Munro** from the **AskQM** Frontline Team who ran the London Marathon, raising over £1,700 for Alder Hay Children's Charity. Well done, Will!



**Please contact your team contributor if you have news to share.
Feedback to Jane Wright, Operation's and Improvement.**

Jane Wright

Directorate Administrative Officer
Operations and Improvement

Student Experience
Queen Mary University of London
Mile End Library
Mile End Road, London E1 4NS
Tel: +44 (0)20 7882 3875

Email: j.wright@gmul.ac.uk

My work days are Monday to Thursday

