



UNIVERSITY OF LEEDS

Impact Report 2021

Student Education Service



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Foreword

It feels very fitting that our first impact report for the Student Education Service serves as a testament to the resilience of our team, our relentless dedication to putting students at the centre of everything we do, and the power of partnership working.

As a Service, we have encountered many new challenges as a result of the pandemic, from navigating entirely new ways of working to adapting to changes beyond our control. Though unforeseen, the trying circumstances of the past two years have also unearthed new opportunities for us to rethink how we deliver our ambitious plans for student education.



We have innovated, transitioning key processes to online formats, enabling every aspect of the student journey from registration to graduation to continue with as little disruption as possible.

We have demonstrated our creativity, inventing new ways of offering our services to allow our students to continue benefiting from support mechanisms and opportunities that range from apprenticeships to unique research degrees, career placements, global opportunities, and business start-ups.

And we have responded proactively, advancing initiatives that positively impact the student experience including the Student Information Service, our new approach to enquiry handling which offers timely and consistent support for all students at Leeds.

Guided by the ambitious vision of our new Student Education Strategy, we are at the beginning of an exciting new chapter as a Service.

In the coming years, we have immense opportunities to continue shaping the student experience and supporting students to make the most of their time at Leeds, including through our role as key contributors to Curriculum Redefined and the Student Lifecycle Programme. These strategic enablers are central to realising the University vision and to reimagining our ways of working, allowing us to dedicate more time to the things that matter most to our students and colleagues.

We hope this report inspires our colleagues within the Service and beyond to reflect on the ways the contributions they make every day, whether big or small, make a meaningful difference to the lives of our students and our wider community.

Despite the challenges of the past two years, this report highlights the many ways we pulled together as one Service to ensure the continued delivery of student education, and cements the importance of our longstanding partnerships with students, colleagues across the University, and external stakeholders – our achievements would not be possible without all of you.

Thank you to everyone who has played a part in our journey. This is only the beginning, and we look forward to seeing what we can accomplish together in 2022!

Catherine Lorigan
Catherine Lorigan
Business Sponsor,
Student Lifecycle
Programme

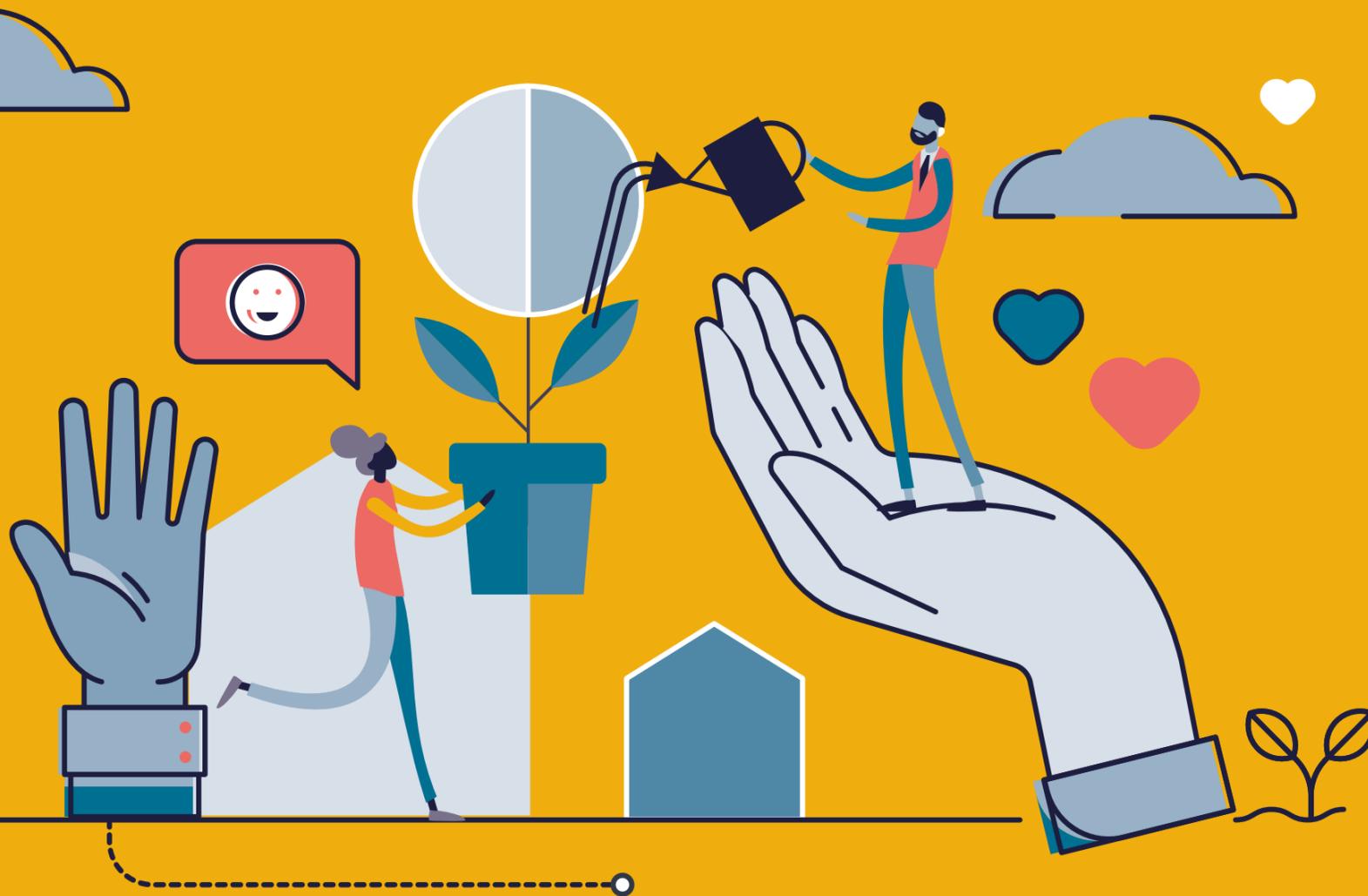
Christina Edgar
Christina Edgar
Director, Student Opportunity

Mike Byde
Mike Byde
Interim Director,
Student Operations

Greg Miller
Greg Miller
Deputy Director,
Student Opportunity

Thank You

from the Deputy Vice-Chancellor: Student Education



One of the delights about joining you at the University of Leeds is working alongside colleagues who care so deeply for our students and their journey here. Belonging and support are so important for student success and the quality of their experience, and as I learn more about Leeds, I keep seeing again and again how impactful you are to our community.

Thank you for your passion, your commitment, and the quality of your work. You make a difference in the lives of students (I've heard stories!), and as educators, you are fundamental to our educational strategy and programming.

I know the last two years, in particular, have been exceptionally difficult and have put pressure on you as teams and as individuals. I worked with your peers at my previous institution, and I saw first-hand the day-to-day effort—the laughter and the tears—of their work. I know there have been some tears in your work lives during this pandemic, and I hope there have been some smiles and laughs as well.

As we look to the future, I want our work together to be joyful. Curriculum Redefined, online education, and the larger education strategy will all have opportunities for you to contribute, to grow, and to continue to have a massive impact on student success and wellbeing. This should be fun, and I am committed to helping to make it so. But let me be clear in one respect: we can't do this without you.

I am looking forward to working more closely with you, to learning your stories, and to creating educational opportunities for our students that help them transform their lives.

Jeff Grabill,
Deputy Vice-Chancellor:
Student Education

Thank You from the LUU Exec

The past two years have been some of the most challenging for students. We have had to adapt to many changes, including how teaching and research are delivered, what opportunities are available to us, and how we access support. Despite these ongoing challenges, the Student Education Service has worked alongside LUU and the Exec Officers every step of the way, empowering students to make the most of their time at Leeds.



The Service's achievements over the past year demonstrate the many ways they have continued to put students at the centre of their work, even during a global crisis. Teams across the SES have taken innovative approaches to transition their work online and to find new ways to deliver their services, helping limit disruptions wherever possible.

New support mechanisms like the Student Information Service have been essential to ensuring we can continue accessing timely support and guidance regardless of where we are in the world, which faculty or school we belong to, and what challenges we're facing.

New programmes like the Welcome Buddy Scheme, Summer in Leeds, International Student Welcome, and Winter Festival have been real bright spots for both new and returning students, and have showcased that the SES genuinely cares about creating an inclusive and fun community for us all.

Through our partnership with the SES, students have a seat at the table to help shape the future of education at Leeds, to voice student concerns when they arise, and to work collaboratively to find solutions. In particular, we meet with the SES management team on a weekly basis to discuss current issues raised to us by students, and the whole LUU Exec team have regular meetings with the SES to voice concerns and find solutions to issues affecting students.

In the past year, the current and previous Exec Officers have pushed forward on major initiatives together with the SES, including the LeedsforLife refresh which enables us to define what success looks like and to build a lifelong sense of belonging. We've also embarked on new work on important topics for student wellbeing like safety, sexual violence, and imposter syndrome, work that will create a safer community for all students to thrive. And now, through Curriculum Redefined, we're collaborating to transform the Leeds curriculum to design undergraduate programmes that better equip us with the skills and knowledge we need to address future challenges and make a positive impact on the world.

We're excited about the opportunities our ongoing partnership with the Student Education Service holds and can't wait to see what we achieve this year. On behalf of students at Leeds, thank you all for the work you do to truly help students make the most of their time here.

Bethany Eaton
Beth Eaton
(Wellbeing Officer)

Meg Hodgkinson
Meg Hodgkinson
(Education Officer)

Nicole Jimenez Mogrovejo
Nicole Jimenez Mogrovejo
(International & Postgraduate Officer)

Programmes & Assessment



**UNDERPINNING
EVERY STEP OF
THE STUDENT
JOURNEY**

Programmes & Assessment builds and manages the infrastructure needed to deliver student education. We lead on a broad range of areas throughout the student journey including student registration, enrolment and records, curriculum record management, timetabling, assessment, award and graduation, student visa advice and UKVI compliance, and data governance. This year our team has extended beyond our normal remit, developing a task force to support the Student Information Service and colleagues across the University.



Assessment

Contributed to pandemic-related mitigations through policy and process changes, including transitioning key activities like PGT resit applications to online formats.

Created and implemented a new assessment timetable in a short timeframe.

Developed a new approach to short-timeframe online assessments in lieu of on-campus exams.

Developed and delivered a new Change of Marks solution, online Mitigating Circumstances application process and Standard Operating Procedure in partnership with the Student Lifecycle Programme, reducing administration and complexity for schools.

Developed and implemented a new online remote invigilation process in collaboration with Faculty of Medicine and Health teams.

Graduation

Launched digital proof of award, automatically emailing all graduands an electronic verification of their award to reduce requests whilst students await their official certificate and transcript.

25,000 certificates and transcripts issued through mail in July 2020, December 2020 and July 2021 in lieu of graduation ceremonies.

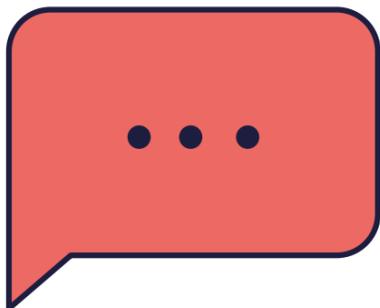
Organised a full week of on campus events in lieu of ceremonies in partnership with Alumni, Conferences and Events, and Communications.

Student Records & Programme Support

Transitioned key processes from paper to online formats, including Change of Module, Change of Programme, identity checks for incoming students, student card requests, and official documents such as transcripts, statements and registration status certificates. Changes have improved accuracy and reliability of student requests, eliminated the need for students to attend in-person appointments, reduced workload for SES staff, and sped up timelines for students.

Developed the quarantine expenses approval process and triaged requests.

Developed a new student engagement data management activity in partnership with Educational Engagement.



Student Visas & UKVI Compliance

Transitioned student visa application checks and visa expiry reporting online to continue supporting international students during the pandemic.

Identified students eligible for the new Graduate Visa with support from IT and reported them to UKVI, enabling graduates to apply for a 2-3 year visa to stay and work in the UK.

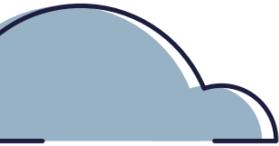
SES Support

Recruited and trained a task force to support SES teams across the University with increased programme support and assessment-related workload due to additional January start programmes.

Developed the helpline function of the Student Information Service in lieu of a registration call centre, responded to registration email queries, and updated student records.

Timetabling

Delivered timetables on reduced timelines whilst prioritising COVID-19 safety measures, including social distancing and reduced space capacity.



“

Thank you for everything you all do to keep teaching running, and for supporting us delivering our syllabus under what have been extremely challenging circumstances.”

Academic colleague

Quality Assurance



KEEPING QUALITY AT THE CENTRE OF STUDENT EDUCATION

Quality Assurance works alongside students and staff to review and improve student education. A major focus of our team is collaborating with schools and faculties to develop and manage the taught programme curriculum, putting our ambitious student education strategies at the forefront of teaching at Leeds. We are responsible for maintaining high-quality teaching by delivering review processes, facilitating institutional and faculty-level committees and groups, engaging students, and ensuring policies and processes comply with sector frameworks.



Annual School Review Process

Implemented a revised Annual School Review process with more timely and focused scrutiny of school performance, measured against student education key performance indicators and student feedback.

Student Voices Framework

Developed mechanisms for student feedback to inform a new Student Voices Framework, ensuring we can better respond to issues students care about most.

Programme & Module Approval Processes

Implemented and supported programme and module approval processes to adjust education in response to the unique challenges of the pandemic.

Assessment

Adjusted our frameworks for the progression and classification of students within the context of COVID-19. Developments in our approach to assessment also include improving guidance, training and reporting mechanisms for external examiners; supporting the development of an Assessment Strategy; implementing a plan to address academic integrity; and establishing a network for academic assessment leads.

Student Education Committees

Managed and evolved institutional and faculty Student Education committees, supporting academic leadership to oversee key strategies, priorities and developments for Student Education.



My internship on the Student Voices project was very rewarding. I felt like I was part of a meaningful conversation, influencing positive change for my peers by reviewing feedback mechanisms through a student perspective and working with the Quality Assurance team to make improvements.”

Student intern



Student Support



EMPOWERING STUDENTS TO MAKE THE MOST OF LIFE AT LEEDS

Student Support brings together expertise to support students during their time at Leeds. Our team includes the initial enquiry handling service, the Student Information Service, support within faculties and schools, and specialist supports such as Disability Services, Student Counselling & Wellbeing and International Student Support. We work in partnership with teams across the University including LUU, Chaplaincy, Residential Services, Security and Student Cases.



International Student Support

International welcome:

+4,660 students supported by our dedicated arrivals helpdesk with free airport transport from Leeds Bradford and Manchester, complimentary self-isolation food box and kitchen/bedding/toiletries packs.

Link to Leeds student ambassadors provided online peer support including arrival welfare checks, live chat 10am – 10pm, and welcome social activities ensuring new students could easily contact more experienced peers.

92% of students were satisfied or very satisfied with their arrival experience.

Global Community:

Relaunched the Global Café online with weekly social events.

34 students joined the new Writing Back programme, linking international students to local older residents as pen pals.

Launched a new welcome buddy scheme, open to all students but inspired by and designed for international students.

Presented at UKCISA Conference session “Listening to International Student Voices” on support offered to the first LUU International Officer and new International Student Advisory Board.

Student Information Service

The Student Information Service launched in September 2020. The SIS is now the first point of contact for student enquiries, offering a helpline, email, chatbot and four information points on campus.

Highlights from the first year include:

+16,000 calls processed

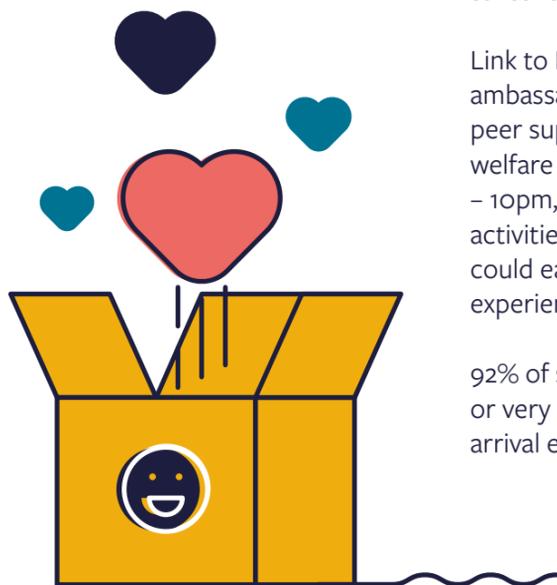
+20,000 emails answered, all within 24 hours

650 Q&A pairings added to the knowledge base



I love working on the Student Information Service Helpline, it's like ongoing professional training giving an excellent insight and knowledge of all areas of the University.”

SES staff member



Disability Services

+7,500 student records held, offering support to 14% of all students and postgraduate researchers.

+1,350 students registered for disability services in 2020-21.

Developed a new Assistive Technology advice role, connecting people to support, advice and a bank of assistive technology resources.

Offered flexible support options enabling students to design a support package tailored to their individual needs.

Student Counselling & Wellbeing

3,052 self-referral forms received for counselling, wellbeing and mental health support.

515 students accessed same day Drop-In appointments in LUU or online.

Further developed the Groups and Workshops Programme alongside weekly meditation and mindful relaxation sessions, a mindful resilience course, 'Build Your Wellbeing Toolbox' four-week course and weekly webinars on managing anxiety, perfection, procrastination and more.

Clinical Consultation and Guidance Duty Service ensures a named practitioner is available to offer information, guidance and support to staff regarding a student's welfare.

1,020 appointments held with 170 medicine and healthcare students in the new enhanced support pathway, developed in response to the additional challenges facing students joining the NHS to support the pandemic response.

1,574 registered users on Togetherall, the online wellbeing service.

“

Student Counselling & Wellbeing was really easy to access. I had such a friendly counsellor that I felt I could talk to about anything – it really helped me take the first steps towards accessing further care.”

Student feedback



Student Finance



ADDING VALUE TO STUDENT MONEY MATTERS

Student Finance manages all financial aspects of the student experience. In addition to overseeing the charging and collection of tuition and accommodation fees, we also liaise with external funding bodies and providers to ensure students can access financial support. We lead the assessment, award and payment of the University's hardship scheme – the Financial Assistance Fund – which supports students facing unexpected financial difficulties. We also offer financial information and guidance to students and postgraduate researchers throughout their student journey.



Fee Charging & Collection

£406 million collected for tuition fees in 2020-21; 98% of total charged.

£48 million collected for University-owned accommodation in 2020-21; 96% of total charged.

£35 million invoiced to 400 sponsor organisations.

Data Exchanges with External Funding Bodies

22,200 students' attendance confirmed with Student Finance England, releasing payment of £174 million in tuition fee loans.

20,100 registrations confirmed with Student Finance England, releasing direct payment of maintenance loans to students.

2,500 designated courses created in the Student Loans Company's Courses Management Service to enable students to apply for financial support.

7,900 Change of Circumstances processed.

Financial Assistance Fund

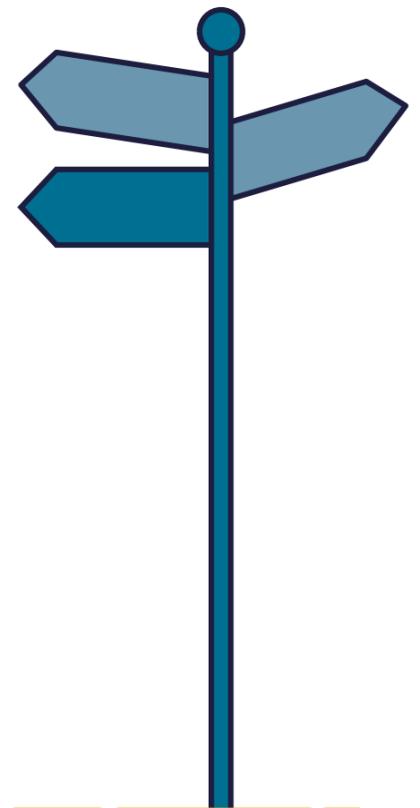
368 applications assessed

£330,000 awarded and paid to students

Enquiry Handling

62,000 fees-related enquiries

17,000 funding-related enquiries



Faculty Teams



SUPPORTING STUDENT EDUCATION AND SHAPING STUDENT EXPERIENCE

SES Faculty teams are integral to the student experience and the delivery of student education in each school. We ensure students are welcomed and inducted, supported during transitions between years, and connected to the right supports to excel. We work in partnership with the academic community, providing valuable support throughout the student journey to enable successful delivery of programmes, exams and assessments.



This year, we had a number of achievements across all 7 faculties:

Worked alongside academic partners to deliver online exams and assessments, offer study success meetings, and ensure students graduated despite pandemic-related challenges.

Transitioned student support online to provide pastoral support and deliver the mitigation process during the pandemic.

Welcomed and inducted all new and returning students.

Supported the establishment and delivery of the Student Information Service.

Developed new ways of working, policies and systems in response to COVID-19, and supported academic partners to adapt to changes led by SES teams like online module change processes and StREAM.

Faculty of Biological Sciences

Awarded the University of Leeds' first Advanced Higher Education Collaborative Award for Teaching Excellence for developing capstone opportunities for students and sharing learning globally.

Enabled students to safely return to face-to-face labs in Summer 2021.

Faculty of Medicine and Health

Ensured early graduation of medics in 2020, enabling graduates to join the NHS early.

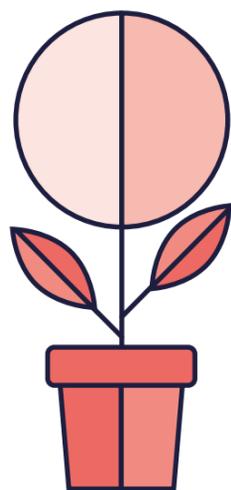
Recovered student placement experiences, enabling students to progress and graduate.

Implemented a new placement team, system and provider website to improve the placement experience for students and placement providers.

Implemented a new contract with Leeds Teaching Hospitals Trust to deliver Continued Professional Development opportunities in partnership with academic colleagues.

Faculty of Arts, Humanities and Cultures

Developed a new Student Success Meeting template in the School of Languages, Cultures and Societies to improve the efficacy of meetings, provide a better quality of information on student cases, and reduce demand on SES staff. The template has since been rolled out across the entire faculty and adopted by the University Business Change Team for wider circulation.





Leeds University Business School

Awarded Faculty Partnership Award for Innovation in recognition of the SES Welcome & Induction team's efforts to support new and returning students.

Contributed to the development of the new Faculty strategy, with 10 SES staff making valuable contributions to the education, culture and values, external engagement, operations and performance, and communications and engagement workstreams.

Launched a Postgraduate Buddy Scheme to support Masters students to build peer networks and create community. The scheme has grown to nearly 200 students and inspired the new University-wide Welcome Buddy scheme.

+250 individual student meetings held to support academic integrity.

Faculty of Engineering and Physical Sciences & Faculty of Environment

Established a single service facility within the Faculty of Environment - moving from 4 SES school offices to the development of 1 faculty SES office - to ensure effective service provision and to successfully support the student experience throughout the pandemic.

Developed and established a new Student Information Point in the Sir William Henry Bragg Building, expanding the Student Information Service.

Migrated the SES teams supporting the School of Physics and Astronomy and the School of Computing from the EC Stoner Building to a new single office in the Sir William Henry Bragg Building.

Developed a model for hybrid working for all teams across both faculties, using intense stakeholder consultation to meet the needs of both our students and service stakeholders.

Faculty of Social Sciences

Awarded the University Partnership Group Award for the Student Support Team, recognised by staff and students for outstanding support offered to students across all schools.

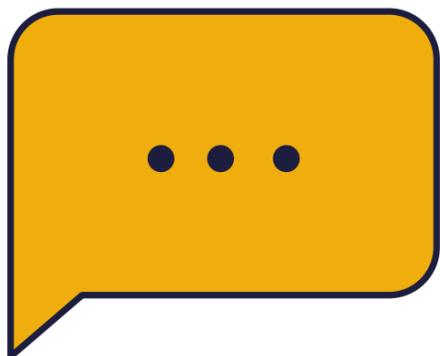
Awarded the University Partnership Award for Innovation for excellent community engagement support and activity.

Achieved a one faculty approach across all schools, working together as one team to provide seamless support throughout the pandemic.



The SES faculty teams are vital in supporting an excellent student experience across the University. Working in partnership with students and academic staff they provide an essential service.”

Pro Dean for Student Education



Doctoral Programmes

Doctoral College Programmes leads the development of new research degrees for postgraduate researchers at Leeds and plays a key role in the development of the new Postgraduate Research Strategy. In partnership with the Graduate Schools, we oversee quality assurance, programme approvals, review, committee support and the Postgraduate Research Experience Survey (PRES) analysis and action planning.



DESIGNING GROUND-BREAKING DEGREES FOR POSTGRADUATE RESEARCHERS

We also work with academic colleagues to provide advice and guidance for research degree development whether Leeds-based, with collaborative delivery, joint supervision, split site, or based with an industrial partner.

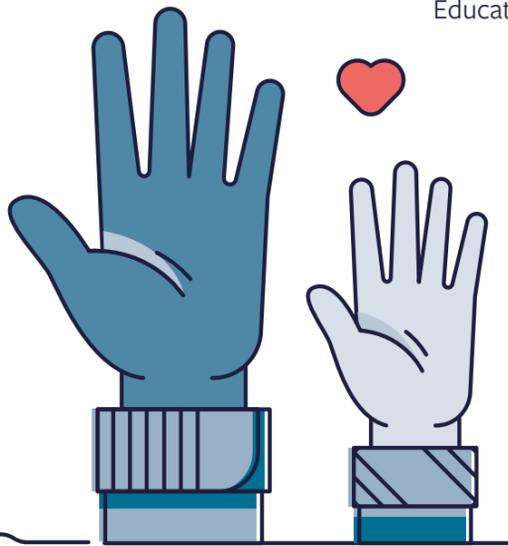
We regularly provide advice on approaches to meeting the research degree components of funding calls including those with UK or International Higher Education Institution partners.

Research Degree Approvals

+30 approvals secured to date.

9 collaborative programmes fully approved (dual PhDs or split site) in 2020-21.

6 collaborative programmes with first stage approval in 2020-21.



Doctoral College

The Doctoral College is responsible for supporting our postgraduate researcher (PGR) community throughout their journey at Leeds, from their initial application through to graduation. We work alongside academic partners to enhance the experience of postgraduate researchers and go beyond the remit of our team to offer support to teams across the Student Education Service.



CREATING COMMUNITY FOR POSTGRADUATE RESEARCHERS

PGR Support

£1.6 million in additional funding delivered to PGRs through 610 funded extensions and +300 grants related to COVID-19.

+850 online viva examinations delivered since March 2020 after leading transition to digital exams within 10 days of moving to remote working.

Transitioned to fully-online thesis submissions, eliminating paper copies to provide substantial cost savings for PGRS whilst improving efficiency and reducing environmental impact of printing.

+50% suspension and extension requests assessed and processed, considering each individually to monitor PGR wellbeing and academic progress.

SES Support

11 colleagues helped staff the Student Information Service.

Colleagues have been seconded to support SES teams including the International Foundation Year team, Disability Services, the School of Computing, and Study Abroad.

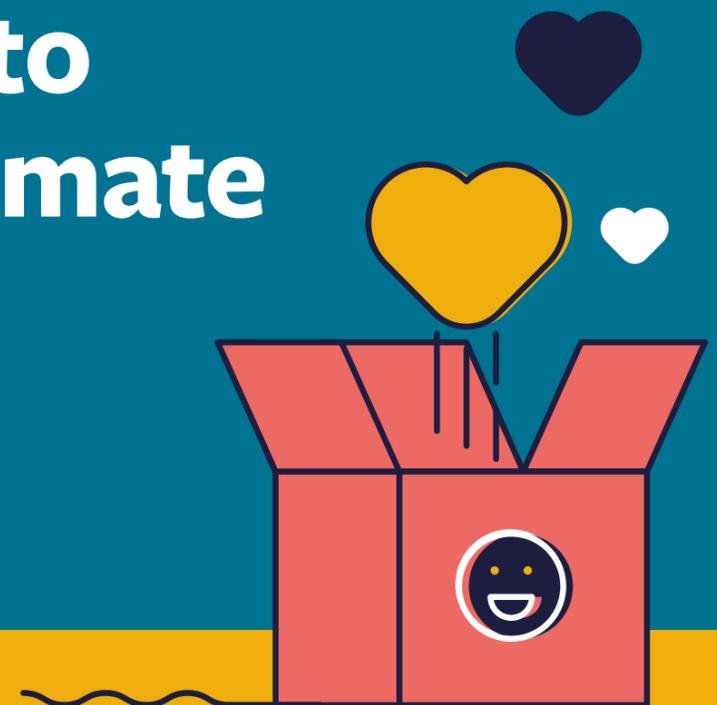
PGR Applications

1,000 extra PhD applications and +2,000 extra scholarship applications processed in the 2021-22 admissions cycle.



I am so grateful for my time at Leeds, the research skills I developed, and the support of the Doctoral College. Since graduating, I have won 6 regional research awards, including the L'Oréal-UNESCO For Women in Science Middle East Fellowship. I have now been assigned as Vice Dean for Technological Studies and promoted to Associate Professor of Energy and Climate Change Policies.”

PGR alumnus

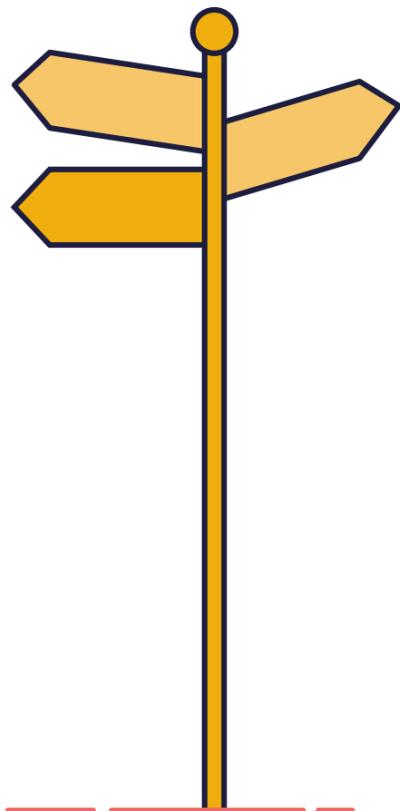


Strategic Projects



**ENHANCING
STAFF AND STUDENT
LIFE AT LEEDS**

The SES Strategic Projects team provides project management and support to accelerate initiatives central to the staff and student experience.



LeedsforLife

Developed in partnership with staff and students, the refreshed LeedsforLife vision empowers our students to define what success means to them, now and for their futures, whilst building a lifelong sense of belonging at Leeds. This year we have supported our community to make the most of new digital tools including PebblePad and StREAM@Leeds.

Staff Training

556 faculty colleagues attended briefing sessions.

845 colleagues trained on Academic Personal Tutoring Essentials.

Student Voices

30 focus group participants.

20 LeedsforLife functionality testers.

183 survey responses.

PebblePad

34,652 students paired with a tutor.

6,068 students accessed their workbook by October 2021.

StREAM@Leeds

38,222 student records ingested across 1,390 programmes.

1,940 staff records ingested.

21,887 BlackBoard logins.

+19,000 times students navigated to BlackBoard module pages.



Thanks so much for organising. I'm not really in a team, but taking part makes me feel like part of a community."

Winter Wellbeing Festival feedback

SES Wellbeing Network

In September 2020 we created a network of wellbeing ambassadors. Together, the ambassadors have developed a rich programme of activities, supporting SES staff to prioritise personal wellbeing.

39 wellbeing ambassadors.

30-minutes TimeForMe each week for all SES staff.

40 colleagues matched through the SES e-buddy scheme.

+649 staff interactions during our 10-day Winter Wellbeing Festival.

28 events over 8 days for the first SES Spring Wellbeing Festival.

Monthly pet therapy and mystery coffee events.

+50 members on the SES Strictly Social chat.

Leeds Institute for Teaching Excellence (LITE)

LITE supports pedagogic research and scholarly activity across campus, putting innovation and excellence at the forefront of teaching. We provide funding for research through fellowships and support dissemination through workshops and conferences. LITE is a hub for sharing best practice in pedagogic research and also delivers the annual Student Education Conference.



DRIVING TEACHING EXCELLENCE AND INNOVATION

Student Voice

2 student engagement facilitators appointed, bringing student voice into our research.

9 student experience research placements shaped and delivered on sense of belonging on behalf of Educational Engagement.

34 applications funded through the new the Student Ideas Fund, established by us to support student-led community building initiatives.

Teaching Excellence

First online Student Education Conference delivered in January 2021 with record attendance.

Started evaluation of multi-mode project in collaboration with a commissioned LITE Fellowship.

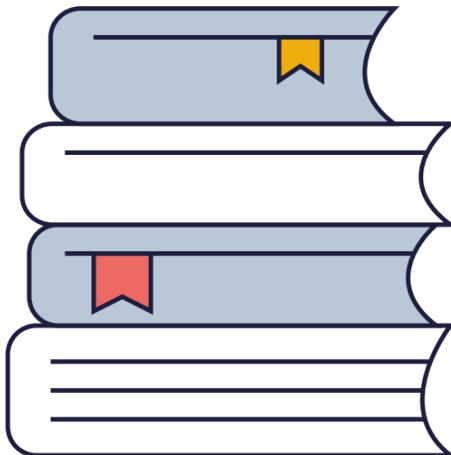
15 new fellowships for Autumn 2021 and January 2022 awarded.

24 online workshops delivered to 1,000 attendees.

26 School Academic Leads for Inclusive Practice supported to raise awareness and gather data on inclusive teaching.

Supported teaching staff to embed digital accessibility into everyday practices.

Relaunched the Inclusive Marking Policy, resources, and LinkedIn Learning course.



Learning Enhancement

Learning Enhancement leads the development, delivery, regulation and compliance of apprenticeship programmes. We support staff to create apprenticeship programmes that are compliant with government rules and to prepare for Ofsted inspections. We also guide employers on how to utilise apprenticeships to meet skills gaps within their workforce, delivering valuable opportunities for employers and apprentices. Our team also oversees the approval process for Continued Professional Development courses.



ELEVATING APPRENTICESHIP OPPORTUNITIES



Compliance

Prepared for Ofsted inspection and Education Skills Funding Agency (ESFA) compliance audit.

4 webinars held to prepare staff for Ofsted inspection.

Led internal mock audits to support schools in audit compliance.

Shaping the Sector

Continued leading the Russell Group Degree Apprenticeship Network.

Evolved apprenticeship policy through sector consultations and working groups.

Training & Support

24-hour response time maintained for all enquiries.

Developed bespoke webpages for apprentices to access University support and facilities.

Developed a suite of PebblePad resources for apprentices.

Provided guidance to a wide range of employers on how to utilise apprenticeships to meet skills gaps within their workforce.

Delivered individual training sessions to support staff and apprentices with compliance, delivery, PebblePad and more.

Supported academic teams through Continued Professional Development course approvals.

Student Careers & Placements



MAKING A WORLD OF DIFFERENCE AT LEEDS AND BEYOND

Student Careers and Student Placements offer students access to diverse opportunities in our local communities and around the world. We provide expert advice and guidance on careers, preparing taught students, postgraduate researchers and graduates for their future lives and careers beyond university. Our Faculty Employability and Placement teams also work in partnership with the academic community, delivering support tailored to the unique needs of different schools.



I wanted to say thank you so much to the whole study abroad office for helping me facilitate this year abroad, especially in such testing times. This semester in Australia has been the best of my life and I am so grateful.”

2nd year student

Student Opportunities

438 students completed a study abroad placement.

769 students mentored through 8 alumni and employer programmes.

248 incoming exchange students in 2020-21 rising up to 400 in 2021-22.

30 Leeds students worked collaboratively with 30 KAIST students on a leadership programme.

950 participants across 70 events in the Summer in Leeds initiative.

150 exclusive internships, placement years and graduate roles developed.

95 students completed Students into Schools Modules.

1883 vacancies published.

Support for Students

+7,500 individual Information, Advice & Guidance appointments provided to students and graduates.

9,861 students used our AI CV checking system.

+1,000 graduates registered for career events.

Teaching delivered across 23 modules, involving innovative and authentic learning and assessment.

+1000 students supported to secure work and study placements including carrying out risk assessments, risk action plans and on-placement support.

+200 online events, 350 employer and career specialist events.

+10,000 practice selection tests and video interviews, helping students prepare for job applications.

Partnerships

200 graduates registered for InLeeds events, delivered in partnership with all universities in Leeds to support graduate retention in the city.

+300 global partnerships, including 186 renewed study abroad agreements and 5 new international partnerships.

200 new employer relationships.

400 employers attended 7 virtual fairs with +5,000 students.

31 employers supporting 626 attendees at our Widening Participation Employer Insight Experience Programme.

95% of voluntary sector organisations successfully recruited students through the Volunteering Hub.

New Initiatives

Throughout the year we developed innovative new programmes, supported the Plus Programme's new Leeds Masters Scholars mentoring programme, piloted an online global student collaboration programme for widening participation students, funded a new on-campus student internship programme in the SES, and launched graduate support phone calls, contacting +500 graduates to offer support.

Following extensive consultation with students, the Surfacing Skills project is pioneering the way students will develop and articulate the value of their skills, and will be a key element of Curriculum Redefined beginning in 2022.

Awards and Achievements

£2.5M secured to support international student mobility from the Turing Scheme.

Leeds ranked 7th most targeted University by the UK Top 100 companies (High Fliers).

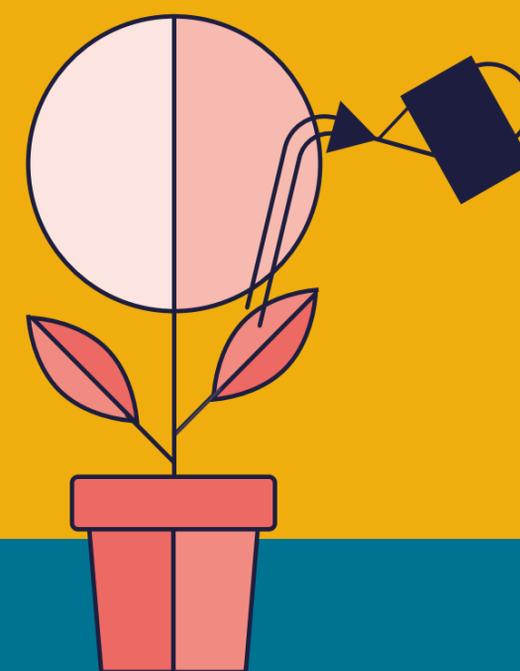
Careers Team awarded a University Award and Collaborative Excellence Teaching Award for the development of an online suite of employability-focused teaching resources.

Secured £86k to fund and source internships supporting research and development in gaming, VR, Digital and Theatre sectors.

“

I don't have any immediate family members who work in similar industries or that went to university and so I have no one to look to for advice on these areas. The scheme has given me the confidence that I will be able to make the most of what is available to me at university and get the best possible start to my future career.”

Student mentee



Spark

Spark is the University's business start-up service. We launched 15 years ago to widen the employment possibilities of graduates and undergraduates by supporting them to start their own businesses and helping them build the knowledge, skills and experience needed to navigate the start-up process.

Working in partnership with entrepreneurs emerging from all faculties, with both hi-tech and low-tech ideas, we have created a clear route from initial concept through to start-up and business growth. Together, we're delivering economic, social and cultural impact in our city and around the world.



IGNITING STUDENT ENTERPRISE

2020-21 Economic Impact of Spark Businesses

£494,000 of external funding leveraged

£2,390,000 of revenue generated

77 FTE jobs created

45 Spark businesses using incubator

55 business start-ups

20 start-up visa recipients.

Business Sectors

48% Technology & Digital

23% Retail

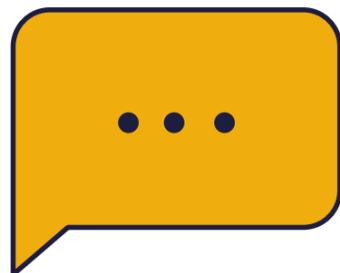
15% Service

14% Social Enterprise



Spark has such a vibrant support network, and their advisory team have been a brilliant sounding board. They've really helped us broaden our horizons and explore further opportunities.”

Student business owner



To contact us about this report, email us at:
sescommunications@leeds.ac.uk

