



Operations Group

4th February 2020

4.3, Lister Learning and Teaching Centre

THIS IS THE NEW AGENDA

1. SLA Reviews (KF/BP)
2. Service Improvements from 19/20 (KF/BP)
3. 20/21 Planning Cycle
 - Large Lecture Theatre Scheduling exercise (MB)
 - TT Data (KF)
 - Room Allocation (BP)
 - Student Allocation (KF)
4. Room Booking Update
 - Teaching Studio Allocations (BP/MB)
5. Launch of Timetabling Info Hub (KF/MB)
6. Student Experience Action Plan (SR/MB)
 - Student Travel Time Constraints Project
 - Student Helper Project
 - Specialist Space Support
7. A.O.B.

1. SLA Reviews

Background

- The TTU now runs annual Service Level Agreement (SLA) Review Meetings with each School
- Ideally run over the month of November, once Semester 1 has bedded-in and in advance of the next planning round
- This year we ran 23 sessions, starting with Mathematics on the 31st October and concluding with the IAD on the 12th December
- Mainly met School Timetabling Co-ordinators, although some Schools brought other colleagues (including an academic)


Format

- Three electronically answered general questions to score the TTU from 1-5 (5 being the highest)
- Ten questions formed the basis for discussion in the meetings, covering:
 - Key Local Personnel
 - Processes
 - Service Improvements
- These questions were new for this year and will act as the year-on-year benchmark for feedback and improvements
- The feedback was given a RAG scoring, allowing us to analyse which Schools the TTU will need to continually improve our offering to ...

DATA COLLECTION	DATA CREATION	PRIORITY ROOM ALLOCATION	ROOM ALLOCATION PROCESS	SPECIALIST SPACE ALLOCATION	WEB ROOM BOOKINGS	STUDENT ALLOCATION	AVERAGE SCORE
3	3	3	3	3	2	3	2.86
3	2	2	3	N/A	2	3	2.50
3	3	3	3	3	3	3	3.00
3	3	3	3	3	3	3	3.00
3	3	3	3	3	3	3	3.00
3	3	3	3	3	3	3	3.00
3	2	3	3	N/A	2	3	2.67
2	3	2	3	2	1	3	2.29
3	3	3	3	3	3	2	2.86
3	3	2	2	N/A	2	N/A	2.40
3	3	3	3	2	2	3	2.71
3	3	N/A	2	N/A	N/A	2	2.50
3	3	3	2	N/A	3	3	2.83
3	3	N/A	2	N/A	3	3	2.80
3	3	N/A	2	3	3	3	2.83
3	3	N/A	3	3	3	3	3.00
3	3	3	2	2	2	3	2.57
3	3	3	3	3	3	3	3.00
3	3	3	N/A	N/A	2	3	2.80
3	3	3	3	2	3	2	2.71
3	3	3	3	3	3	3	3.00
3	3	3	2	N/A	3	2	2.67
3	3	N/A	3	2	3	3	2.83
2.96	2.91	2.83	2.68	2.67	2.59	2.82	2.78

2. Service Improvements from 19/20

performance

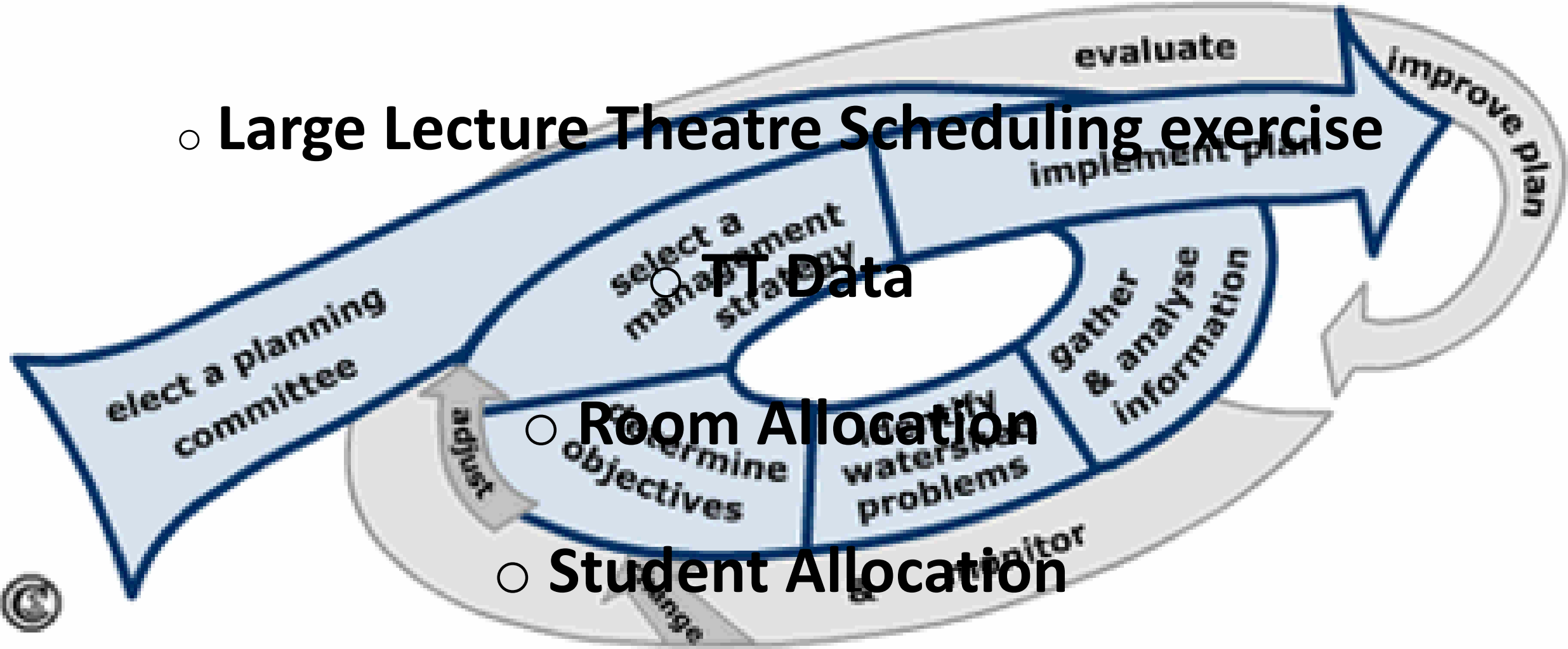


2. Service Improvements from 19/20

STATUS	TIMESCALE	STAGE	ELEMENT	DETAILED TASK OUTLINE	SCHOOL
	2020 - Feb	0	Planning - Accessibility	Meet with Head of Subject Area to tighten up lift breakdown process	HISS
	Future dev.	0	System improvements - EUCLID	TT data to feed back into EUCLID to allow instant register updates	Informatics
	Future dev.	0	System improvements - EUCLID	Create non-teaching EUCLID modules to attach activities so they appear on TTs	IAD
	2020 - Feb	0	System improvements - WRB	Removal of Centrally Allocated/Locally Allocated options	Biological
	Investigate	0	System improvements - WRB	Investigate Department fault in pre-set drop-down	Biological
COMPLETE	2019 - Nov	1	Database - Roll forward	Key School events to be entered into new database pre-release	ECA, HISS
	2020 - Feb	2	Planning - Process timeline	Bring School timelines forward, in line with others	COL
	2020 - Feb	2	Planning - Process timeline	Augment School comms with academic colleagues re data gathering/checking	Geosciences
	Future dev.	2	Planning - Reporting	Investigate scope to create new BI reports	MHSE
COMPLETE	2019 - Nov	2	Planning - Room allocation	Supply a Suitability listing to Schools as required	Business
	Future dev.	2	Planning - Staff Allocation	Agree clearer ways to display staff allocations against activities	Chemistry
	Future dev.	2	Planning - Staff Allocation	Work with College Office to progress Office365 provision for staff	Informatics
	2020 - Feb	3	Process - Data Collection	Add Academic Year weeks alongside SDB weeks in annual export	Economics
	Investigate	3	Process - Data Collection	Match export and data collection spreadsheet formats as practical	ECA
	Investigate	3	Process - Data Collection	Encourage best practice sharing (could be done via Co-ordinators Forum)	ECA, MHSE
	Investigate	3	Process - Data Collection	Look into use of Microsoft TEAMS for this Schools' 2021 process	HCA
	2020 - Apr	4	Process - Data Creation	Communicate timescale for locking down editing access for Schools	Business
	Investigate	4	Process - Data Creation	Managing changes in period from initial Data Creation deadline to Declaration day	Engineering
	2020 - Feb	4	Process - Data Creation	Starting with Year 4, move to complete year data creation 1-step process	Vet Studies
	2020 - May	5	Process - Room allocation, PRAM	Include MBA Suite in PRAM	Business
	2020 - May	6	Process - Room allocation, SSAM	Allocate Specialist Space earlier in the process	Biological, Physics
	2020 - June	6	Process - Room allocation, SSAM	Include Stephanie Fong and Anne-Marie Cowe in clash adjudicating	PPLS
	2020 - June	7	Process - Room allocation, RAP	Remind Blue that every large LT needs to be booked for weekend Class Test bookings	Economics
	2020 - July	7	Process - Room allocation, RAP	At point of Declaration, send a list of all activities to Co-ordinators	IAD
	2020 - July	8	Post-declaration Changes - TCRF	Speed up processing TCRFs re claim of previous process being faster	Biological
	2020 - July	9	Process - Student Allocation	Add Student Allocation SLA Workshop to pre-Semester activities	Business
COMPLETE	2020 - Sep	9	Process - Student Allocation	Review and create standard responses given to students for rejected GCRFs	Economics
	Investigate	9	Process - Student Allocation	Reduce emails by creating shared spreadsheet for mass student allocation change	Engineering
	2020 - Sep	9	Process - Student Allocation	Weekly update email of unallocated Students to School Co-ordinator as a trial	HCA

3. 20/21 Planning Cycle

- Large Lecture Theatre Scheduling exercise



○ **IT Data**

○ **Room Allocation**

○ **Student Allocation**

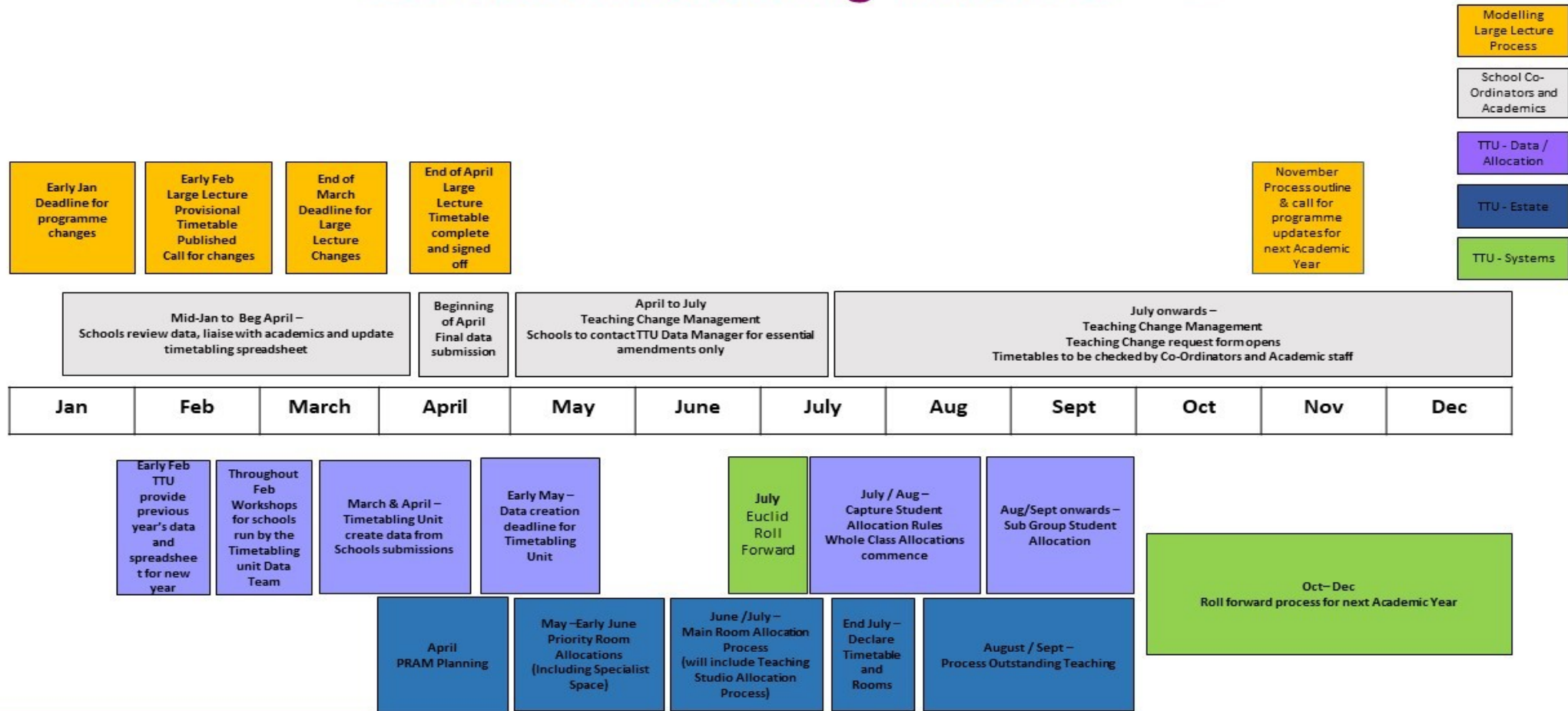


3. 20/21 Planning Cycle

Central Timetabling Timeline

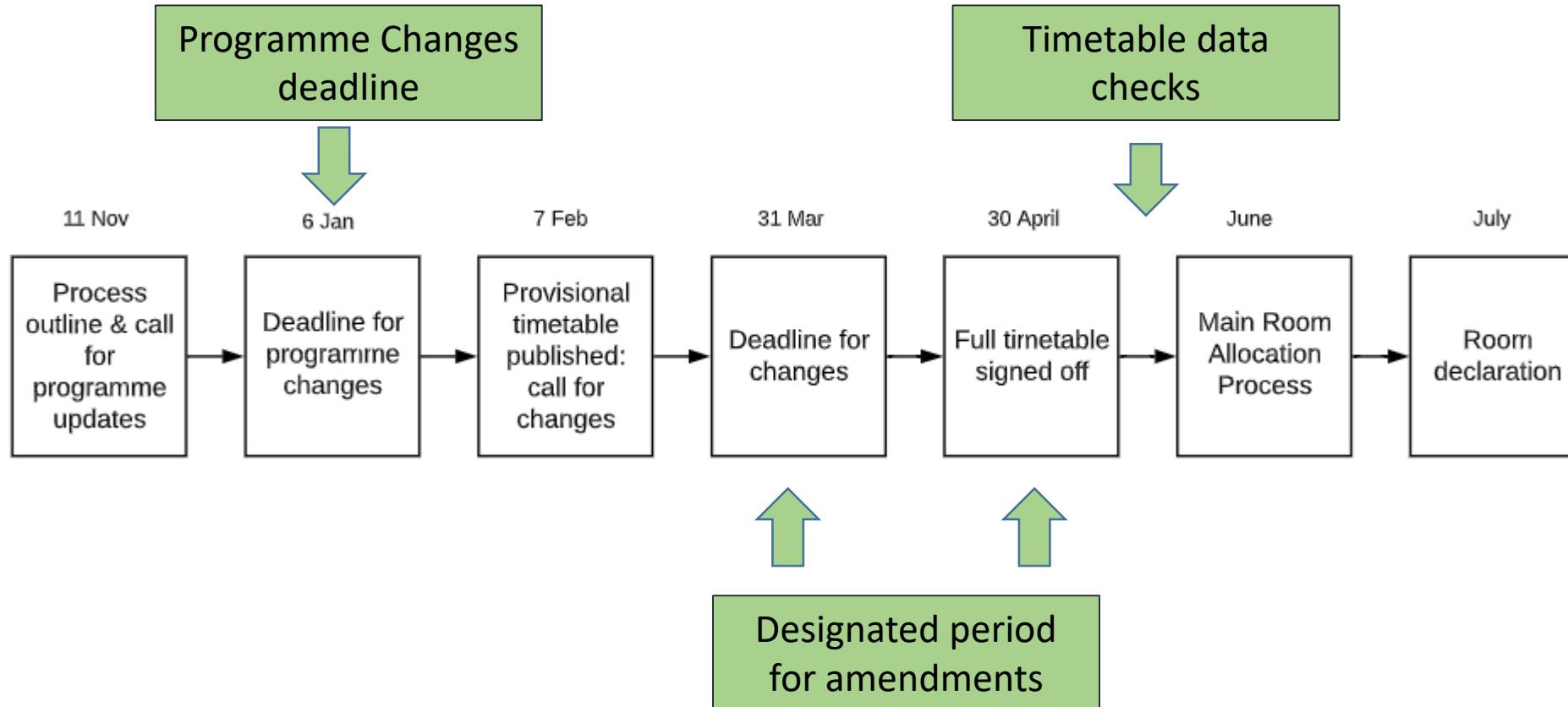


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3. 20/21 Planning Cycle

Large Lecture Theatre Scheduling Exercise



3. 20/21 Planning Cycle

TT Data Key Dates and Changes

31ST Jan

Collection Process launched for 20/21

Feb - March

Workshops/ 1:1s available on request

6th April

Data Submission Deadline

3. 20/21 Planning Cycle

TT Data Key Dates and Changes

Kat	Biological Sciences	
Summer	COL & Summer Schools	Economics
	Chemistry	Maths
	Divinity	Education
Cate	Business	PPLS
	Law	Geosciences
Jo	HCA	Informatics & EPCC
	ECA	Physics &
	IAD	Astronomy
Lisa	Engineering	SPS
	HiSS	LLC
Helen	Medicine	Vets
	BioMedical Sciences	Usher (MGP)



3. 20/21 Planning Cycle

Room Allocation

3. 20/21 Planning Cycle

Room Allocation

DATE RANGE	PROCESS
April	PRAM Planning
May – Early June	PRAM Season (incl. Specialist Space)
June/July	RAP (incl. new Teaching Studio allocation process)
End July	Declare timetable and roomings
August/Sept	Process outstanding teaching room allocations

Other notable planned dates for the diary:

- Early August – Begin inputting Student Society requests submitted by booking form
- Mid August – Release general teaching room stock for Semester 1 Direct-book WRBs
- Start December – Release general teaching room stock for Semester 2 Direct-book WRBs
 - January-February – Create and allocate Summer School bookings

3. 20/21 Planning Cycle

Room Allocation - Additional Goals

GOAL = Reduced quantity of 'Room too small' TCRFs

(Method = Planned Size analysis on the margins, referencing 19/20 Real Size data)

GOAL = Increased room allocation options

(Method = limiting use of unnecessary suitabilities e.g. Tables and chairs)

GOAL = Continued interactions with School colleagues

(Method = increased visits to School Offices by the campus gatekeepers)

3. 20/21 Planning Cycle

Student Allocation

GCRFS

Total forms received:

Semester 1 – 9502

Semester 2 – 7211 (Currently)

Increase from last year:

Semester 1 – 80%

Semester 2 – 67%

Key Dates for 20/21

End of July

Whole Class Commences

July/Aug

Schools confirm with TTU rules relating to
Student allocation for Sub Groups

Aug/Sept

GCRF Process commences

4. Room Booking Update

Teaching Studio Allocations – Background for change

- The high demand for teaching studio use grows year-on-year
- Annually, the TTU attempts to allocate all teaching activities into the 12 teaching studios across multiple campuses
- Balance to be found between accommodating annual offerings while encouraging new use of the spaces
- Some issues:
 - Perception that priorities exist when they don't
 - Planned size inaccuracies, based on room size and not anticipated cohort
 - Lack of large flat-floor spaces in general



4. Room Booking Update

Teaching Studio Allocations – 2019/20 Statistics

Campus	To be scheduled	Outstanding at declaration	No of studios
Central	127	14	5
King's Buildings	285	40	7

Room	Building	Capacity	Frequency
1206c - Teaching Studio	JCMB	72	65.80%
3212 - Teaching Studio	JCMB	24	52.95%
3211 - Teaching Studio	JCMB	24	60.68%
3217 - Teaching Studio	JCMB	84	77.50%
4325C - Teaching Studio	JCMB	48	60.11%
G.07 - Teaching Studio	Murchison	90	49.66%
G.09 - Teaching Studio	Murchison	60	50.91%

	9.00	10.00	11.00	12.00	13.00	14.00	15.00	16.00	17.00
Mon	9	42.5	45.5	38	20	61	96	60	
Tue	64.5	75.5	98	61	46	102.5	124	95.5	6
Wed	76	122	91	82	28	25	34	23	
Thu	37	38	65	76	14.5	81.5	80.5	63.5	5
Fri	17	38	17	31.5	41.5	61.5	65	30.5	

SCHOOL	HOURS OF DEMAND
School of Mathematics	513
School of Biological Sciences	254
School of Engineering	240
School of Physics and Astronomy	181
School of Chemistry	83
School of Social and Political Science	18
School of Geosciences	17
Total	1305

4. Room Booking Update

Teaching Studio Allocations – New method for 2020/21

Inspired by our experiences allocating Specialist Spaces, a similar model was devised for 20/21's teaching studio allocations.

- 1) Advanced teaching studio allocation run
- 2) Review outcomes
- 3) Supply alternative options to Schools
- 4) Host a session with key School reps to analyse and place outstanding activities
- 5) Finalise allocations in advance of July declaration

5. Launch of Timetabling Info Hub

Timetabling Info Hub
Private group

☆ Not following ↩ Next steps
👤 12 members

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Pages
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Recycle bin
Edit

Timetabling Information Hub

FAIRFOUL Kathryn
Timetabling Data Operations Manager

This SharePoint site is still under construction. Its main purpose will be to be a single source of reference for Timetable Co-Ordinators. If you have any suggestions of what you would like to see on this site please do comment below or email Timetabling@ed.ac.uk

<https://app.powerbi.com/Redirect?action=OpenApp&appId=4c48bd4b-6cd9-4ebc-b303-84d27a8391f2&ctid=2e9f06b0-1669-4589-8789-10a06934dc61>

6. Student Experience Action Plan

- **Student Helper Project**
- **Student Travel Time Constraints Project**
- **Specialist Space Support**

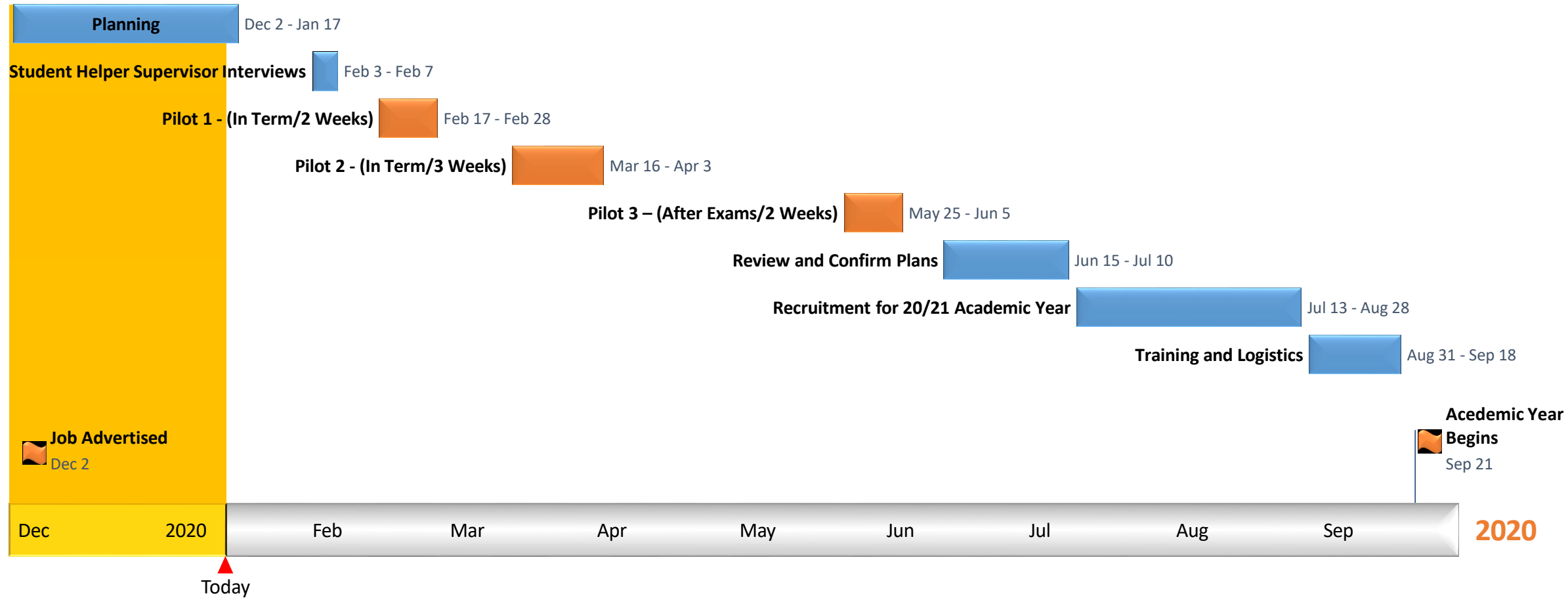
StEAP – Student Helper Project: Background

- SSG Survey raised issues around daily maintenance
- Subsequent workshops reinforced the need for a consistent level of daily maintenance across the campus
- A requirement to map out the gaps in daily room maintenance was identified
- Need to fill the gaps to provide a consistent service
- Adapting the Student Helpers scheme used in the lecture recording implementation can be a good fit for this

StEAP – Student Helper Project: Scope

- Prepare the Student Helper service
- To do this we anticipate running pilots and focus groups through semester two of the 19/20 academic year
- A Student Helper Supervisor will be employed. In place by March/April 2020
- Employment of University of Edinburgh students to resource the service

StEAP Student Helper Project: Draft Timeline



Pilot 1

- Small with approximately 10-15 students employed
- Dependant on their respective timetables we will target rooms within three campus areas. ECA, Central and King Buildings
- We will ask students to work in pairs
- We will be particularly mindful of:
 - Student safety
 - Finding the gaps in maintenance
 - Trialling reporting methods for student helpers
- As well as maintenance tasks we will require students to attend a focus group each week. Project team members would also attend

Pilot 2

- Medium size with approximately 20-30 students employed
- We should have the Student Helper Supervisor in place
- We will target a broader range of rooms across the campus
- We would hope to use the new Uni Temps system to pay the students
- Again, alongside maintenance tasks we will require students to attend focus groups

Pilot 3

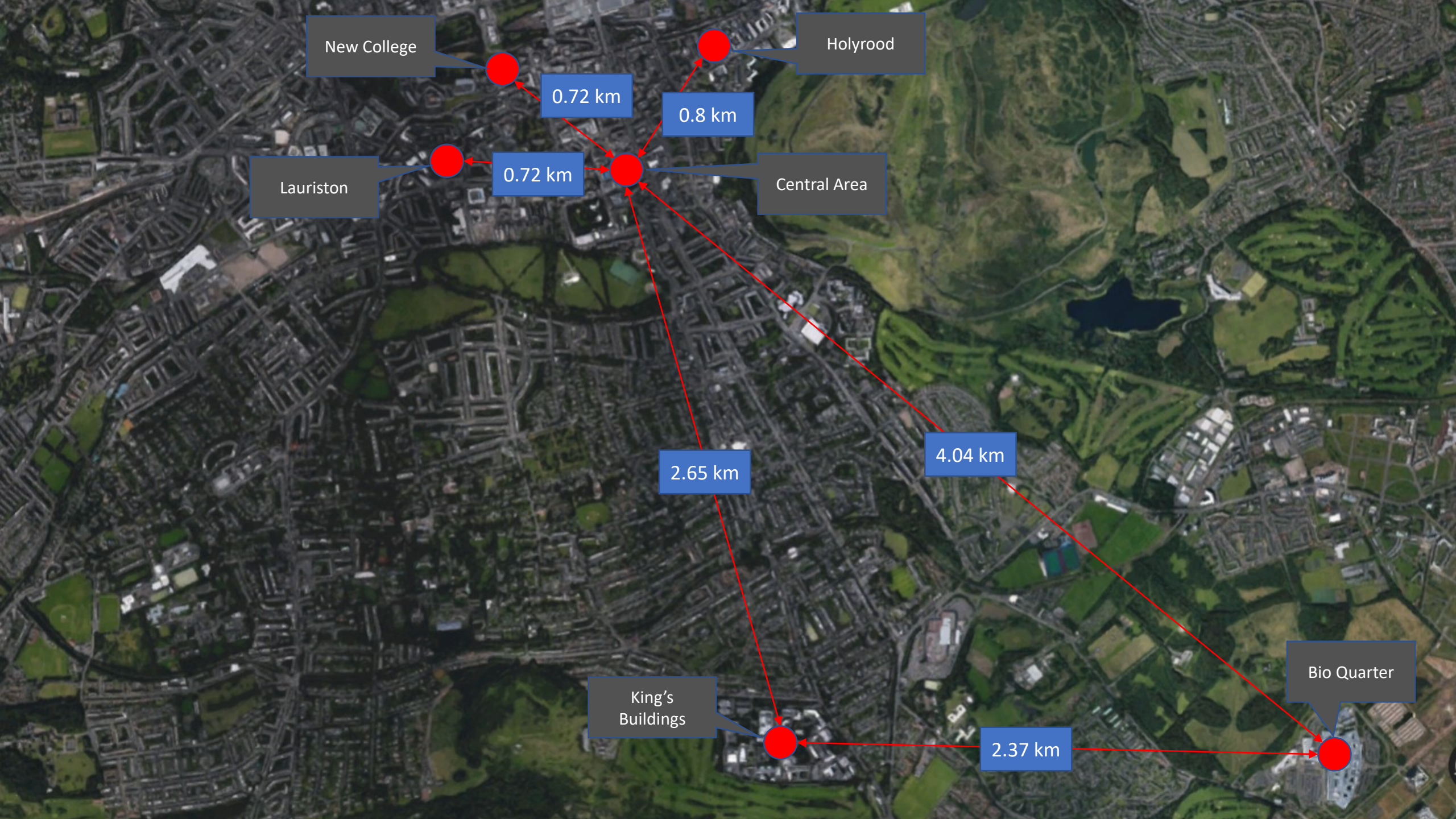
- We anticipate requiring a further pilot(s)
- The details are to be finalised as we progress – we envisage:
 - A logistical test where we dry run how jobs are going to be allocated through the academic year
 - Clearly tested escalation and reporting
- The timing of this type of pilot may be better suited to the weeks leading up to the start of term
- We would expect to have weekly focus groups

StEAP: Student Travel–Time Constraint – Project Summary



The project proposes to analyse the impact on both students and staff of travel-time constraints imposed by the wide geographical spread of the teaching estate and propose timetable solutions that might serve to mitigate this impact.





New College

Holyrood

Lauriston

Central Area

King's Buildings

Bio Quarter

0.72 km

0.8 km

0.72 km

2.65 km

4.04 km

2.37 km



Student data – Travel constraint analysis 18/19

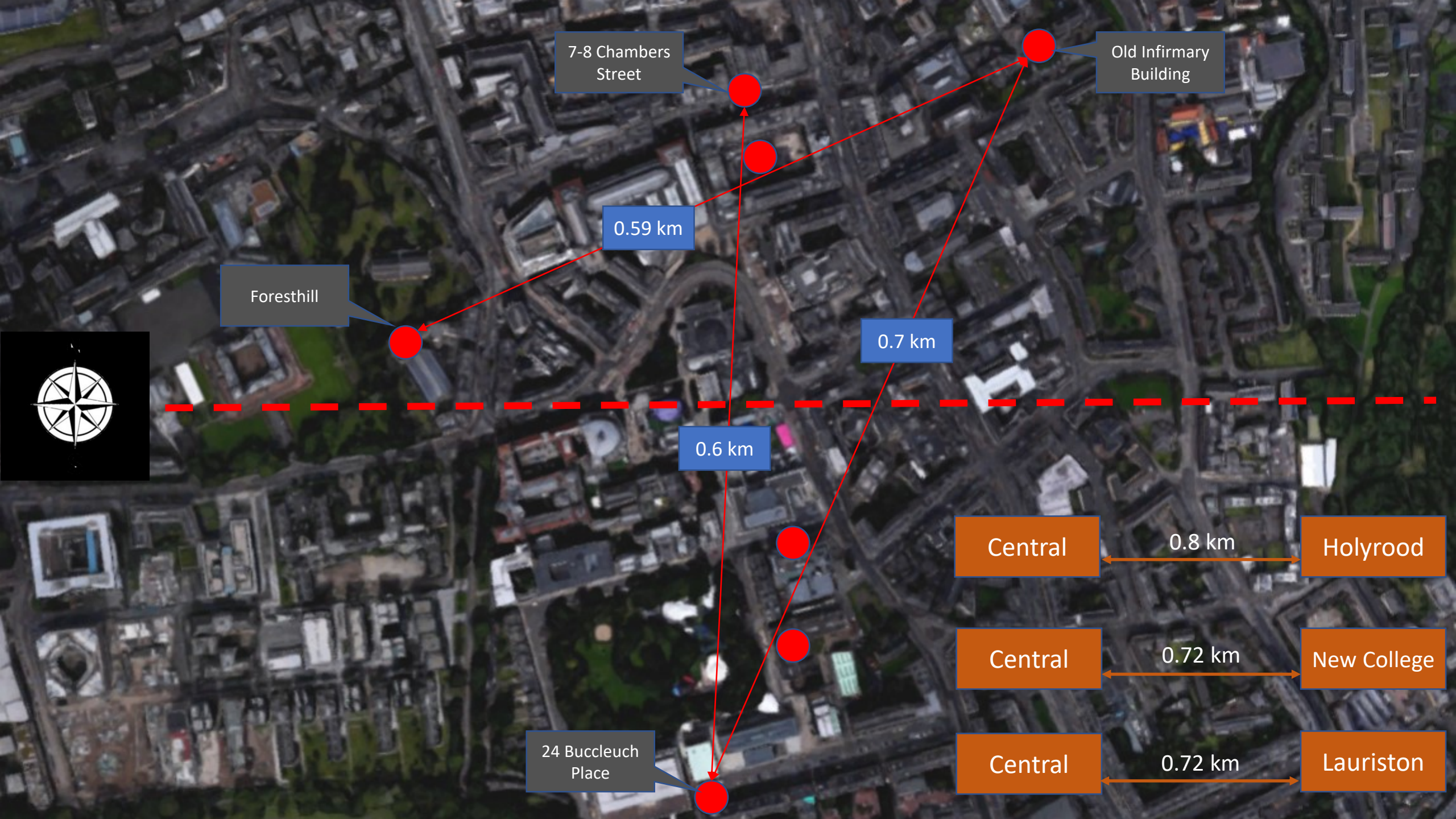
904,269

Student Allocations



- 9,174 individual instances
- 1.01% of all student allocations
- 39.9% confined to Central/KB

King's Buildings	→	Central	2163
Central	→	King's Buildings	1497
Holyrood	→	Central	1337
Central	→	Holyrood	987
Central	→	Lauriston	824
Lauriston	→	Central	562
New College	→	Central	541
Central	→	New College	425
King's Buildings	→	Royal Observatory	406
Royal Observatory	→	King's Buildings	183
King's Buildings	→	Holyrood	45
Holyrood	→	King's Buildings	35
Holyrood	→	New College	27
King's Buildings	→	Lauriston	21
Lauriston	→	Holyrood	21
Easter Bush	→	Central	17
King's Buildings	→	Easter Bush	16
New College	→	Holyrood	13
Lauriston	→	King's Buildings	12
Holyrood	→	Lauriston	11
Easter Bush	→	King's Buildings	8
Royal Observatory	→	Central	8
Central	→	Royal Observatory	4
New College	→	Lauriston	4
New College	→	King's Buildings	3
King's Buildings	→	New College	2
Central	→	Easter Bush	1
Lauriston	→	New College	1



Foresthill

7-8 Chambers Street

Old Infirmary Building

24 Buccleuch Place

0.59 km

0.6 km

0.7 km

Central

0.8 km

Holyrood

Central

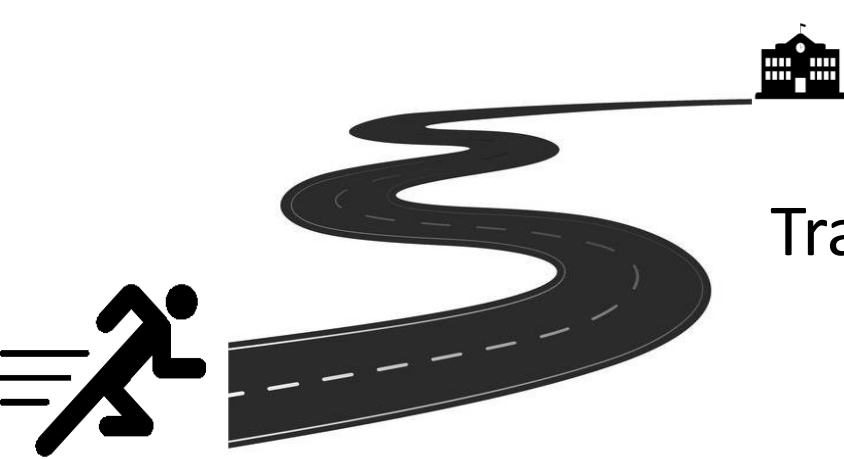
0.72 km

New College

Central

0.72 km

Lauriston



Travel constraint causes

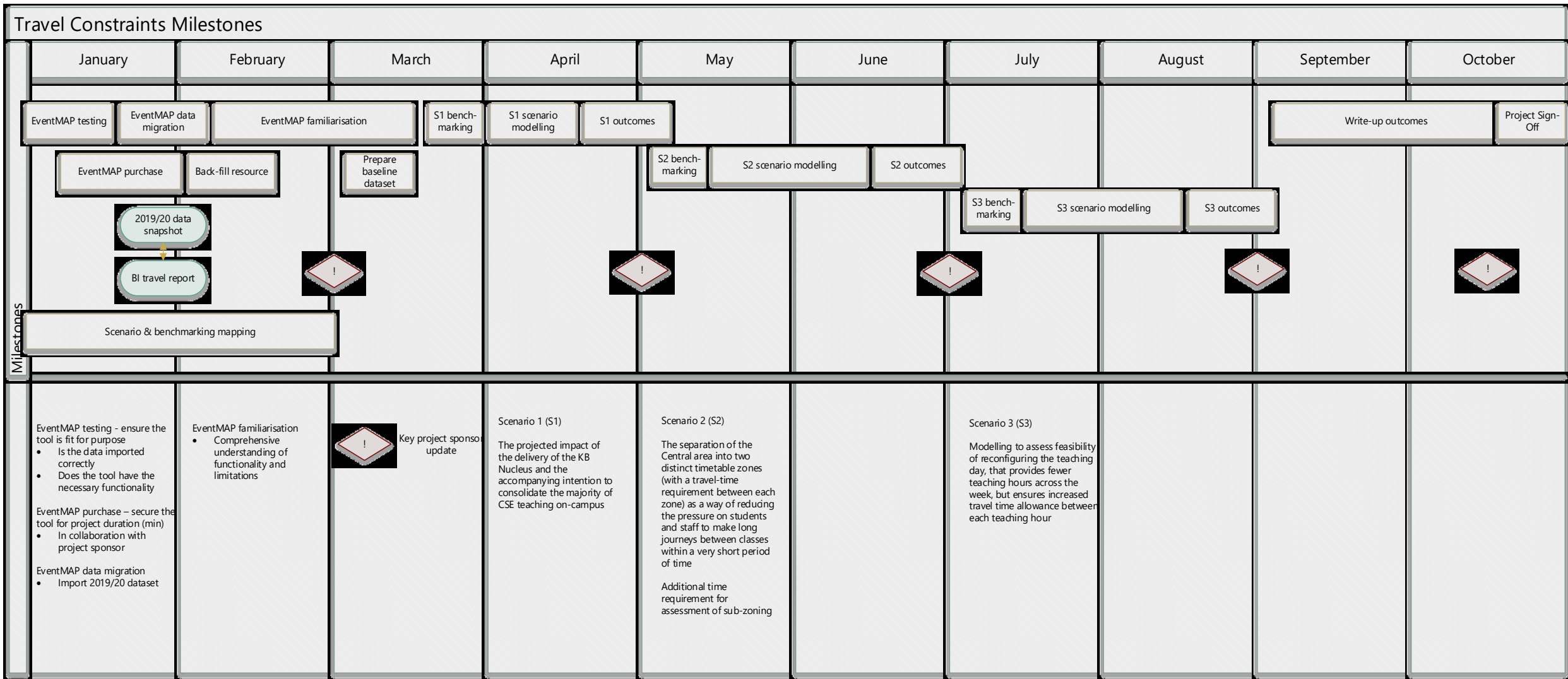
1. Official timetable-based constraints
2. Teaching hour overruns (class starts late)
3. Class overruns (poor time management)
4. Mobility
5. Questions for lecturer
6. Stretched definition of what's deemed officially acceptable

Student Travel–Time Constraint – Project Scenarios



1. The projected impact of the delivery of the KB Nucleus and the accompanying intention to consolidate the majority of CSE teaching on-campus
2. The separation of the Central area into two distinct timetable zones (with a travel-time requirement between each zone) as a way of reducing the pressure on students and staff to make long journeys between classes within a very short period of time
3. Modelling to assess feasibility of reconfiguring the teaching day, that provides fewer teaching hours across the week, but ensures increased travel time allowance between each teaching hour

Student Travel–Time Constraint – Project Timeline



StEAP: Specialist Teaching Spaces

Project summary

- Auditing teaching spaces currently noted as ‘specialist’. Includes activity from the Estates “Teaching Room Assessment Working Group”
- Upgrading of the technology and fabric of specialist spaces where doing so will provide an improvement to the student experience.
- Including the equipment to enable Media Hopper Replay in those rooms where suitable.
- Examine funding model proposals for specialist space with the aim of reaching an agreement which enables central support.
- Consider whether it is appropriate for specialist spaces to come into central management.

Specialist Teaching Spaces

Year 4 Lecture Recording – project summary

- Automated recording of non-lecture activities within the timetabling system (opt-in).
 - 4099 Lecture schedules making 32% of the total.
 - 1508 Seminar schedules making 12% of the total.
 - 1362 Workshop schedules making 11% of the total.
 - 3870 Tutorial schedules making 30% of the total.
- A Service Level Agreement for ISG support of specialist spaces.

7. A.O.B.



BIG
TRACTOR
POWER