PATRICK
Professional Staff Member

"Part of my job is conditioning students not to email me with questions that they could look up online

"I would like to see all UCL strategy in one place on the web"

Patrick works in the administrative office for a UCL faculty. His time is split between handling paperwork, helping students with work processes, and attending strategy meetings.

In terms of digital services, he thinks the focus should be 'service-driven' rather than 'department-driven' but doesn't want it to feel like they are treating students like 'customers'.

He feels most of the UCL web estate is not designed with him in mind but more for academic staff and external audiences. For example in terms of information structure he would like a listing of all professional departments in UCL, separate to the academic departments, and all policies and strategy documents in one place. He has dyslexia and prefers to change text and background settings, and print off documents.

Overall Goals

- Help students with their initial registration and day-to-day study processes
- Ensure the smooth day-to-day running of his faculty
- Promote policy changes and ideas for a better teaching experience
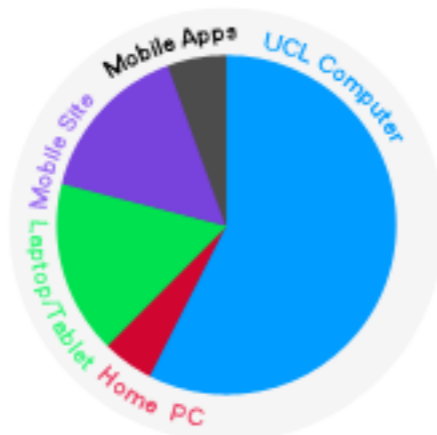
Key UCL Tasks

Primary

1. Managing processes involved with students submitting work, marking, plagiarism and returning marks and feedback.
2. Looking up staff members' contact details and getting in touch with them.
3. Booking rooms for meetings for him or on behalf of other staff members.
4. Looking up UCL policies.

Secondary

- Managing registration and timetabling processes.
- Notifying students about deadlines.
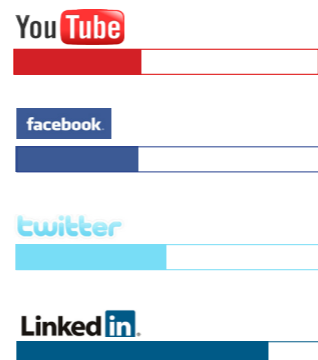- Attending inter-departmental meetings.
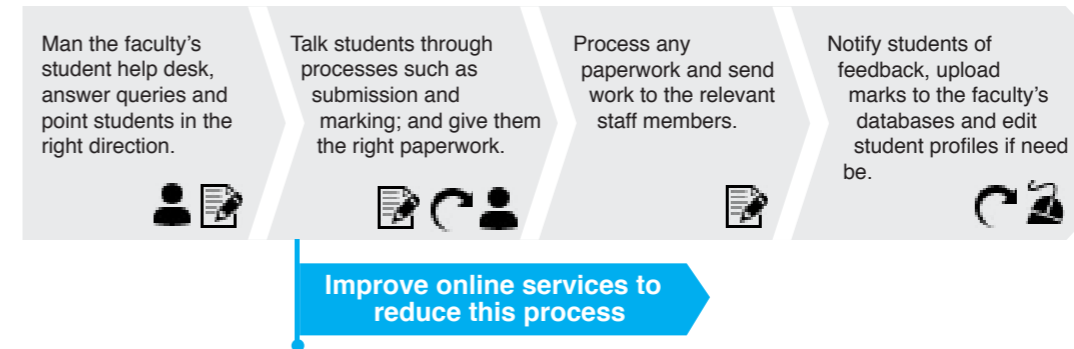
Devices
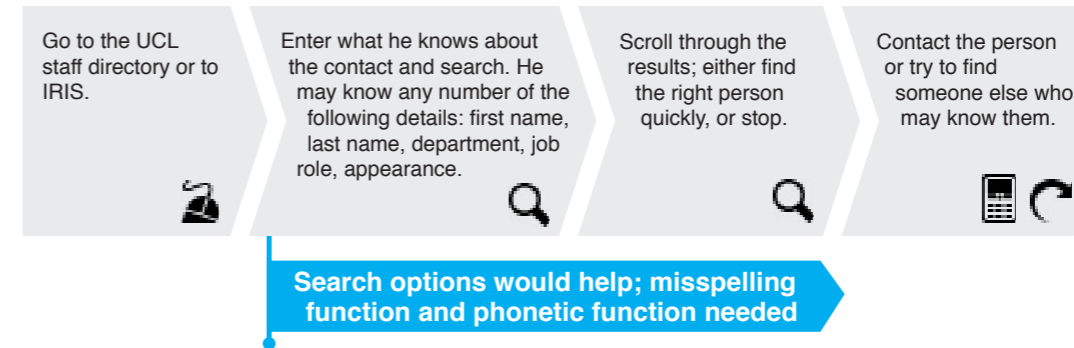Devices used for UCL

Social Media
General social media usage

You Tube
facebook
twitter
Linked in.

Key UCL Tasks

1. Helping students with work processes

Man the faculty's student help desk, answer queries and point students in the right direction.	Talk students through processes such as submission and marking; and give them the right paperwork.	Process any paperwork and send work to the relevant staff members.	Notify students of feedback, upload marks to the faculty's databases and edit student profiles if need be.

Improve online services to reduce this process

2. Finding UCL contacts

Go to the UCL staff directory or to IRIS.	Enter what he knows about the contact and search. He may know any number of the following details: first name, last name, department, job role, appearance.	Scroll through the results; either find the right person quickly, or stop.	Contact the person or try to find someone else who may know them.

Search options would help; misspelling function and phonetic function needed

3. Booking rooms

Search for available rooms online up to two months in advance.	Check in charge of suitability each room.	Contact people in charge of other spaces around UCL.	Reserve a room for a specific time and invite attendees.	Occasionally make last minute bookings/ changes or cancel meetings.

Size and wi-fi are important. Pictures of rooms do help

Mobile strategy

4. Looking up UCL policies

Browse through currently bookmarked or saved policy documents.	Read policies on teaching, HR, exams, staff and student procedures.	Navigate through relevant websites for recent policy changes.	Use UCL search tool as a last resort.	Ask others in the department for information.

Different formatting options for readability

Content strategy

Inter-departmental communication