



**Northumbria
University**
NEWCASTLE

THE Awards 2019 – Excellence in Registry Services

Institution/Nominee	Northumbria University
Title	Transforming our student 'start of year' experience
Key personnel	Katherine Fawcett, Registrar Maggie New, Academic Registrar
Submission	<p>Northumbria University is a challenger university with an ambitious vision placing academic excellence at the heart of everything we do.</p> <p>Supporting the University Strategy, our Academic Registry is pioneering, collaborative and creative, prioritising the student experience.</p> <p>Operationalising our vision via a flexible and semi-formal thematic project approach, we think creatively about how we operate, as showcased through our student 'start of year' experience transformation when during 2017/18 we stepped up our efforts considerably.</p> <p>Fostering our value to collaborate and improve, we led a university wide planning group reviewing previous years' activity, successes and issues. A cross-team action plan was initiated focusing on improving three key start of year themes; transparency and accessibility of information for new students, effective communication, and coordinated planning and scheduling of events.</p> <p>The impact of actions taken has been significant with experiences transformed enabling our students to #TakeOnTomorrow.</p>