Do we miss the queues?

Managing the student experience using online enrolment and module selection

Janet Cormack
Head of Student Records
Cardiff University

31,000 students
9,000 student cards issued each September
15,000 registration confirmations

Hands up

- Who has worked in their current institution for less than three years?
- Who thinks administrative processes in their institution never change?

Enrolment: The Old Way

- Student sent green enrolment form in the post to capture address details and any missing HESA information;
- Student given a time slot to go to Sports Hall with green form;
- Joins very long queue;
- Gets to a temporary member of staff who swops the enrolment form for a programme of study form;

- If programme of study form has a red dot on it, student joins another long queue to meet a member of the Finance department;
- If not, student to proceed to school enrolment in another part of the campus;
- After school has confirmed programme of study, the student is given the yellow sheet to take to the Students' Union to collect student card;

- The enrolment form and the confirmation of study forms are returned to Registry where staff spend the next couple of weeks transferring the information on to the Student Record System and notifying Student Finance bodies of changes to programme.

Timeline

2007	• Online enrolment but module selection on paper
2008	• online registration and continuing students can select and amend modules online new students' module selections and any changes to programmes done on paper
2009	• All module selections and programme changes done online. Student record directly links through to school enrolment information
2010	• Schools given online tasks to manage student attendance and engagement including closing down the records of no-show students
2011	• Closing down of no-show records transferred to student records
2012	• Students encouraged to amend own password
2013	• User names issued as part of the applicant process

cardiffstudents Follow

3 months ago · Cardiff University Students' Union

This is Emily. She's one of our very friendly Welcome Crew. They're here to help you find your way around the Students' Union and your Halls. Come say hi. #cufreshers13

greggs95, **traceybishop869**, **srwalshh** and **12** others like this.

vardaan

Remembering my freshers week in sept 2006! Crazy how long it's been!!

Leave a comment...

Getting feedback on enrolment

- Actually quite difficult to get feedback from students if it has gone well;
- Online Questionnaire for all first students: ‘Project Q’;
- First year Student Learning Experience project;
- Focus groups with students;
- Feedback from staff.

“I got my id card and bank letters on my second day in Cardiff. I couldn't have been happier”.

“I had no problem at all, I was satisfied with how everything was managed.”

“My enrolment went very smoothly so I cannot see how it could have been improved.”

“It was very organised, we were given all the relevant materials on arrival and enrolment was quick and ran smoothly.”

“Long queue waited for enrolment. And totally awful photo in my student's card.”

“The collection of cardiff university identity card was a very slow process, possibly if there were two queues, one for international students and one EU students it would have made the queue move faster, since it appeared that checking international students visas caused a slight bottleneck.”

I generally do not feel that there is room for improvement in this area, due to the common knowledge of the long wait to pick up student cards. However, the people there were helpful in informing people which line to go into and what forms were needed.

- “Feedback from our students indicate that there were no issues with [online enrolment] task.” *Journalism*
- “Never before have so many of our students enrolled before arriving, so system must be working!” *Postgraduate medicine and dentistry*
- “I had no problems at all during enrolment time this year. I found SIMS worked well and saved the School a lot of time.” *Optometry*
- “It seemed that all or almost all students arrived at School enrolment having already done their registration and fee payment. There were no students who requested help with this”. *Physics and Astronomy*

Issues

- Sense of anti-climax and isolation for some students;
- Students wanting some form of direct contact;
- Students less likely to meet up with someone going to the same school enrolment;
- Coping with emails – that sinking feeling that you're loosing the battle once you hit 1,000;
- Increased expectations that everything can be resolved with same day service.

Cultural change for school

- Previous model had meant that Academic Schools had waited until central enrolment was complete before arranging any activities;
- Use of Welcome Packs was patchy so the assumption was that centrally provided information would be sufficient until student arrived in Cardiff;
- All student questions from ‘What should I read over the summer’ to ‘Does Cardiff have an Argos?’ were dealt with centrally.

- Schools must provide a link to a web page which will be active from 1 August (which often includes suggested reading);
- Most schools now start first year activities on the Monday and have them spread more evenly throughout enrolment week;
- Introduction to IT sessions can be more subject-specific as students will already have accounts and access to the VLE.

School enrolment information for September 2013

We look forward to welcoming all new students starting at the School this September. For those of you returning for another academic year at Cardiff, we hope you are looking forward to starting the new semester as much as we are.

Here you will find all the information you'll need for enrolment. As we finalise the enrolment schedules more information will be available from this page.

General points of contact

For all general enquiries please contact the School Office:

Tel: +44 (0)29 2087 4812

Fax: +44 (0)29 2087 4598

Email: office@cs.cardiff.ac.uk

The School Office is usually open from 9:00am- 12:30pm and from 1:30pm-4:30pm, Monday to Friday. Outside of these hours a telephone answering machine is available to take messages.

Undergraduate degrees

Enrolment dates for all degree programmes are set out below.

Year 1

All students beginning year 1 Business Information Systems, Computer Science (including with High Performance Computing, Security and Forensics and Visual Computing), Software Engineering and Joint Honours Computing & Mathematics will enrol on Monday, September 23.

Timetable for the day (updated 12 July)

Year 2

Students beginning year 2 (including direct entry) Business Information Systems, Computer Science (including with High Performance Computing, Security and Forensics and Visual Computing), Software Engineering Joint Honours Computing & Mathematics and Computer Systems Engineering studentswill enrol on Wednesday, September 25.

Timetable for the day (updated 27 June)

Year 3 (including year 4 MEng students)

Business Information Systems, Computer Science (including with High Performance Computing, Security and Forensics and Visual Computing), Software Engineering, Joint Honours Computing & Mathematics and Computer Systems Engineering students will enrol on Tuesday, September 24

Timetable for the day (updated 27 June)

Postgraduate degrees

New MPhil and PhD students

New PhD students will be contacted individually by the School with details of the School *Enrolment and Welcome programme*.

All taught MSc students

School enrolment and induction takes place on Thursday 26 and Friday 27 September, 2012.

Timetable for the day (updated 31 July)

Preparatory reading

In addition to enrolment timetables preparatory reading lists will appear here shortly.

- reading for MSc Computer Science
- reading for MSc Compuing
- reading for MSc Computing and IT Management
- reading for MSc Information Security and Privacy

Proactive communication to avoid unnecessary contacts

- Seeing their acceptance on UCAS Track was never enough – lots of phone calls of ‘I’m in – what do I do now?’
- Students were clear they wanted something physical and not all online;
- So in August, as well as a text, they are sent a ‘Welcome to Cardiff’ leaflet – essentially a campus map with an essential guide to enrolment;
- The covering letter asks them to check their email address is correct.

What to do next

Pre-Arrival

- [ ] Complete on line enrolment. You will need your username and password to do this. You will receive an email approximately 3 weeks before the start date of your course confirming you can enrol (you should have already received your username and password, if not, you will be advised of these via email). **www.cardiff.ac.uk/welcometocardiff**

  Username Details: _____

- [ ] Check the web for information on induction activities taking place in your School. **www.cardiff.ac.uk/welcometocardiff**

  Date: _____ Time: _____

  Venue: _____ Map Ref: _____

- [ ] Please read the immunisation advice and complete the health questionnaire available via; **http://sims.cardiff.ac.uk**
- [ ] If you are an international student, check out the web for useful information regarding travel arrangements, visas, welcome events etc **www.cardiff.ac.uk/welcometocardiff**
- [ ] Check that you have sorted out your accommodation and know the arrangements for arrival **www.cardiff.ac.uk/arrivalinformation**
- [ ] Check the web for information about welcome events taking place for undergraduate and postgraduate students **www.cardiff.ac.uk/welcometocardiff**
- [ ] Information on support for students with specific learning difficulties, those who are disabled and those with a long term medical condition is provided by Student Support. Please visit **www.cardiff.ac.uk/welcometocardiff**

On Arrival

- [ ] Collect your keys for your University residence. Any queries contact the Residences Office on **+44 (0)29 2087 4849**

  Key Collection Point: _____

- [ ] Collect your Student Card from the Students' Union (**map ref: 38**) between 9.30am 4.30pm on the 16th September 2013 to 3rd October 2013 (including weekend of 21st/22nd September) or from the Heath Park Sports and Social Club (**map ref: 117**) between 9.00am and 4.30pm on the 23rd 25th September 2013. You must have completed online enrolment and will need to bring proof of identity in order to collect your Student Card. International students must bring their original passport with valid visa. (Please note all students are required to collect their student card, failure to do so could result in a delay in payment of student loan or for international students this could result in you being reported as "Non Attendance" to the UK Border Agency).
- [ ] Letters to help you open a bank account can be obtained from the Students' Union (**map ref: 38**) from 16th September 2013 to 3rd October 2013 (including weekend of 21st/22nd September). You will be asked to show your Student Card in order to collect this.

Need help with on-line enrolment?

If you are experiencing difficulty completing online enrolment, staff will be available to help you in the Students' Union (**map ref: 38**) from 9.00am 4.30pm from 16th September 2013 to 3rd October 2013 (including weekend of 21st/22nd September) and also at the Heath Park Sports and Social Club (**map ref: 117**) between 9.00am 4.30pm on the 23rd 25th September 2013. Alternatively you may contact:

- Enrolment Team:
  enrolment@cardiff.ac.uk or Tel: **+44 (0)29 2087 6211**
- Finance Team:
  fees@cardiff.ac.uk or Tel: **+44 (0)29 2087 4399**

Important Financial Information

- [ ] You are required to pay tuition fees for each year of your programme and, if you are being sponsored, provide relevant evidence to the Income Section.
- [ ] Full details about options for making payment of the tuition fee are on the web at: **www.cardiff.ac.uk/fince/students**
- [ ] If you have any queries regarding payment of your tuition fees, either email **fees@cardiff.ac.uk** or telephone **+44 (0)29 2087 4399** or **2087 9262**
- [ ] The Finance Office is on the ground floor, 30 36 Newport Road and is normally open Monday to Friday from 10.00am to 4.00pm (Closed 12.30pm 1.30pm). (**map ref: 66**)
- [ ] Postal correspondence should be sent to:
  Cardiff University Income Section
  PO Box 497, Cardiff, CF10 3XR
  or faxed to **+44 (0)29 2087 4020**

Cardiff University Bank Details:

The Co-Operative Bank

Account Name: Cardiff University Tuition Fees Account

Account No: 70867011 Sort Code: 08-90-03

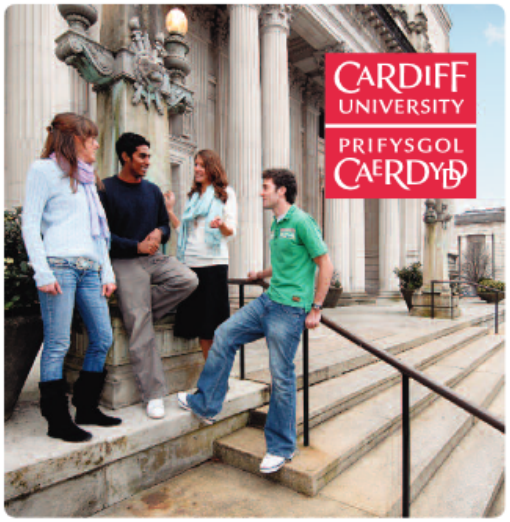
Swift Code: CPBKGB22

Iban No: GB57 CPBK 0890 0370 8670 11

Please quote your student number as a reference when making payment.

You will find all relevant information for a trouble free enrolment and welcome to Cardiff University at: **www.cardiff.ac.uk/welcometocardiff**

A large text version of this leaflet is available at **www.cardiff.ac.uk/welcometocardiff**



Welcome to Cardiff 2013

Congratulations on becoming a Cardiff University student.

This is your Step by Step Guide to getting started at Cardiff.

Follow the simple steps overleaf and you can't go wrong.

You'll find more useful information at:
www.cardiff.ac.uk/welcometocardiff

Find out more about your Students' Union at:
www.cardiffstudents.com

Cathays Park Campus (main map, left)

Heath Park Campus (below)

Key:

Cathays Park Campus

Architecture	45
Biosciences	35, 39
Business School	11
Chaplaincy	10, 26
Chemistry	39
Computer Science and Informatics	58
Day Care Services	41
Earth and Ocean Sciences	39
Engineering	58
English, Communication and Philosophy	16
European Languages, Translation and Politics	24
Finance Office	66
Graduate Centre	38
Health Centre	37
History, Archaeology and Religion	16
International Office and English Language Programmes	60
IT Services	41
Journalism, Media and Cultural Studies	45
Julian Hodge Building	14
Law	28
Lifelong Learning	42
Main Building	39
Mathematics	42
Music	23
Optometry and Vision Sciences	15
Pharmacy & Pharmaceutical Sciences	33
Physics and Astronomy	58
Planning and Geography	49
Psychology	27
Registry	66
Residences and Catering	3
Security Centre	35
Social Sciences	49
Student Support Centre	31
Students' Union	38
Welsh	16

Heath Park Campus

Dental School/Hospital	106
Medical School	110
Nursing and Midwifery and Healthcare Studies	116
Sports and Social Club	117
Student Support Centre	103

Residences

Aberconway Hall	12
Aberdare Hall	22
Allensbank House	98
Cartwright Court	4
Colum Hall	13
Gordon Hall	43
Hodge Hall	17
Roy Jenkins Hall	8
Senghennydd Court	47
Senghennydd Hall	46
Talybont North/South	5
Talybont Court	7
University Hall	2

Travel:

To Cardiff by:

Road:
www.cardiff.ac.uk/directions

Rail:
Tel: 08457 484950
www.nationalrail.co.uk

Coach services (National Express):
Tel: 08717 818181 (10p/min)
www.nationalexpress.com

Local bus service:
Tel: 0871 2002233

SATNAV:
Cathays Park Campus: CF10 3AT
Heath Park Campus: CF14 4XN

recycle

FSC

The materials used in the manufacture of this leaflet are supplied solely from sustainable forests.

access the applicant portal. Email enrolment@cf.ac.uk to have it reset

View conversation Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 30 Aug
@aLezThomson Hi, you can wait until you're in Cardiff to sort out your GP, it won't affect your enrolment, finance or ID card collection
View conversation Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 30 Aug
@alezthomson Your GP should be in Cardiff but you can go ahead and get your student card before you register with a GP.
View conversation Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 30 Aug
@aLezThomson Hi Alex, its a form sent by Student Finance. Loans should be released within 3 working days of ID card collection
View conversation Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 29 Aug
No date appearing next to "Date University notified of SLC funding application" on SIMS? Did you apply or send declaration form late to SLC?
Expand Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 29 Aug
The "Date University notified SLC of your enrolment" on SIMS online will only be updated once you collect your ID card! #cardiffuni
Expand Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 29 Aug
@RhianDunning go to cf.ac.uk/enrolment and the health questionnaire is under step 3: health advice and action required
View conversation Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 29 Aug
Think you're on the wrong programme on SIMS? Just confirm your current programme of study is correct+then you'll get the option to transfer
Expand Reply Delete Favorite More

Welcome2Cardiff @W2Cardiff 29 Aug
Miss the Health questionnaire link during online enrolment? Don't worry you can download it here: cf.ac.uk/enrolment #cardiffuni
Expand Reply Delete Favorite More

User names and passwords - a perennial problem: Some quick wins

- Don’t use 0 and O or 1 and I in randomly generated passwords;
- Base the user name on the student number;
- Incorporate security questions to re-set password in initial login;
- Issue user names and passwords to access applicant portal and applications for residences.

Student Finance 2013/4

If you have applied for student funding from the Student Loans Company (SLC), this will be transferred to your bank account, either within 72 working hours of your programme start date or the date the University notified SLC of your enrolment, whichever is the later. You must have;

1. Completed online enrolment
2. Returned the declaration from your funding application
3. Collected your Student card (new students only).

If you do not receive your funding, please check the details below for guidance.

Programme Start Date: **23-SEP-13**

Date University was notified of your SLC funding application: **17-SEP-13**

Date the university notified the SLC of your enrolment: **18-SEP-13**

Your SLC payment will be paid in the next few days, you can check your payment release date by logging into your online account and you should allow few working days for the funds to reach your bank account.

If there is no Notification date from the SLC listed above please contact the SLC on 0845 3005090. If there is no date for the university informing the SLC of your enrolment please e-mail studentrecords@cf.ac.uk or telephone 20876211.

Financial support and advice is available from the Student Support Centre at 50 Park Place, telephone 029 20874844 or e-mail studentsupportcentre@cf.ac.uk .

sims ONLINE STUDENT RECORDS

CARDIFF UNIVERSITY PRIFYSGOL CAERDYDD

My Student Record | My Applications | Logout

14th February 2014

Student Reports and Processes page

Enrolment
ACTION REQUIRED

BEGIN ENROLMENT

Programme of Study Information 2013/4

BEng Mechanical Engineering, ACTION REQUIRED: It is essential that you click on the link below to Confirm your Programme of Study for 2013/4.

Confirm Prog of Study for 2013/4

GSD Test 2013/4

Transfer Request Facility

This facility can be used to request a Programme Transfer to take effect IMMEDIATELY. Academic advice and support MUST be sought from the relevant School(s) prior to submitting a request for a transfer.

Request an IMMEDIATE Programme Transfer from BEng Mechanical Engineering to a different Programme.

This facility can be also be used to request a DEFERRED Programme Transfer, i.e. to WITHDRAW from your current Programme NOW and to start a new Programme later in the current academic year (2013/4), or to defer to the next academic year (2014/5). Academic advice and support MUST be sought from the relevant School(s) prior to submitting a request for a transfer.

Request a DEFERRED Programme Transfer from BEng Mechanical Engineering to a different Programme.

University Residences

Access the University Residences booking and management system by clicking the link to the right.

University Residences

If you have accepted a room in University residences you will need to complete an online induction before your arrival in Cardiff. Click the link on the right.

University Residences Induction

Language for correspondence / Iaith gohebu

Language for correspondence / Iaith gohebu

Correspondence from Cardiff University (from Mar08)

View Correspondence

University Bursary 2013/4

As a Home undergraduate student you may be eligible for a Cardiff University bursary for 2013-14. There is no application process as awards are given based on criteria supplied in your Student Finance application. Further information about eligibility and bursary awards can be found from the following link.

Bursary Information

Emphasise the help available

Queries: enrolment@cf.ac.uk or 029 2087 6211.
Do not press 'Next' more than once, refresh the page or press the forward / back button.

Enrolment 2013/4

This process will guide you through a number of screens which will enable you to register as a student of Cardiff University for 2013/4.

In order to register you will need to:

- Agree to abide by the University regulations;
- Check/update and confirm your personal data;
- Make arrangements to pay your tuition fees.

If you have any difficulties in registering as a student please contact enrolment@cardiff.ac.uk or telephone 029-20876211 (9.00am-5.00pm Mon - Fri).

If you have any difficulties in arranging to pay your tuition fees please contact Fees@cardiff.ac.uk or telephone 029-20874399 (9.00am - 5.00pm Mon - Fri).

Please click on the 'Next' button to continue.

Next

Keep it in bit size chunks

Queries: enrolment@cf.ac.uk or 029 2087 6211.
Do not press 'Next' more than once, refresh the page or press the forward / back button.

Name and Date of Birth

If any of the details regarding your Name or Date of Birth are incorrect **please continue with enrolment**. Once you have completed enrolment, please contact Registry if these details are incorrect.

Student Number:	1319545
Title:	MR
Name:	Sample Student
Date of Birth:	30/Mar/1995

If you have a preferred name which you would like to be used for informal correspondence please type it into the box below.

Preferred Name:	SAM

Next

Reduce the clicks

Queries: enrolment@cf.ac.uk or 029 2087 6211.
Do not press 'Next' more than once, refresh the page or press the forward / back button.

Term-Time Address

This is where we will contact you when you **are** scheduled to be in attendance at the University. This may be different from your Permanent Home Address. **Please select the statement which describes your Term-Time Address.**

- (●) My Term-Time Address is **the same** as my Permanent Home Address
- ( ) My Term-Time Address is **different** from my Permanent Home Address

Please select the category which best describes your Term-Time accommodation.

- (●) University maintained property
- ( ) Private-sector halls of residence
- ( ) Parental/guardian home
- ( ) Own residence
- ( ) Other rented accommodation
- ( ) Not in attendance at the institution (Sandwich and language year out)
- ( ) Other
- ( ) Don't yet know Term-Time Address

Next

Reinforce the data protection messages

Queries: enrolment@cf.ac.uk or 029 2087 6211.
Do not press 'Next' more than once, refresh the page or press the forward / back button.

Personal Information

Cardiff University is required to collect the following information by the Higher Education Statistics Agency. It may also use this data for its own internal reporting. Please note that an answer must be provided to each question.

Disclosing a disability can be a difficult issue and therefore you may not have told us about your disability, medical condition or specific learning difficulty when you applied. By telling the University about your disability and related needs we can make reasonable adjustments to ensure that you can access your course. If you have not already told us about a disability and would like to do so or discuss what telling us would mean and the support available please contact the Disability and Dyslexia Service on 029 2087 5363, email disability@cardiff.ac.uk or visit www.cardiff.ac.uk/dyslx .

What is your Gender?	Male
What is your Nationality?	United Kingdom
Do you have a disability?	No known disability
Are you a Welsh speaker?	I am not a Welsh speaker

Next

Be aware of those tricky words for second language speakers

Queries: enrolment@cf.ac.uk or 029 2087 6211.
Do not press 'Next' more than once, refresh the page or press the forward / back button.

Optional Equality and Diversity Information

Cardiff University is collecting the following information to comply with the monitoring requirements of its Equality and Diversity Policy. Data collected will be used for analysis by the University, anonymously and without reference to individuals, and will be returned to the Higher Education Statistics Agency.

What is your sexual orientation?

- Prefer Not to Say
- Bisexual
- Gay Man
- Gay Woman/lesbian
- Heterosexual
- Other

What is your religion or belief?

- Prefer Not to Say
- No religion
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Spiritual
- Any other religion or belief

Next

Make it active – positive confirmation

Queries: enrolment@cf.ac.uk or 029 2087 6211.
After pressing 'Next' it may take up to a minute to progress to the next screen.
During this time do not press 'Next' again, refresh the page or press the forward / back button.

Highest Qualification Prior to Current Course

Displayed below is the highest qualification you gained prior to starting on your current course. (N.b. This is **not** the qualification you are currently working towards.)

Highest Qualification:	Comb GCE'A'/SQA'Higher' & GNVQ/GSVQ/NVQ/SVQ level3	**Is this correct?**	◉ **Yes** ○ **No**

Next

Confirm Programme of Study 2013/4 Queries: studentrecords@cf.ac.uk, 029 2087 6211. [Ref: 1319545_64453972 COP1 COPS140]
Do not press 'Next' more than once, refresh the page or press the forward / back button on your browser.

Confirmation of Programme of Study for 2013/4

Thank you for confirming your Programme of Study for 2013/4. Your confirmed details are listed below. If you believe that these details are not correct, please contact your School.

Programme of Study 2013/4	
Student Name / Number	Mr Sample Student / 1319545
Programme Name / Code	BEng Mechanical Engineering / UFBGMCEA
Programme Year	1
Mode of Attendance	Full-Time

Modules/Units of Study 2013/4

Module Code	Module Name	School	Level	Creds	Period	Start Date	End Date	Type
EN1032	Materials And Manufacture	ENGIN	L4	10	Spring Semester	27/01/2014	13/06/2014	Core
EN1034	Thermofluids 1	ENGIN	L4	10	Autumn Semester	23/09/2013	26/01/2014	Core
EN1038	Mechanics 2	ENGIN	L4	10	Spring Semester	27/01/2014	13/06/2014	Core
EN1039	Thermofluids 2	ENGIN	L4	10	Spring Semester	27/01/2014	13/06/2014	Core
EN1040	Electrical Technology	ENGIN	L4	10	Autumn Semester	23/09/2013	26/01/2014	Core
EN1042	Computing 1	ENGIN	L4	10	Spring Semester	27/01/2014	13/06/2014	Core
EN1043	Mechanics 1	ENGIN	L4	10	Autumn Semester	23/09/2013	26/01/2014	Core
EN1047	Communication Skills In English And Professional Studies	ENGIN	L4	10	Autumn Semester	23/09/2013	26/01/2014	Core
EN1048	Engineering Applications	ENGIN	L4	20	Double Semester	23/09/2013	13/06/2014	Core
EN1090	Engineering Analysis	ENGIN	L4	20	Double Semester	23/09/2013	13/06/2014	Core

Finish

My Student Record | My Applications | Logout

Student Reports and Processes page

Programme of Study Information 2013/4

BEng Mechanical Engineering: You have completed Confirmation of Programme of Study for 2013/4.

View Confirmed Programme of Study 2013/4

Don't forget to collect your Student Card

Click to complete Health Questionnaire

Student's Current Programme of Study Details	
Student No.	1319545
Student Name	Mr Sample Student
Programme Code	UFBGMCEA
Programme Name	BEng Mechanical Engineering
Home School	ENGIN0
Current Acad Year:	2013/4
Course Block	1
Registration Status:	Registered - Not Collected ID Card
Mode of Attendance:	Full-Time
Prog. Start Date:	23/Sep/2013
Prog. Exp. End Date:	10/Jun/2016
Personal Tutor	Professor S Evans (EvansSL6@cardiff.ac.uk)

Module Code	Module Name	Credits	Module Mark	Module Grade	Module Attempt No.
EN1047	Communication Skills in English and Professional Studies	10	Not available	Not available	1
Assessment Title			**Weighting**	**Mark**	**Assesment Status**
PDP folder			40%	-	Mark not entered
Module evaluation			5%	-	Mark not entered
Communication Skills			10%	-	Mark not entered
Presentation			30%	-	Mark not entered
Report			15%	-	Mark not entered

Module Code	Module Name	Credits	Module Mark	Module Grade	Module Attempt No.
EN1032	Materials and Manufacture	10	Not available	Not available	1
Assessment Title			**Weighting**	**Mark**	**Assesment Status**
CLASS TEST			10%	-	Mark not entered
MATERIALS AND MANUFACTURE			90%	-	Mark not entered

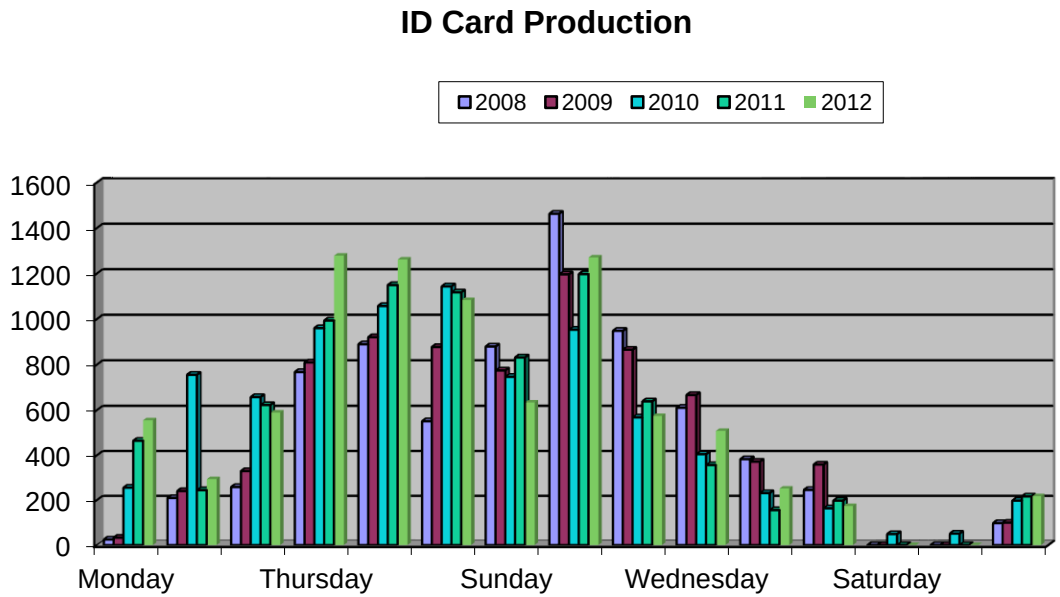
Module Code	Module Name	Credits	Module Mark	Module Grade	Module Attempt No.
EN1038	Mechanics 2	10	Not available	Not available	1
Assessment Title			**Weighting**	**Mark**	**Assesment Status**
CLASS TEST			10%	-	Mark not entered
MECHANICS 2			90%	-	Mark not entered

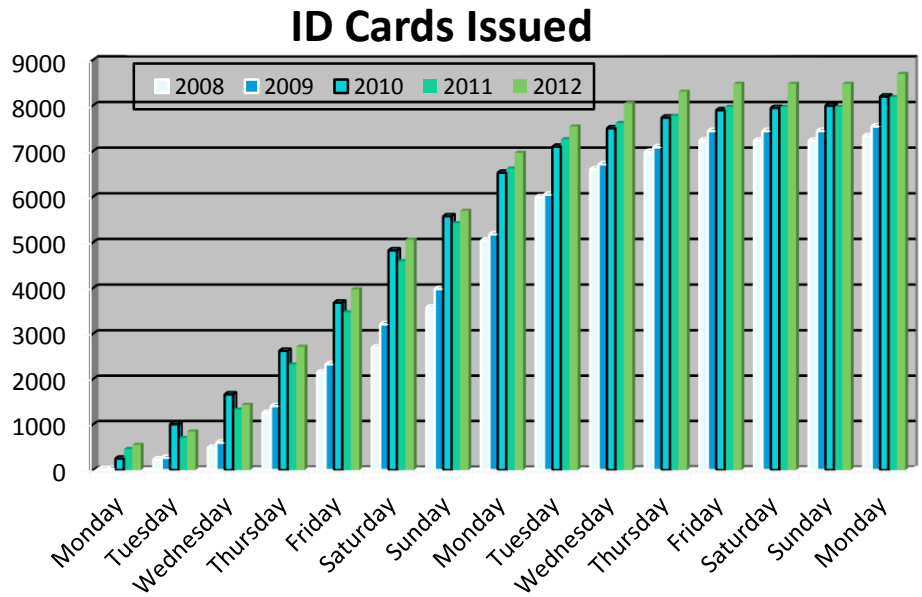
Module Code	Module Name	Credits	Module Mark	Module Grade	Module Attempt No.
EN1039	Thermofluids 2	10	Not available	Not available	1
Assessment Title			**Weighting**	**Mark**	**Assesment Status**
CLASS TEST			10%	-	Mark not entered
THERMOFLUIDS 2			90%	-	Mark not entered

Those queues

- We still have them but limited to:
  - Student Card
  - Freshers Wristband.

- However fairly predictable when queues will be at their longest ….
- and we use social media to direct students to quieter time slots


ID Card Production
2008
2009
2010
2011
2012
1600
1400
1200
1000
800
600
400
200
0
Monday
Thursday
Sunday
Wednesday
Saturday


ID Cards Issued
2008
2009
2010
2011
2012
9000
8000
7000
6000
5000
4000
3000
2000
1000
0
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Monday

We've stuck to the low-tech to measure queue length!

	Time given to student	Time card given to operator	Time elapsed
16/09/2013	10:55	10:58	00:03
17/09/2013	09:50	09:54	00:04
17/09/2013	13:30	13:36	00:06
18/09/2013	10:35	10:49	00:14
18/09/2013	13:05	13:47	00:42
19/09/2013	10:41	12:06	01:25
19/09/2013	12:10	13:58	01:48
19/09/2013	15:01	16:07	01:06
20/09/2013	10:00	10:10	00:10
20/09/2013	11:35	12:02	00:27
20/09/2013	12:45	13:53	01:08
20/09/2013	15:40	16:09	00:29
21/09/2013	09:50	09:58	00:08
21/09/2013	12:30	12:49	00:19
21/09/2013	15:20	15:36	00:16
22/09/2013	10:10	10:15	00:05
22/09/2013	12:10	12:20	00:10
23/09/2013	10:15	10:21	00:06
23/09/2013	13:20	13:41	00:21
23/09/2013	15:10	15:26	00:16
24/09/2013	10:30	10:36	00:06
24/09/2013			less than 10 mins
25/09/2013			less than 10 mins
26/09/2013			less than 5 mins
27/09/2013			less than 5 mins

emmashillabeer Follow

3 months ago

Hard day working enrolment! @cardiffstudents #CUfreshers13 wahaoooooo WE LOVE CARDIFF! Get involved!!!!!

helenbkhill, **maxsharris** and **ppppxxxx** like this.

Leave a comment...

Keys (not secrets) to our success

- Enrolment Working Group – always planned thoroughly but a standing group bringing together all stakeholders keeps everything together;
- Commitment from Students' Union;
- Analysing patterns in questions from students to refine communication;
- Emphasising linkages between accurate programme records as a single source of information throughout the year.

And finally from a second year student:

“It's nice how Cardiff uni enrolment doesn't just assume I haven't changed ethnicity in the past year” (Twitter 30 August 2013)