

TRANSFORMING OUR PROFESSIONAL SERVICES



UCL

A SUMMARY OF FEEDBACK RECEIVED ABOUT THE CULTURE SERVICE DESIGN DURING THE TOPS ENGAGEMENT PERIOD (SEPTEMBER-DECEMBER 2017)

THE ENGAGEMENT PERIOD- WHO, WHEN AND WHY?

During the autumn term (2017), we published the [TOPS Emerging Ideas](#) and ran a series of engagement activities to discuss and receive honest and open feedback on these. During this time, the TOPS Programme team carried out **95 engagement sessions** and acquired feedback from other channels, such as online surveys and feedback to the TOPS mailbox. We have now collated **1712 pieces of specific feedback** from across these channels. This feedback relates to the emerging ideas and service designs for the various Professional Service areas, the wider TOPS programme and specific department or faculty implications. All of the feedback received has been systematically recorded.

The engagement of UCL staff and their contributions throughout this feedback process have been invaluable and provided the TOPS Programme Team, Professional Services Leadership Team and Senior Management Team with important insights from the people who engage with our professional services on a daily basis. This has helped us to:

- understand views and perceptions on the TOPS design emerging ideas
- understand the impact these ideas may have on roles, departments or faculties
- improve these designs and develop the wider TOPS implementation plan.

WHAT HAVE WE HEARD ABOUT CULTURE SERVICES PROPOSED SERVICE DESIGN?

In addition to the original direct input to the workshop and world café sessions, feedback relating specifically to Culture Services across the various engagement channels represents **2%** of all feedback received in the autumn term. We have collated and analysed these responses to identify themes that we have heard repeatedly. In the case of Culture Services these can be categorised into two key themes.

1) Improvement of the space available for UCL's cultural assets

Throughout the autumn term engagement phase the UCL community who have commented on the emerging ideas for UCL Culture have shared a view that there needs to be improvement in the space available and those that house the collections. The feedback we have received suggests that the full potential of UCL's cultural assets is not currently being realised due to the limitations and quality of available space

2) The need for a clearer strategy that ensures the UCL community are aware of what UCL Culture can offer

A common theme in the feedback we have received is that in many instances the wider UCL community is not aware of the full offering of UCL culture. Some of the potential impacts that UCL culture could have that we have been told about include:

- Ensuring departments have a clearer understanding of what is available will enable the collections to make a significant contribution to the REF
- UCL's cultural assets could be embedded into the core work of the university and used in both teaching and research more regularly
- A better articulation of the spaces available to UCL culture could provide teaching and research with 'innovative places for creative collaboration' and contribute to an improved student experience

The feedback suggests that a clearer strategy would enable UCL culture to share its full value across the institution and support the delivery of the above benefits.

WHAT HAPPENS NEXT?

The process of collecting the feedback has been invaluable and contributed significantly to the work of the TOPS Programme team. The feedback has been shared with the Service Leadership Teams for each professional services area. Any decisions for if, how or when the service designs may change will be made by a representative group of colleagues from across the university.

While the formal feedback collection process has now been completed we still welcome any comments you may have about the TOPS Programme and these can be emailed to the TOPS inbox at tops@ucl.ac.uk