

# Timetabling and Examinations Strategy - 2025

## VISION AND MISSION

“We aim to provide comprehensive, flexible timetabling for students and staff in high quality, agile space.”

### In order to achieve this vision we:

- Combine student, staff, space and time data to deliver dynamic and complete timetabling for students and staff
- Allocate teaching, study, meeting and event space in a way that matches our users’ requirements and expectations
- Balance the needs of teaching activities while booking spaces for ad-hoc business
- Ensure all teaching rooms are optimally scheduled through the whole teaching year
- Ensure adequate provision of exam-appropriate space
- Inform strategic Estates development decisions in relation to teaching and examination space
- Provide a core timetabling modelling service to support evolving curriculum and daily operation
- Keep up to date with technological developments and digital solutions within the Timetabling sector by participating in Conferences and Timetabling Experts Groups
- Consult with timetabling and examinations experts across the sector in order to share best practice and evolution of the service
- Influence development of the current and future supplier’s products via closer engagement with vendors
- Manage end to end timetabling and examinations processes, always meeting set KPIs
- Make sure that business processes are supported by the best available technology and infrastructure
- Frequently review business processes, identify wastes and adopt improved processes

## VALUES

Our strategy is unpinning by core values: Transparency, Trust, Integrity, Agility, Responsiveness, and Decisiveness

## STRATEGIC GOALS AND OBJECTIVES

The Timetabling and Examinations Strategy is focusing on three key areas: Student and Staff Experience, Process Excellence, and Data Integration and Visualisation

---

### ENHANCE STUDENTS' AND STAFF EXPERIENCE

- ✓ By being responsive to users' needs
- ✓ By provision of the same quality of service to every student and staff across the University
- ✓ By excellent communication and maximisation of use of digital means for sharing information

### GOALS

We want to enhance student and staff experience by:

- E1 Making sure that every student and staff member receives their accurate comprehensive personalised timetables (teaching and/or examinations) timely and via digital channels
- E2 Making sure timetabling and examinations processes are responsive to the evolving needs of students and all constraints are minimised
- E3 Making sure we provide an efficient and responsive room booking service for students and staff
- E4 Making sure that teaching and examinations timetable information and room booking information is easily accessible via the preferred channels for students and staff

### OBJECTIVES

To deliver those goals, within the next five years, we will:

- E1.1 Provide all taught students with a comprehensive personalised timetable
  - E1.2 Provide all academic staff with their teaching commitments timetable
  - E1.3 Provide invigilators, academics and professional staff with an examinations timetable
  - E1.4 Improve notifications of changes via different digital channels (text messages, Calsync throughput, MyEd Channel)
  - E1.5 Facilitate the use of digitisation for invigilators' availability and display of timetables, adding more detail
  - E2.1 Gather and analyse data which indicates students' timetabling preferences and make sure our processes and timetabling policy reflect those needs
  - E2.2 Make sure general teaching space meets the needs of all users
  - E2.3 Minimise travel constraints for students and staff
  - E3.1 Increase the number of available study spaces
  - E3.2 Implement a modern interface for room bookings (by Sep 2021)
  - E3.3 To collaborate with LST and Estate in improving Room information presentation and users' support service
  - E4.1 Understand communication preferences of various user groups - students, academics, teaching offices staff - and establish a strategy for meeting their requirements
  - E4.2 To replace room information pages with a more detailed user-friendly interface
-

---

## ACHIEVE PROCESS EXCELLENCE

- ✓ By focusing on user value
- ✓ By the development of standards adopted within the Unit and across Schools
- ✓ By detailed measurement of our processes and improvements' benefits
- ✓ By strengthening our partnerships within the University, and with other institutions and vendors
- ✓ By the development and motivation of our staff
- ✓ By continuous improvement of our processes

## GOALS

We want achieve our processes' excellence by:

- P1. Achieving the best possible integration and standardisation of timetabling, modelling, room booking and examination processes between central Timetabling & Examinations (T&E) Unit and Schools
- P2. Creating a culture of collaboration and responsibility for the end-to-end timetabling and examination processes, between the T&E Unit, Schools and other Departments
- P3. Driving timetable planning and delivering dynamic timetabling across the whole University timetable
- P4. Optimising space development and utilisation through effective provision and use of teaching and examinations space
- P5. Maintaining the highest level of employee performance

## OBJECTIVES

To deliver these goals, within the next five years we will:

- P1.1 Establish a process of timetable preparation with all fundamental pieces of data: student, time, space and staff
- P1.2 Establish procedures aiming to maintain best quality data
- P1.3 Investigate options for better examinations delivery process, specifically to drive improvements to the Exam Papers preparation process
- P1.5 Collaborate in process improvement to Attendance Monitoring process
- P2.1 Work closely with Schools' Timetabling and Examination representatives and other Departments such as Student Disability Office, LST and Estates to increase awareness of each operation processes and create opportunities for streamlining the process and achieving better outcomes for users
- P3.1 Demonstrate how we can deliver a centralised whole-class timetable by completion of Global Offline Project
- P3.2 Demonstrate we can schedule based on the actual popular course choices, not across the breadth of curriculum
- P3.3 Extend consultations with Schools for new and existing courses and programmes
- P3.4 Establish processes to support the central timetabling of all whole-class teaching activities
- P4.1 Complete teaching space utilisation analysis and space modelling projects to support Estates strategies, including delivery of:
  - Consistent and improved quality of teaching space
  - Improved delivery of student study and social space
  - Appropriate level and balance of teaching and examinations space to support timetable requirements
- P4.2 Define the method for measuring use of specialist space and projecting space provision
- P5.1 Empowering our staff through individual responsibility and decision-making
- P5.2 Establish culture of peer learning and promote personal development

---

**MAXIMISE DATA INTEGRATION AND VISUALISATION**

- ✓ By efficient data flow, governance, and analytics
- ✓ By providing an accessible way to see and understand trends and patterns in data

**GOALS**

We want to maximise data integration and provide better data visualisation by:

- D1 Becoming the single source of timetabling data at the University
- D2 Maximising integration with the systems that provide data, improving efficiency and quality of service
- D3 Implementing and maintaining a unified reporting platform for information distribution, internally and externally

**OBJECTIVES**

To deliver those goals within the next five years, we will:

- D1.1 Accurately and consistently record all teaching spaces' bookings on the central timetabling system
  - D1.2 Create a mechanism for collating and recording staff teaching commitments
  - D1.3 Establish procedures aiming to maintain best quality data
  - D2.1 Integrate student special adjustments and space accessibility data to provide a better timetabling service for students with special teaching adjustments
  - D2.2 Integrate Estates and LST data to improve data quality and process efficiency
  - D2.3 Enhance the accuracy of resit timetable
  - D2.4 Provide the core timetabling information to Workload management system in a more effective way
  - D3.1 Develop reports suitable for various stakeholders' needs
  - D3.2 Promote self-service reporting for Schools
-