

Registry Services – Student Process Update

Welcome to the Student Process Update – November 2017

Welcome to the November 2017 issue of the Student Process Update blog.

Key updates in this month's issue include:

- [SITS Upgrade – Preparing for 2018](#)
- [International Student Registration](#)
- [Module Selection – new students](#)
- [Module Selection – Flagging and Diet Setup](#)
- [HESA Student Return 2016/17](#)
- [Directing Alumni Queries](#)
- [Assessment Journey Programme \(AJP\) – Common assessment enquiries](#)
- [New Student View launch is now LIVE](#)
- [Enhanced Curriculum View](#)
- [New SITS Module Record Training via Blackboard](#)
- [Student Process Training – course dates November/December](#)
- [Free Masterclass webinar – Transgender and the Law](#)
- [Student Personal Details Check update](#)
- [Hints and Tips – Updating a student's Official Name](#)

This blog is written by staff in Registry Services and circulated every month to all SHU staff with an enabled SITS:Vision (SITS) account (around 3000 staff). The aim of the blog is to keep you up to date with any new initiatives, changes to student systems and processes and also lets you know where you can get support.

Information about student process training, how to get an SITS account etc. is available via the [Using SITS/SITS Online](#) page on the Heading Bar, there is also a [Hints and Tips](#) page which lists all the previous topics.

If you no longer wish to receive notifications about this blog you can unsubscribe from the '+ SITS Users – Subscribed' mailing list by updating your preferences via the Unsubscribe from student process related emails option on the [SITS Online](#) homepage. You will still have access to the blog and will receive notifications about SITS system downtime/issues such as the SITS annual upgrade which takes place around Easter each year.

SITS System Update

SITS Upgrade – Preparing for the 2018 Annual Upgrade: The SITS Upgrade (9.5) Project was formally kicked off on Wednesday 15 November as part of the Project Initiation Meeting and agreed the proposed upgrade dates of **Friday 13 April to Monday 16 April**. All of the project papers, including the timeline and a detailed staff/student Communications Plan will shortly be available on the SITS Upgrade 9.5.0 SharePoint site. If you have any questions about the upgrade please contact [Briony Hancox](#).

SITS System Status: There are currently no issues with the system. If you experience any problems with SITS or SITS Online/My Student Record (MSR) please report it immediately to the SITS Help Service Desk on ext 4475.

System & Process – Update

International Student Registration (Corporate Event): w/c 23 October 2017: As part of our Tier 4 sponsor requirements, the University must ensure that we keep up-to-date copies of all international student's passports and visas. The corporate event took place in the Harmer Level 2 PC Lab (23-25 October) and was very successful with 915 students registered and passports and visas checked.

This event is hosted by Student Systems and Records and is only possible with the valuable support of colleagues from across Registry Services. Thank-you to everyone who volunteered and helped the events run smoothly.

Module Selection (New Students): Online module selection for new students ran in SBS from 3 November to 13 November 2017. This year, there was an increase in student engagement of over 30% on the same period last year resulting in 94.44% of students successfully making their choices online for Semester 2. The selection period went well for students and the staff involved from the Registry Services Student Administration and Student Systems and Records (SSR) teams who worked alongside colleagues from Student Services and who all contributed to this great result.

Module Selection – Flagging and Diet Set Up: New functionality has been developed in SITS Online to support the management of the module selection process and the flagging of CBOs (Course Block Occurrences) and diet set up. The following new SITS Online functions went live on Tuesday 14 November:

- Functions to manage CBO flagging for module selection
- Functions to set up module selection diets for students to select their modules online
- Functions to allow limited amendments to be made to diets during module selection
- A new diet set up tracker to keep track and view every stage of the CBO flagging and diet set up process

These functions replicate processes previously carried out in the SITS Client and therefore with immediate effect, access to DMD (Define Module Diet) will become read only for all staff except those with supervisor access to SITS. For more information about the process and information about the new Flagging and Diet Setup Tracker and training sessions please refer to the [email](#) sent to 'SITS Users – All' mailing list on 13 November.

HESA Student Return: *Summary (removed)*

This has been a very successful year, even with the usual expected but unexpected issues with the increase in apprenticeship students and extra reporting requirements for teaching students, along with some system issues.

To give a representative idea of how much of a leap forward we have taken this year, the below figures are the total number of errors we recorded over the HESA year for the past 3 years.

Table removed

This is a culmination of efforts from people across the University, the benefits of ongoing process improvements in all areas, ESCM, and the SITS Online Reports.

Thank you to everyone involved, directly or indirectly, to get us to this position, which continues to give us a more confident and stronger foundation for in-year reporting.

System & Process – New

Where to direct Alumni queries: The SITS Help team often get asked where to direct alumni related queries so with the help of the Assessment, Awards and Regulations (AAR) team please find information below which may be useful. Further information on most of the queries below can be found on the [How do I section](#) of the Alumni pages.

Award Verification

Details about our verification services can be found in the Alumni pages, [here](#), or by contacting the Certificates Team on 0114 225 441 or certificates@shu.ac.uk

- If a student is requesting a verification of their award, we can produce an official letter confirming the basic details of their course and the award they achieved. It's produced on Sheffield Hallam University letter-headed paper and is affixed with an official university stamp and the signature of the Director of Registry Services. They can order this product for £10 from [here](#).
- If an agency or a prospective employer is requesting a verification of a student's award, they need to visit the [Higher Education Degree Datacheck](#). More information about this service can be found [here](#).

References

Details about references can be found in the Alumni pages, [here](#). There are two types of references:

1. **Academic references** – these typically relate to details about the course the student studied, the mode of attendance, and the details of any award the student achieved. If a student requests one, they can order an award verification for £10 from [here](#). If an agency or prospective employer requests one, they can visit the [Higher Education Degree Datacheck](#). More information about this service can be found [here](#). Further questions about either service should be directed to the Certificates Team on 0114 225 4441 or certificates@shu.ac.uk
2. **Personal references** – these references relate to the student's abilities, character, and their attendance and engagement with their course. These reference requests should either be sent

direct to the member of staff the student has nominated, or sent to the [helpdesk of the former Faculty](#) who will then help put the enquirer in touch with an appropriate member of staff.

Results Transcript

Results transcripts detail the modules the student studied during their course, and the marks they achieved. Students can log in to My Student Record and print off their own copy from their My Results page. They can then get this stamped at their Faculty helpdesk. Alternatively, they can order a copy for £25 via the SHU Online Store [here](#). Further information about this can be found on the Alumni page, [here](#), or by contacting the relevant [Faculty helpdesk](#).

Academic Transcript

Academic transcripts are documents that accompany the award certificate. They contain details of the course of study, including the modules the student has passed. They don't show as detailed a breakdown of the student's results as the Results transcript does, and they cannot be ordered separately from the award certificate. If a student is asking about ordering a transcript, it's likely to be the Results Transcript that they're interested in, which should be directed to the relevant [Faculty helpdesk](#).

Assessment Journey Programme (AJP) – Common assessment enquiries: The Assessment Journey Programme Team have developed some guidance to answer the most common enquiries from academics in relation to changes to assessment for this academic year. This is copied below for information:

- **Bunching Report (Course view of assessment)** – In order for course teams to avoid assessment bunching, the [Bunching report](#) can be used to manually check the submission dates for all modules on a course. Guidance can be found [here](#) on how to use the report. A fix has now been applied to the report to resolve the issue with the calendar view being too small.
- **Assessment Information** – Staff will be able to view their assessment information via Curriculum View via SITS Online from 26 September.
- **Student Assessment Statement** – The Assessment Statement will be available from Friday 22 Sept and will provide students with the formal and consolidated course view of the tasks and sub-tasks that contribute to their overall award (summative). Students will be able to access the statement via My Student Record from the 'My Assessments' page and then selecting 'My Assessment Statement'. Staff can access any students statement via SITS online from the 'Module Delivery and Assessment Page' and then selecting 'Assessment Statement (for a selected student)'. Further information about this can be found on Assessment Essentials [here](#).

Enhancing Student and Curriculum Management (ESCM) Programme

The new Student View launch is now LIVE! : The Student View is a new self-service facility which will allow university staff to access the individual student profile of students who are currently studying with us (at all levels, including research) in a user-friendly and structured way.

For all staff who interact and engage with the student experience, the information available will be of great benefit, in particular, it will assist with the writing of references or personal statements, for use in one-to-one personal support sessions, checking the student's status, developing alumni relations etc

and is available for students who joined the University from the 2006/07 academic year onwards. The Student View is a great complement to the Curriculum View (see below), allowing you to link directly through to the relevant course and module information relating to that student.

More information about the Student View can be found [here](#) or you can attend a demo, the last scheduled date is 24 November from 12.00 to 13.00 in HC.0.15 Heart of the Campus, click [here](#) to reserve a place.



Student View – Student Homepage



Student View – Curriculum and Academic Achievement

The Enhanced Curriculum View: To complement the Student View, the Curriculum View is also enhanced and now contains additional information such as:

- Professional, Statutory and Regulatory Body (PSRB) information
- Assessment details (tasks and sub task information)
- Module Delivery Status
- Learning Contract adjustments – summary details
- Professional Services details (at course level)

The link between the Student View and the Curriculum View is also active which means you can now move easily between a student and a specific module / course and back again.

To access the Curriculum View, from the staff intranet, login to [SITS Online](#) and select Curriculum View.

Training & Communications

New SITS Module Record Training via Blackboard: The trainer-led 'Working with Students and Module' course has now been fully replaced by a new online (via Blackboard) course called 'SITS Module Record (CAMS1)'. This new course was made available to all Student Administrators on Monday 20 November and is also available to other staff who might find it useful, details on how to access the course are included in the [email](#) sent out to everyone on the 'SITS Users – Subscribed' mailing list on 17 November. The course will help you understand:

- Types of modules and module records
 - Viewing student module information in SITS
 - Changes to student module records and how to view these in SITS
 - Creating class lists and reports
 - Where module data is used in other areas.
-

Student Process Training: The following student process training sessions are available to book via the [Core Portal](#) (other dates may be available). As most student process training is cyclical, dates are often arranged a couple of months before the process starts so watch out for new dates published on the Core Portal.

- Supporting Students Through Difficult Circumstances – 22 November
 - Student Lifecycle – Intro to The Student Records System (SITS) – 7 December
-

Free training webinars: Please see below details of a free webinar run by Masterclass HR Forum that you might be interested in:

- [Transgender and the Law](#) – 5 December at 3.00pm
-

Student Personal Details Check: As reported in [SPU News September/October issue](#) the first [Student Personal Details Check email](#) of the 2017/18 Academic year was sent to around 30k students on Monday 9th October. Since then around 6500 students have made over 18000 changes to their details. If you are working with students please can you remind them of the importance of keeping their details up to date particularly their mobile phone number and their flat/room number if they are living in student accommodation.

As part of this process the SITS Help team extracted the address details for all enrolled, provisional and time out students and sent them (as an encrypted password protected file), to Sheffield City Council's Electoral Services Manager. This data is used for Electoral Roll purposes and for the first time included the Electoral Registration choices for all new students which were collected as part of the online pre-enrolment process. The choices for returning students are also now being collected.

Staff/Student Communications: A copy of any emails sent to staff or students by SITS Help is available on the Registry Services>Student Systems and Records>Student Systems, Support and Training pages

of the [RS Sharepoint site](#) either in the [Communications to Staff](#) or [Communications to Students](#) document libraries.

Student Process Training/New Starters/Webforms: Standard content about the following is available on the [Using SITS/SITS Online](#) (on the heading bar above):

- Student Lifecycle Training
- Student Systems and Process (SITS related) Training
- Cancelling training via the Coreportal
- New starters – links to request IT/SITS setup of new users
- New SITS/SITS Online users – links to SITS Help webforms
- Student Systems and Processes webforms
- Re-setting Passwords.

Hints & Tips

The [Hints and Tips](#) page on the heading bar lists all the Hints and Tips covered so far. They are split into SITS, student process, student information and other SHU system related sub-headings.

This month's tip is about the **Allow update to Official Name?** option on the Full Student Details (STU) screen in SITS (shown on screen as the *Edit Name?* field), this should be used with great care as it can result in an incorrect Official Name. SITS Help have received several queries from students following the [Personal Details Check email](#) where they have reported that their Family/Other names and/or Official Name is incorrect and when checked the *Edit Name ?* field has been ticked (default it not ticked).

This option should only be used to update the student's Official Name if their name needs to be different from the name the system generates automatically which is *Other Names* followed by *Family Name*. The only exception is when the student is one of the following nationalities then their name will be displayed *Family Name* first (this is an automated SITS process);

- 631-China
- 669-Hong Kong
- 698-Malaysia
- 774-Vietnam

For example where a student is a Hong Kong national but they are of English origin and don't want their *Family Name* first you can change the order manually. This option should **not** be used for updating individual elements of their name, that should be done directly in the *Family* or *Other Name* fields.

Information about what changes we accept can be found in the [Policy on Student Names](#) or please contact the [SITS Help](#) team who will be able to advise you. **Important:** All [Transgender name requests](#) should be passed to the SITS Help team for action/advice.

There are 2 options for this field (the default is unticked):

- Unticked (set to **N**)
 - you cannot edit the *Official Name manually* however if you make any changes to the *Family* or *Other Name* fields the Official Name is automatically re-built.
- Ticked (set to **Y**)
 - you can edit the *Official Name* manually however if you make any changes to the *Family* or *Other Name* fields the *Official Name* is not rebuilt automatically.

To update a student's name order:

1. Navigate to the STU screen and tick Edit name? field
2. Re-order the *Official Name* field by moving the *Family Name* from beginning to the end, store the changes
3. Do not untick the Edit Name? field

To update a student's name:

1. Navigate to the STU screen
2. Update the *Family Name* and/or *Other Names*
3. Store the changes – the *Official Name* will automatically rebuild

There are no restrictions on making changes to the student's *Known as* name.

[Screen example removed \(test student\)](#)

We would welcome any new hints or tips that you would like to share!

Systems & Process User Support

Systems and Process Support: If you need help with a SITS system, student process or student data related problem or query you can get support from the Registry Services SITS Help service desk. You can contact them in one of the following ways:

- Email on [! SITS Help](#) (this automatically creates a call in UniDesk)
- Complete a [student process webform](#) (under the SITS heading)
- Telephone on ext 4475 (usual hours are 9.15am to 4.45pm Monday to Friday)

Registry Services also runs the following Service Desks:

- RS Enrolment Help (for students, staff should use SITS Help)
 - Telephone on 0114 478 1478
 - Email on ! Web Enrolments Help (webenrolhelp@shu.ac.uk)
 - usual hours are 9.00am to 5.00pm Monday to Friday
- Tier 4 Help
 - Email on ! Tier4 Reporting (Tier4Reporting@shu.ac.uk)
 - Email on ! Tier4 Registration (Tier4Registration@shu.ac.uk)

Information is also available on the Registry Services [Student Systems, Support and Training pages](#) via the [Registry Services SharePoint site](#).

If you have a non-SITS related problem or issue please email ! IT Help or telephone them on ext 3333 (includes an out of hours service). You can also check their Twitter feed at @ITHelpSHU.

Hints and Tips Examples (screen examples removed in some cases):

Using a SITS template to export data

The Hints and Tips page on the heading bar lists all the Hints and Tips covered so far. They are split into SITS, student process, student information and other SHU system related sub-headings. We would welcome any new hints or tips that you would like to share!

This issue's hint and tip is **using a SITS template to export data**, for more detailed information about this functionality please refer to the 'Export – Performing an Export' section in the online SITS Help Manual (MS Word version available here). The template used in the example below is called *SITS_STUCON1* and contains basic name, email address, course and nationality fields.

If you want to export student information from a SITS screen you can use the **File, Export** option. You then have the choice of selecting a template which has a set of predefined fields or using the standard export option where you select which fields you want to be included. To use a template:

1. Navigate to the SITS screen you would like to export data from and retrieve the required records e.g. SCE screen and all 2016/7 students on an ACES UG course
2. Click **File>Export**, the Export window is displayed
3. Click in the *Template* field, if you know the name of the template you want to use enter it and **Tab** out of the field. If you don't know the name double click and select from the list of templates available (templates are screen specific)
4. Click **OK**, the list of pre-selected fields is displayed.
5. Check that you need all the fields listed – if not you can untick one or more fields, you can also add more fields (Add field button) or change the export field order (Move Up/Down buttons).
6. Click **OK**, data from the retrieved records is exported and the message bar at the bottom of the screen shows the export progress. A large number of records will take several minutes (possibly hours!) to export.
7. Once completed the chosen file format is launched and the data for your retrieved set of students is displayed. The default file type is Excel but you can change it.

Re-retrieving records

The Hints and Tips page on the heading bar lists all of the Hints and Tips covered so far. Today's tip is the new functionality when **re-retrieving records**.

Re-retrieving Records

In the recent upgrade to version 8.6.0 the functionality around retrieving records has changed. Previously if you retrieved a set of records and then retrieved again, the current record was re-retrieved and all the other records were lost. No warning was given which meant that you could have lost updates to records you had already changed. Now, when you have a set of records retrieved, and you press to re-retrieve you are presented with the following options:

- **Refresh** all of the current records retrieved or
- **Retrieve** the record that is currently displayed

You can click on the relevant button displayed in the Re-retrieve Confirmation message box or use the shortcut shown as an underline on the button text eg R for Retrieve, E for Refresh or C for Cancel.

