Reviewing your website

Public Affairs Directorate master class
19 November 2015

What are we going to cover?

- Determining your goals and objectives, assessing user requirements and information architecture
  - Christopher Eddie

- Using data and analytics in your website review
  - Stephen Sangar

Five minute break

- Case studies
  - Faculty of Law – Charlotte Vinnicombe
  - Oxford Sparks – Michaela Livingstone-Banks
  - Wolfson College – Amy Richards

- Panel discussion

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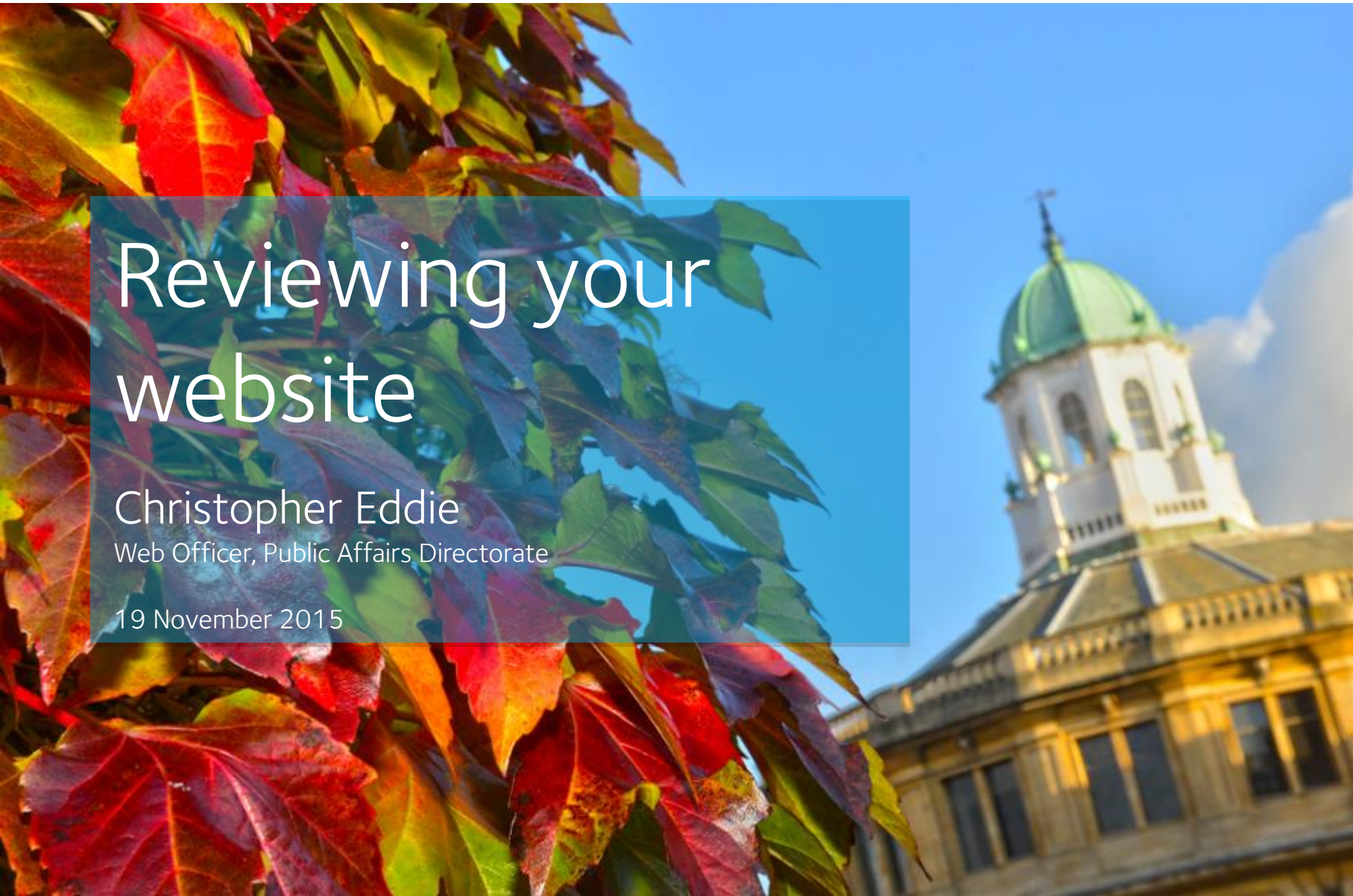

Reviewing your website

Christopher Eddie
Web Officer, Public Affairs Directorate

19 November 2015

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What is your goal?

- Can you write it down?
- Does everyone in your office agree?

Who does this best?

- Competitor analysis
- What can you learn from others?

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Discovery phase

- What does each group in your area/college/department want to happen on the site?
- What is most important, ie what gets you to your goal?
- Check your existing stats – do they fit with what you think is important?

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What are your KPIs?

- Identify what success means for you
- Collect statistics/feedback for current site to use as benchmark for new site
- How will you measure? Just Google Analytics? Google Tag Manager, CrazyEgg, something else?

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What do you dislike now?

- Why? What would improve it? Is this possible?
- If not, what is?
- Is money the problem?
- If so, is web more of a priority than something else? Make the hard decisions about budget
- Web will only grow in importance and it offers outstanding value for money

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What do your users dislike?

- Have you asked them?
- Does it tie in with your own views?
- What can you learn from them?

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How do your users like to be kept up to date?

- Have you asked them?
- If more follow Facebook than visit your site why not use that? Or LinkedIn or Twitter, etc.

How can you find out?

- Online surveys – one linked via mailshot, one via social media and a different one via website
- You may have quite separate audiences
- Add in demographic questions

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Have we mentioned mobile yet?

- Who here has a smart phone?
- A tablet?
- At home what do you use most?
- What do the stats says about your users?

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Personas

- Are these worth doing?
- What are you hoping to learn from them?

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IA – information architecture

- Make menu titles clear/obvious – eg what does “Inspire” mean???
- Show them to people who do not use your site and ask them what they’d expect to find there

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IA – test it

- There are online user testing tools, eg: www.optimalworkshop.com/treejack – gives users different scenarios and reports on how they complete these tasks.

User testing

- Get some users together – a mixture of those familiar with the site and those new to it
- Get them to complete your important tasks
- Get them to ‘think out loud’ & watch them closely
- Speak to them afterwards, get their feedback
- Do it now for the current site as practice
- And again when you have some of the new site built – and build into regular (termly? annual?) review

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Content

- This is why people visit your site
- But we all skim – keep it brief, clear and authoritative
- Use headings and bullet points
- Web is not print – there is no deadline for completion
- Web needs continual iterative improvement
- We added ‘Rate this page’ – get the user to tell you what’s wrong or missing

Oxweb – lessons learnt

- Migrating content takes ages
- Use this opportunity, don't just copy and paste – review, edit, delete
- Use the stats, is anyone reading this page?
- Ideally, launch a new smaller, more efficient site

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Oxweb – lessons learnt, cont.

- Testing mobile takes ages. Have you the devices you need to do this?
- Have a soft launch and make it easy to provide feedback
- Evaluate responses. What is worth changing?
- Run new site in parallel with old for a while
- Internal deadlines are useful, external not so much

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What is the point of a visit?

- Should every visit end in action?
- If so, is that clearly signposted on the site?
- Have you set up any goal funnels in Google Analytics?
- If people do not act, do you know why not? Could you ask this on the website?
- If people do not act, is there something else they can do? How well threaded is your related content?

Gold and lead

- Golden rule: your site is not for **you**, it's for **them**
- Lead rule: a launch is not the end, it's a beginning
- Well done on completing that decathlon, now let's start that marathon

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Enough for now?

- What was the most useful thing you've just heard?
- Why?

- Now your site is up and running, let's look at ANALYTICS AND REPORTING

Using data and analytics

Stephen Sangar

19 November 2015

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Data Sources

- Google Analytics
- Google Tag Manager
- Link shorteners (e.g. TinyURL, Po.st)
- Facebook insights
- Twitter (analytics.twitter.com)
- YouTube (www.youtube.com/analytics)
- Instagram (InsTrack app)
- E-Newsletters
- Search
- SiteImprove (broken link checker)
- Crazy egg (hot spot tracker)
- Your CMS
- Any others?

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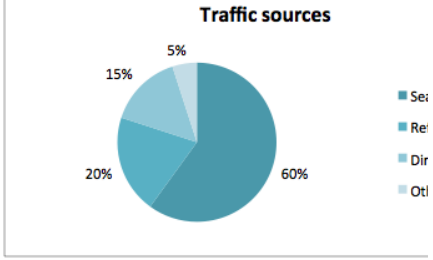
Digital Dashboards

TATE

Highlights
(Summary of the results of the digital activity for this month)

130,000 visits		3.2 Pages/visit		2,200 registered users		140 comm
Prev. month	-7%	Prev. month	14%	Prev. month	5%	Prev. month
Prev. year	30%	Prev. year	-6%	Prev. year	120%	Prev. year



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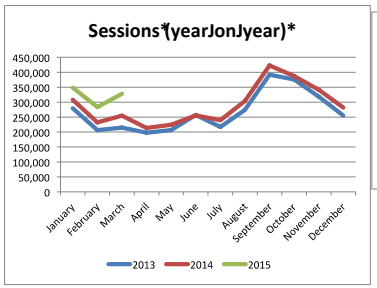
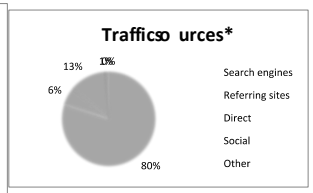
Undergraduate Admissions

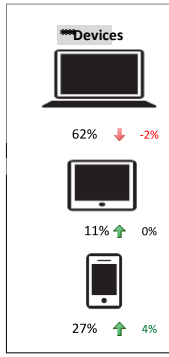
Digital metrics repo
March 201

Highlights
March figures show an impressive rise on last month and last year – with the exception of pages/session which compares the new site to the old site that had more pages. Devices are stable with over a quarter of web queries coming from a mobile phone. Sessions this month shows a decline towards the end of the month which maybe due to school holidays for Easter.

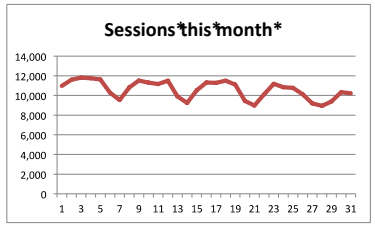
328,208 sessions		246,502 users		1,074,312 pageviews		3.27 Pages/session		3.22 mins		avg sessi duration
Prev. month	16%	Prev. month	14%	Prev. month	21%	Prev. month	5%	Prev. month		
Prev. year	29%	Prev. year	32%	Prev. year	3%	Prev. year	-20%	Prev. year		

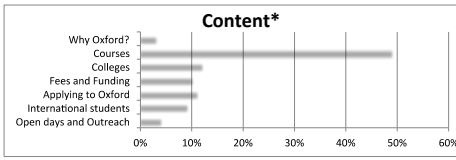


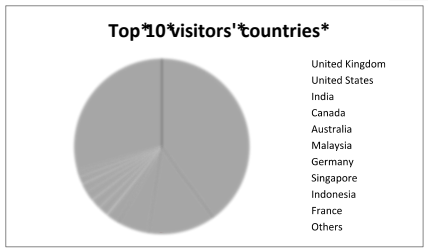




Top search engine:	Google	94.8%
Top search term:	(not provided)	86.2%
Top 5 referring sites	search.ucas.com	11.1%
	thecompleteuniversity	6.0%
	topuniversities.com	3.8%
	thestudentroom.co.uk	3.5%
	admissionstestingserv	2.9%
Top 2 social sites:	Facebook	58.8%
	Twitter	10.0%







Most viewed pages

Title	Views
Undergraduate admissions Hom	132,583
Courses listing	128,697
Entrance requirements	39,203
International qualifications	34,141
Applying to Oxford	34,118
College listing	31,906
Medicine	25,302
2015 Tuition fees	25,131
Fees and funding	19,841
Fees, finding and scholarship se	19,248

Most visited outbound links

url	Visitis
uni-of-oxford.custhe	2,680
www.ucas.com/appl	2,420
www.admissionstest	903
www.ibo.org	814
www.bmat.org.uk	714
www.lnat.ac.uk	671
search.ucas.com	603
www.ucas.com	462
www.britishcouncil.(	451
www.medsci.ox.ac.u	420

YouTube top 5 videos

Video	Views
Medicine	4,600

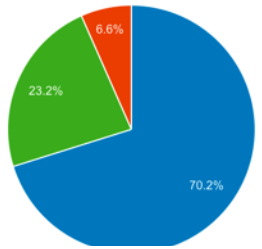
Social Media

Followers	
Engaged users	

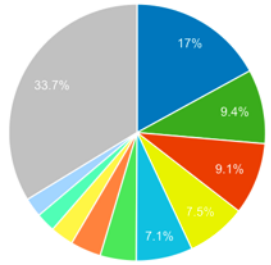
Newsletter stats

Devices

1. desktop		1,075,334	70.17%
2. mobile		355,461	23.20%
3. tablet		101,631	6.63%



1.	Chrome	46.0.2490.80	260,971	17.03%
2.	Safari	9.0	143,477	9.36%
3.	Chrome	46.0.2490.71	139,138	9.08%
4.	Internet Explorer	11.0	115,104	7.51%
5.	Firefox	41.0	108,999	7.11%
6.	Safari	8.0	69,621	4.54%
7.	Chrome	46.0.2490.76	59,230	3.87%
8.	Internet Explorer	9.0	44,706	2.92%
9.	Chrome	46.0.2490.86	37,356	2.44%
10.	Safari	9.0.1	37,137	2.42%
11.	Firefox	42.0	30,751	2.01%
12.	Chrome	45.0.2454.101	29,959	1.96%
13.	Safari	7.0	22,774	1.49%
14.	Android Browser	4.0	21,557	1.41%
15.	Internet Explorer	7.0	18,522	1.21%



Navigation

Landing Page	Acquisition			Behaviour		
	Sessions ↓	% New Sessions	New Users	Bounce Rate	Pages/Session	Avg. Session Duration
Not Oxford University	250,059 % of Total: 16.33% (1,531,737)	68.21% Avg for View: 54.48% (25.20%)	170,574 % of Total: 20.44% (834,540)	57.24% Avg for View: 52.25% (9.53%)	2.79 Avg for View: 3.22 (-13.26%)	00:03:07 Avg for View: 00:03:33 (-12.13%)
1. /	**70,823** (28.32%)	66.34%	46,983 (27.54%)	48.38%	3.33	00:03:42
2. /admissions/graduate/applying-to-oxford/application-guide	**6,786** (2.71%)	60.20%	4,085 (2.39%)	46.39%	3.86	00:05:53
3. /admissions/undergraduate/applying-to-oxford/written-work	**6,121** (2.45%)	73.22%	4,482 (2.63%)	47.77%	2.56	00:02:34
4. /admissions/graduate	**3,756** (1.50%)	74.71%	2,806 (1.65%)	26.78%	6.00	00:07:07
5. /admissions/undergraduate/applying-to-oxford/interviews	**2,999** (1.20%)	73.89%	2,216 (1.30%)	47.62%	2.25	00:02:40
6. /admissions/undergraduate/courses-listing	**2,961** (1.18%)	79.26%	2,347 (1.38%)	32.29%	3.81	00:04:40
7. /news/2015-10-27-maps-show-where-touching-allowed-0	**2,936** (1.17%)	91.76%	2,694 (1.58%)	89.65%	1.13	00:00:28
8. /admissions/undergraduate	**2,905** (1.16%)	78.66%	2,285 (1.34%)	35.90%	4.08	00:03:38
9. /news/2015-10-28-chicken-study-reveals-evolution-can-happen-much-faster-thought-0	**2,694** (1.08%)	94.02%	2,533 (1.48%)	90.57%	1.15	00:00:16

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Unpopular pages

- Low number of visitors
- Exit pages
- Funnel visualisation
- Search terms

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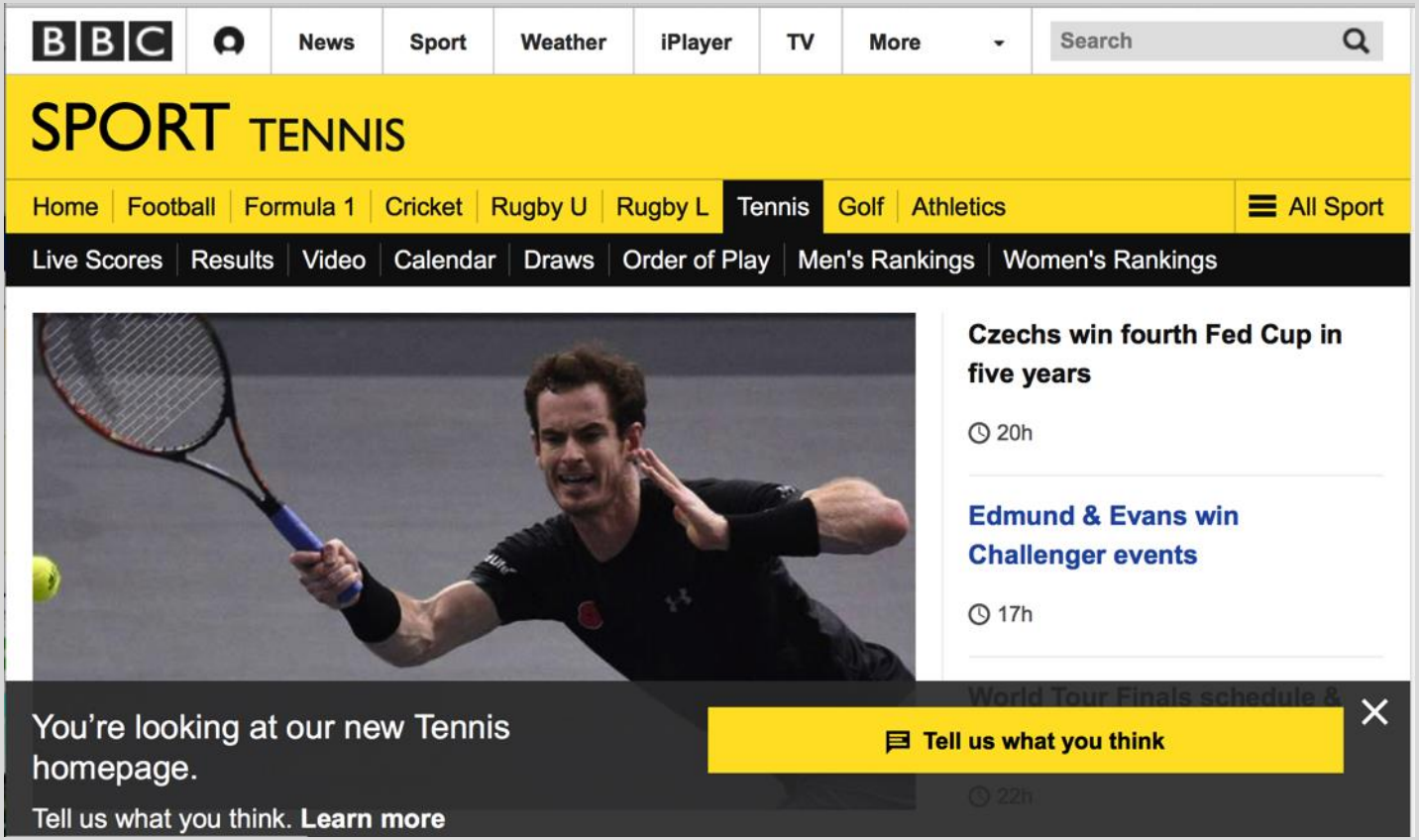
Redirects

FROM	TO	TYPE	COUNT	LAST ACCESSED
admissions/admissions_i/index.html	node/950	Default (301)	0	Never
admissions/contact_details.html	node/2558	Default (301)	5982	28 min 59 sec ago
admissions/graduate/applying-oxford	node/17353	Default (301)	906	1 month 1 day ago
admissions/graduate/colleges/index.html	node/16910	Default (301)	28	1 year 1 month ago
admissions/graduate/courses/about-our-courses	node/17435	Default (301)	8989	17 min 59 sec ago
admissions/graduate/courses/dphil-radiobiology-13	node/19550	Default (301)	238	1 hour 29 min ago
admissions/graduate/courses/engd-renewable-energy-marine-structures	node/18533	Default (301)	567	2 weeks 4 days ago
admissions/graduate/courses/science-and-applications-plastic-electronics	node/19231	Default (301)	1099	1 day 3 hours ago
admissions/graduate/fees-and-funding/fees-funding-and-scholarship-search/science-without-borders-scholarships	node/18806	Default (301)	11	15 hours 57 min ago

Testing


BBC
News
Sport
Weather
iPlayer
TV
More
Search
SPORT TENNIS
Home
Football
Formula 1
Cricket
Rugby U
Rugby L
Tennis
Golf
Athletics
All Sport
Live Scores
Results
Video
Calendar
Draws
Order of Play
Men's Rankings
Women's Rankings
Czechs win fourth Fed Cup in five years
20h
Edmund & Evans win Challenger events
17h
You're looking at our new Tennis homepage.
Tell us what you think. Learn more
Tell us what you think

Please help us improve our website by answering a few short questions.
Yes No

Search

Destination/Hotel Name:
Oxford

Work Leisure

Check-in Date
Thu 19 November 2015

Check-out Date
Fri 20 November 2015

1-night stay

Rooms 1
Adults 2
Children 0

Search

Filter by:

Price (per night)

- £0 - £35 3
- £35 - £70 14
- £70 - £100 45
- £100 - £140 41
- £140 + 23

Review Score

- Wonderful: 9+ 6
- Very good: 8+ 29
- Good: 7+ 58
- Pleasant: 6+ 64
- No rating 1

Star Rating

- 2 stars 2

26% reserved

Oxford is a top choice on our site with travelers for your selected dates (26% reserved).
Tip: Prices might be higher than usual for the dates you've selected. Why not try again with these alternatives?

Nov 20 — Nov 21 | Nov 17 — Nov 18 | Nov 22 — Nov 23

Oxford: 67 out of 91 properties available

3 Reasons to Visit: nightlife, restaurants & theater

Order by: Bestsellers | Price | Stars | Distance from downtown | Review Score

Oxford Spires Four Pillars Hotel ★★★★

deal ♡292

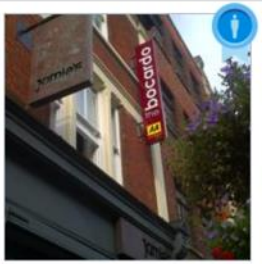
Good 7.8
928 reviews

Oxford

6 people looking at this hotel
6 bookings today

Double Room -50% £179 £89

Select your room ›



The Bocardo Hotel ★★★★ deal

Good 7.3
593 reviews

♡269

Oxford – Downtown

3 people looking at this hotel
2 bookings today

Double Room Only 3 rooms left on our site! -10% £139 £125

Select your room ›

Urbane Apartments ♡4

Oxford – Downtown

Last booked: November 14

You missed it! We reserved our last available room at this property.

Availability in Oxford is low for your dates – lock in a great price before it's too late!

View this apartment and many more on our dedicated website

Case studies

Faculty of Law – Charlotte Vinnicombe
Oxford Sparks – Michaela Livingston-Banks
Wolfson College – Amy Richardson

FACULTY OF LAW WEBSITE REVIEW

Charlotte Vinnicombe
Head of Administration and Finance

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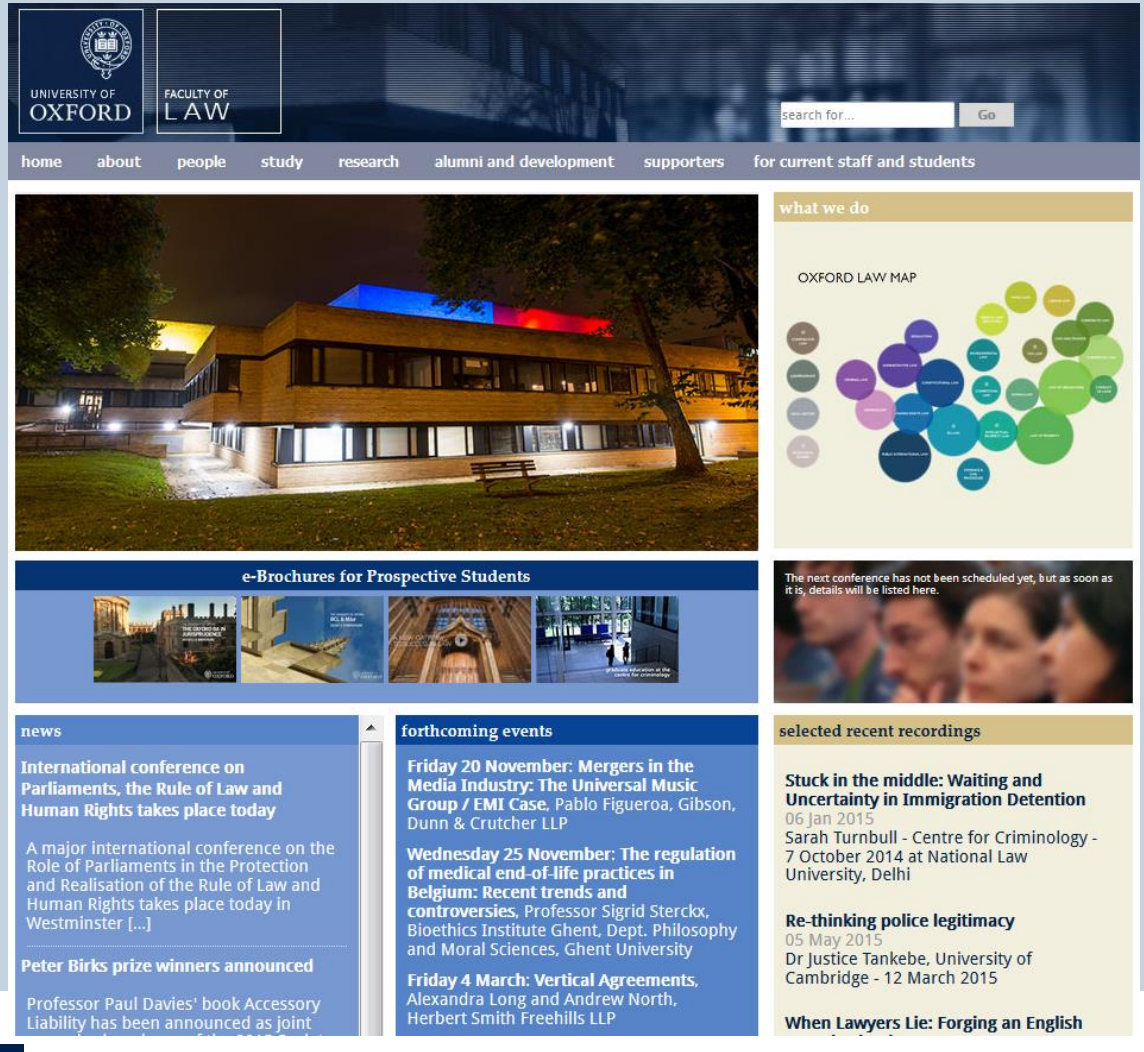
The old site: www3.law.ox.ac.uk



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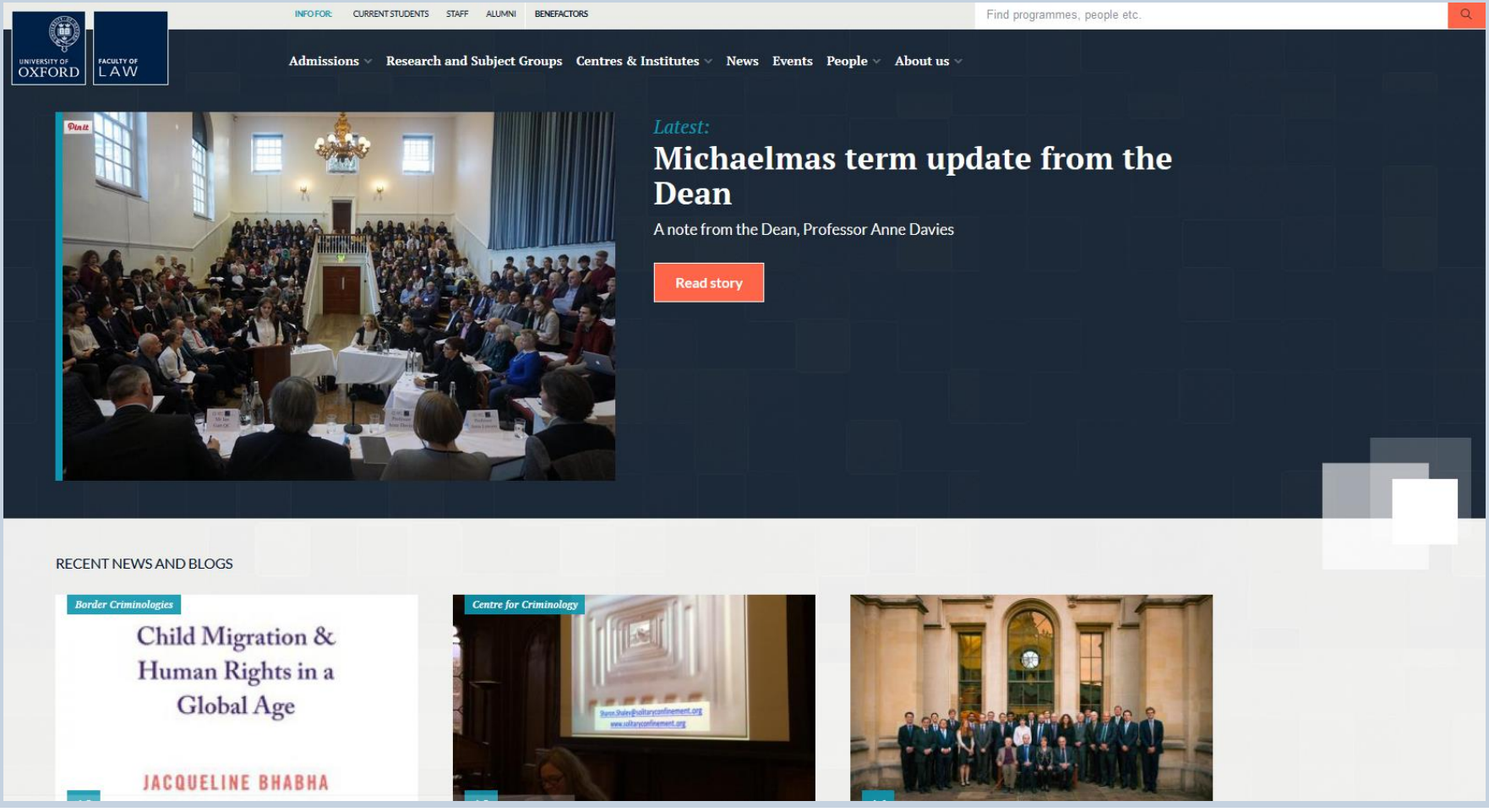
The new site: www.law.ox.ac.uk



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Reasons for reviewing the site

- Used two systems to edit content: Contribute software for the flat pages, and an in-house CMS for the database content, which many people couldn't understand or could use easily. So content went out of date all too easily.
- It wasn't all that flexible – creating new sections involved a lot of work, and turned out to be very hard to incorporate new features like blogs. Some of us started to use WebLearn instead of the intranet - lost sight of the relationship between the intranet, the website and WebLearn.
- There were features that didn't work on tablets and phones (ebrochures), and special features that were designed outside the faculty that we were paying a lot of money to keep current.

Reasons for reviewing the site, cont'd

- Our very 'responsive' approach lacked strategy, and the site became unwieldy and difficult to navigate.
- It was becoming the norm for research projects, programmes, hubs, centres, to get bits of funding and go off to create their sites elsewhere so our site was left representing just the core faculty and not the whole of our activities.
- We had a non-standard system, not documented. Only the two web developers really understood what we had and how to use it – we were overly reliant on them as individuals.

Aims of the review

The consultations and discussions within the working groups culminated in our business plan, where we identified what we wanted:

- A website that would unify all of our sites
- A coherent set of sub-sites, or micro-sites – access to content, use them flexibly, individual identity whilst staying consistent with the Law Faculty branding
- A template that could be rolled out for hubs, blogs, new areas of activity, research programmes, whole new institutes or centres
- New graduate research pages to allow DPhils to promote themselves
- Greater emphasis on audio-visual content and less emphasis on text
- A site that was easily updated to allow for commentary on recent issues (ie blogs)

Oxford Sparks

Bringing Oxford Science to Life

Developing the new website

A case study

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Medical Sciences Division

Maths, Physical + Life Sciences Division

www.oxfordsparks.ox.ac.uk

Oxford Sparks

Oxford Sparks

Share 148 Tweet 244 Google + 8 Share 7

HOME VIDEO AUDIO SCIENCE LEARNING RESOURCES BLOG ENGAGEMENT RESOURCES

A Quick Look Around the LHC

Oxford Online Public Science

Oxford Sparks is the place for engaging with exciting science taking place across Oxford University. Whether you are a school student, teacher, parent, interested member of the public, or a scientist, there is something for you from all the physical, life and medical sciences. There are hundreds of resources, including videos, science trails, activities to try at home, mobile phone apps, games, podcasts, virtual tours and plenty more!

ABOUT OXFORD SPARKS

PUBLIC ENGAGEMENT Resources

If you are interested in developing your public engagement skills, have a look at our resources section. You'll find everything from training courses to funding opportunities.

You can also read our blogs to discover more about day to day life for researchers and staff members at Oxford, and how they work to engage the public with science.

Blogs

MEET THE Scientists

Read about what inspired people to get into science, what projects they've worked on, and their most important and exciting discoveries.

Sneha Malde

Anna Michell

Andrew Powell

OXFORD SPARKS Twitter

Can babies feel pain? Come along to hear more with @oxfordscibar May 13, St Aldgates Tavern http://t.co/I1vyxhBMgr http://t.co/F4pDkdwfAK

about 24 hours ago · reply · retweet · favourite

OXFORD SPARKS Blog

Immunology taught by bees

www.oxfordsparks.ox.ac.uk

Oxford Sparks

Step 1: Writing the brief

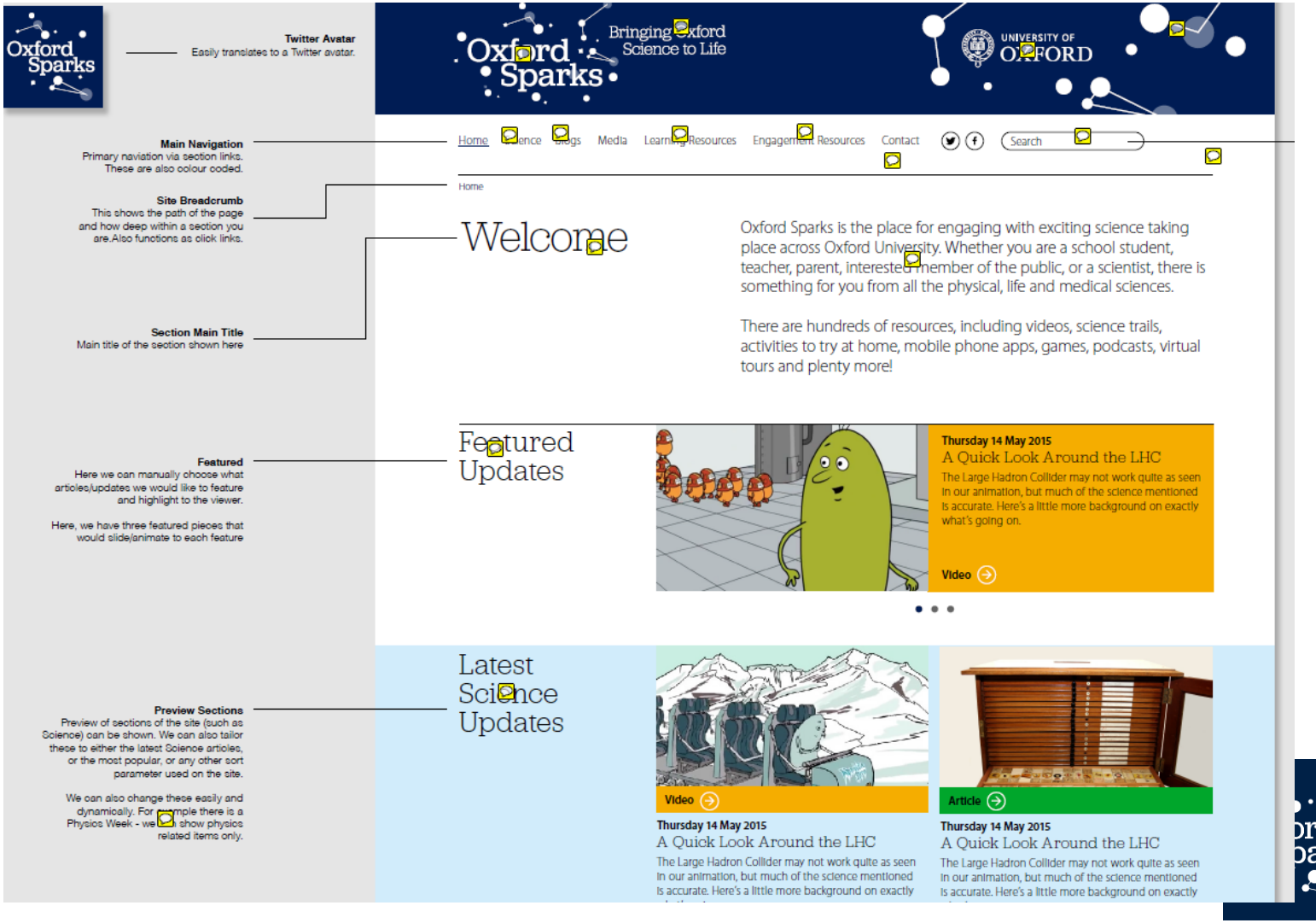
- Audit of existing website content and features
- Strengths and weaknesses
- Things we wanted to achieve
- Our audiences – value proposition
- Look, style and tone of voice
- Technical requirements
- Distribution channels

Step 2: Talking to developers

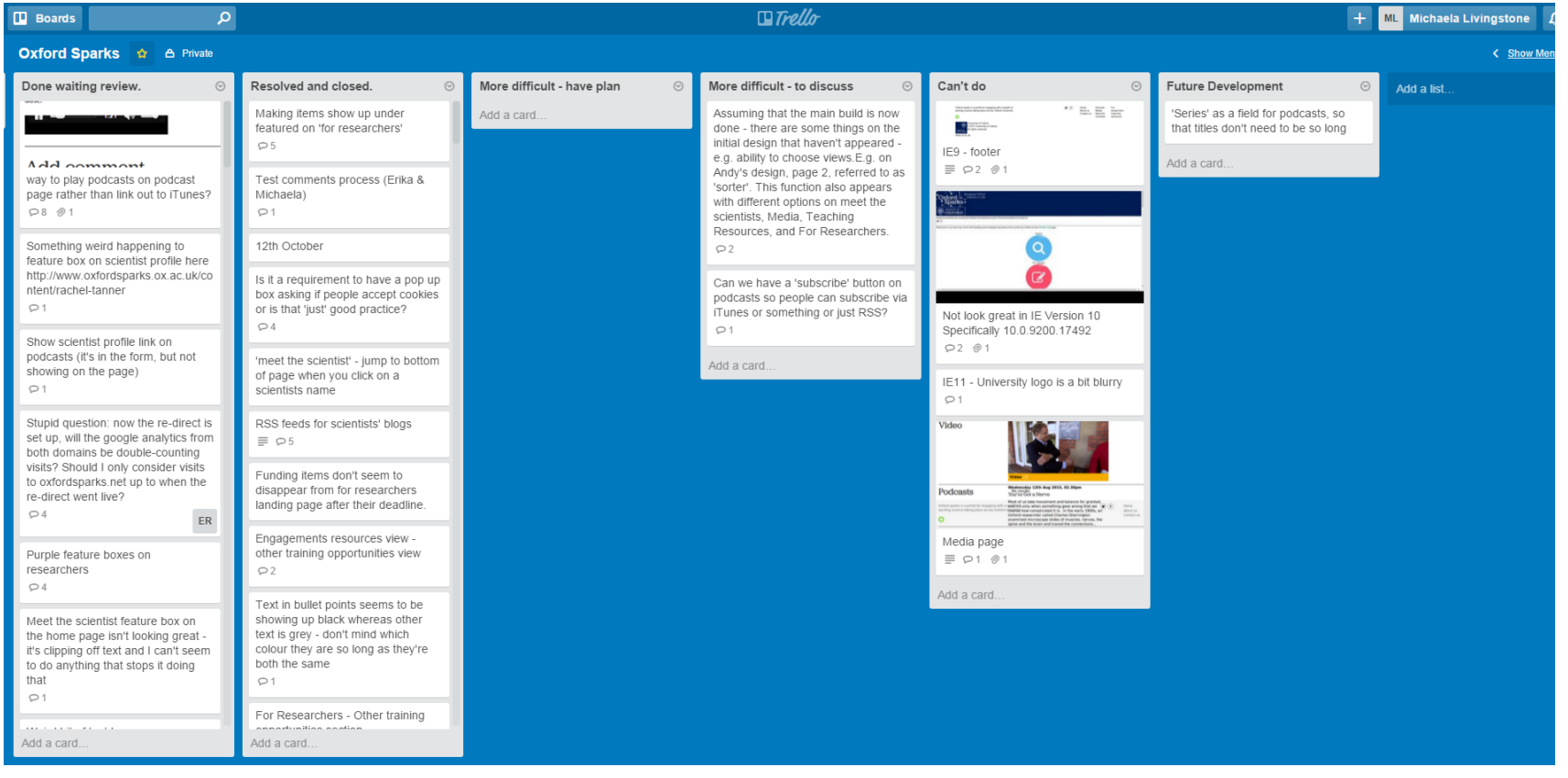
- Do they get it?
- Can they do it for the budget we have?

Step 3: Feeding in stakeholder views

Step 4: Initial design

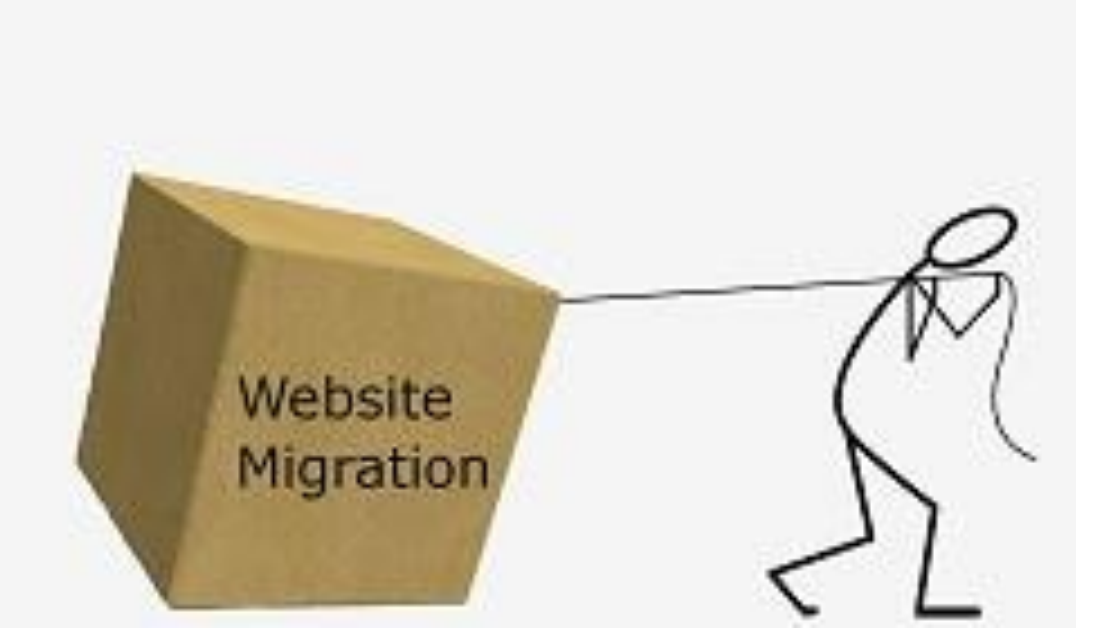


Step 5: The build



Step 6: Content migration

- Thankfully, most of it was automatic

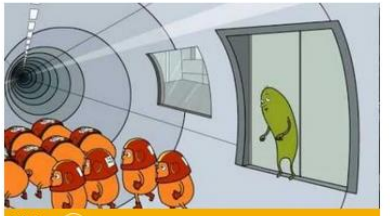


Step 7: Snagging

more background on exactly what's going on.

has been exploding on-and-off for at least the past thousand years. Processes like those that we show here occur in every subduction zone, where...

are all extreme. There is no way that poor Ossie could have survived the journey made in the animation.



Video

Thursday 12th Apr 2012, 03.15pm

A Quick Look Around the LHC

The Large Hadron Collider may not work quite as seen in our animation, but much of the science mentioned is accurate. Here's a little more background on exactly what's going on.

Video

Monday 11th Mar 2013, 03.30pm

Rogue Planet

Ossie's adventure through the Milky Way galaxy takes us to the cutting edge of scientific discovery. Driven by the robotic exploration of our own Solar System and the rapid discovery of extrasolar planets (planets around stars other than the Sun), much of what we thought we knew about the...

Video

Thursday 26th Jun 2014, 03.45pm

Give Peas a Chance

What do peas, antlers and explosives have in common? Nitrogen; it's a very interesting element. It's crucial to plant growth and therefore global food suppl. In this video we explore how science is revisiting an old relationship that involves a family of plants including peas.

Video

Saturday 4th Apr 2015, 11.15am

Give Us a Hand

What links drugs, shells, springs and vines? It's something called 'chirality' and mathematics can help us understand it. But how? And why does it matter?

Video

Monday 11th Mar 2013, 03.30pm

Rogue Planet

Ossie's adventure through the Milky Way galaxy takes us to the cutting edge of scientific discovery. Driven by the robotic exploration of our own Solar System and the rapid discovery of extrasolar planets

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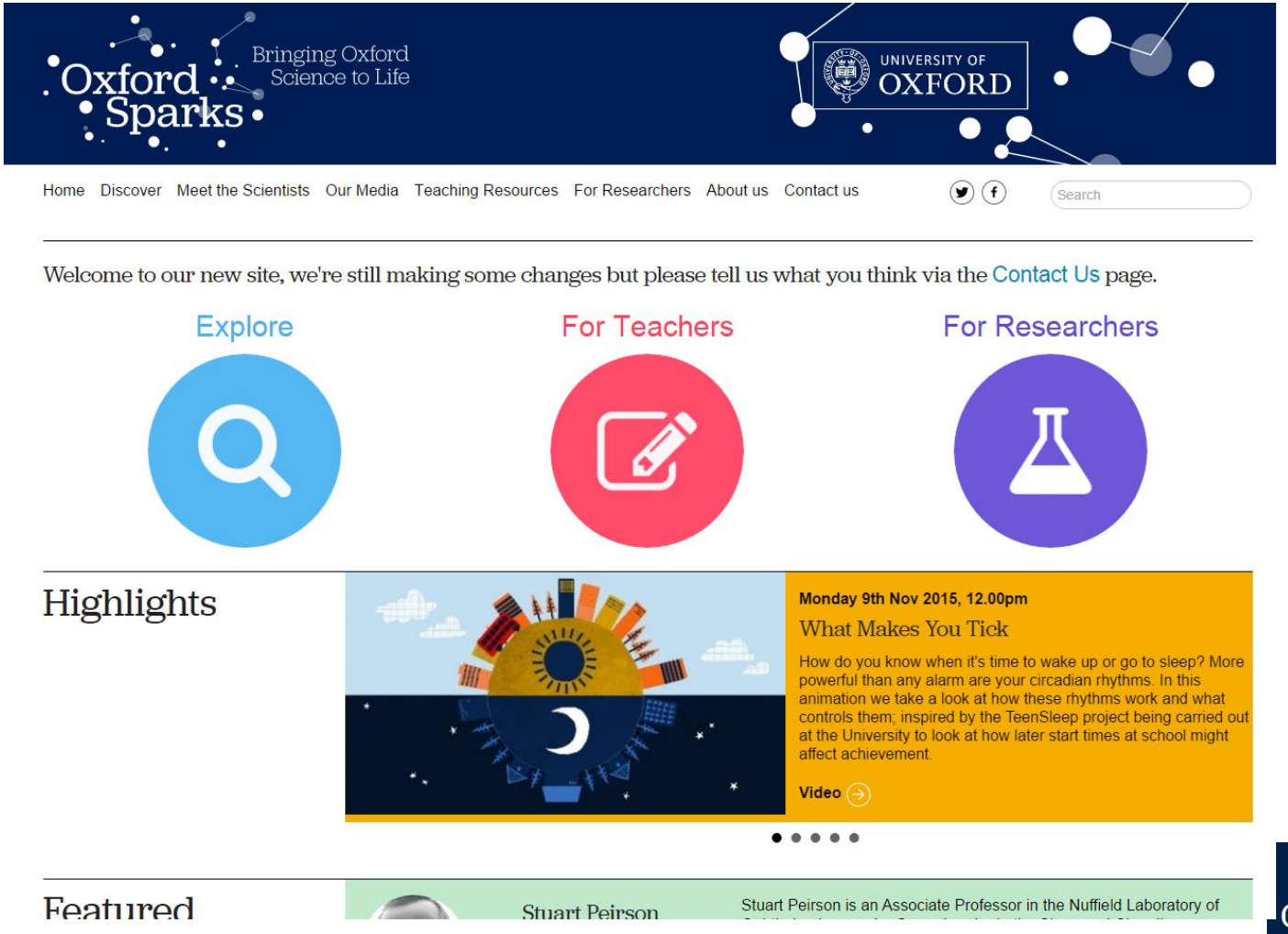
Step 8: Soft launch

- Let people loose on the website
  - Internal stakeholders
  - A trusted group of public
  - The teachers panel
- Collected more feedback
- Responded to feedback

Step 9: Website went live



www.oxfordsparks.ox.ac.uk

Step 10: Communicating changes

- Told as many people as possible
- Change from oxfordsparks.net to oxfordsparks.ox.ac.uk
- Include info on 404 page

Challenges

Tips

- Make sure you have enough time to do the upfront planning
- Work with people who get your vision
- Talk to your relevant stakeholders/users
- Have a plan but prepare to be flexible

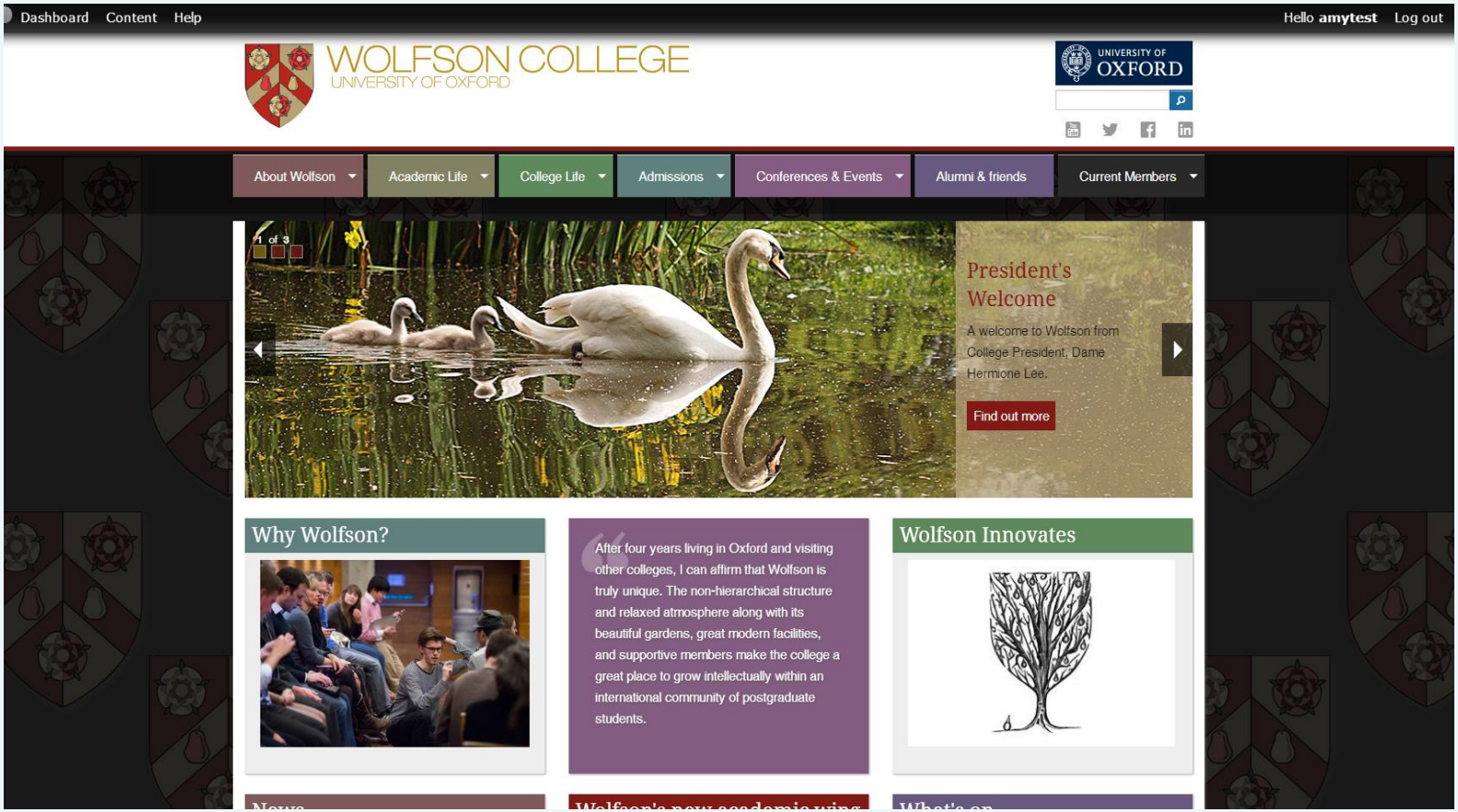
Any Questions?

michaela.livingstone@mpls.ox.ac.uk

Wolfson College website redevelopment

A few lessons learned

The website before



Website now

WOLFSON
COLLEGE
UNIVERSITY OF OXFORD
50
YEARS
Conferences
Alumni & Development
Contact us
Home
Discover Wolfson
Research
Study here
News and events
Wolfson members
Triple blades for
Wolfson at Torpids
Read more news
WOLFSON
A modern and egalitarian college

You can spend as much money or time as you like

Keep users at the front of your mind throughout

Personas

Johann Bach

Johann is a 31-year-old early years researcher in computer science. He is currently based in Germany at the University of Munich and has a wife and a young daughter. He is interested in moving to Oxford and applying for a Research Fellow position.

Johann is attracted by Oxford because:

- He studied for his undergraduate degree at UCL and is interested in returning to the country.
- His position at Munich is shortly coming to an end and he needs to make a move to continue up the career ladder.
- He would like his child (Sara, 1-year old) to grow up bilingual.
- His wife, Christina, works in English-language publishing and would like to work in publishing in Oxford.

Johann needs to find out from the website:

- Information about the College system as he is not familiar with it.
- Information about current Research Fellow positions and the benefits it offers.
- Information about family life, including accommodation and nursery details and schools in Oxford.
- The geography of Oxford.
- Academics in the College, including those working in the same area of interest as him.

Elizabeth Bennett

Elizabeth completed a MPhil in Early Modern English literature in 1997 and is now working as a Marketing Consultant in a multi-national professional services company in Japan.

She wishes to reconnect with the College because:

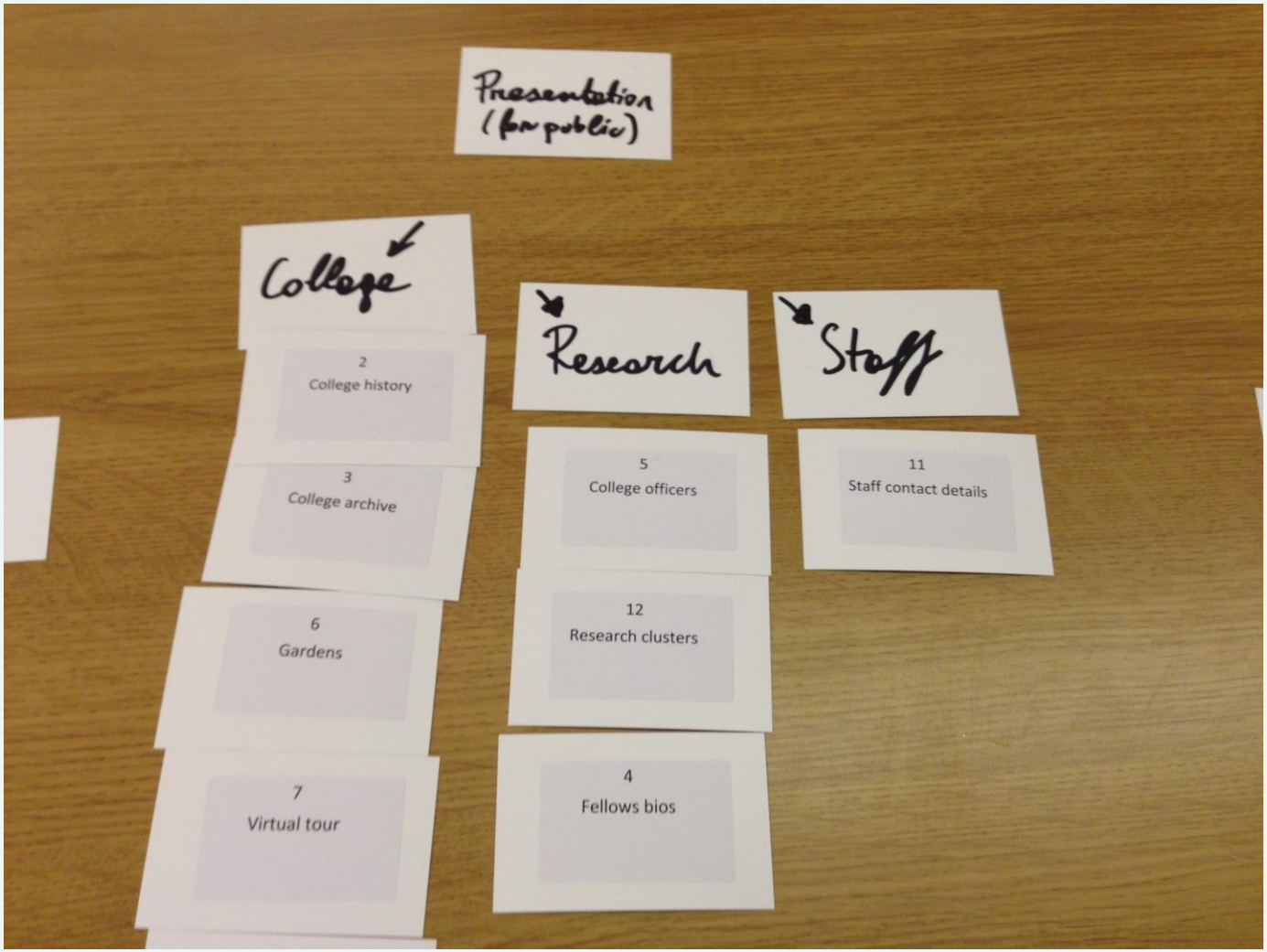
- She had an excellent time in her year in Oxford and has lost touch with many of her friends from there.
- She is professionally fulfilled, but misses the academic rigor of her time at the university.
- She is interested in networking with people working in similar positions around the world.

Surveys

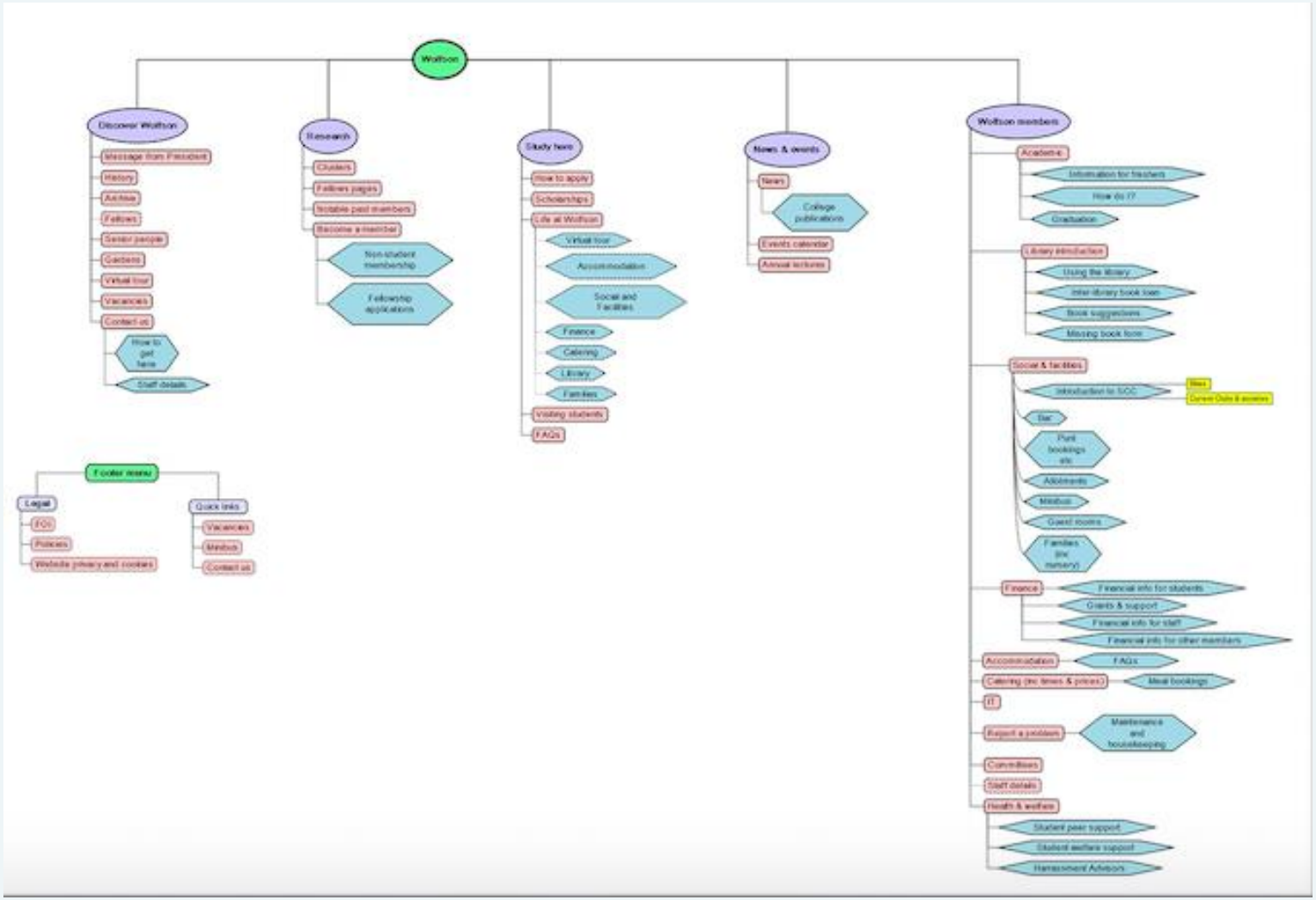
Serial	Why did you choose to apply to Oxford?	Did you list Wolfson as your first-choice College?	Why?	What is the most important thing fo you in a College?	What are your initial impressions of Wolfson?	When you received your offer from Wolfson, did you look at Wolfson website?
1	Because there were best options for what I wanted to study as well as number of scholarships I could apply for.	Yes	I'm not really a city person and I liked the location of Wolfson. I also wasn't sure how I would cope with an atmosphere of more 'traditional' colleges and Wolfson appealed to me with its friendly presentation.	Friendly community	Really good, everyone was very helpful and friendly.	I've looked it up already when I was making my application.
2	Is the best university to study my field, the centre of reaserch and the great level of lecturers	I made an open application	I did not nothing about colleges in Oxford	Proximity to department/faculty	Nice environment, good facilities	Yes, I was very curious about my college
3	Because of its reputation and because it offered an extremely interesting course with professors whose approach I admire	Yes	I wanted a purely graduate college. I knew some professors from my department were fellows there. I looked at the website and the friendly and non-hierarchical nature appealed to me. I didn't have time though to look at all the other grad colleges, so it was more a process of choosing Wolfson as a result of the fellows and then confirming that choice by looking at the website and offerings.	Friendly community	I came to visit Wolfson recently (very briefly) and was extremely impressed at how friendly and helpful all the staff were that I came into contact with. Everyone has been very helpful and welcoming all round, and the facilities are beautiful.	I'd already looked at it before
4	Chance to a do a challenging research project in a top-rank University	Yes	Because Wolfson aims to provide accommodation for all students in their first year.	Accommodation provision	Very frinedly and active community/pack.	Yes
5	I chose to apply to Oxford after having an inspiring talk with a Professor from the Faculty of Music while attending an international conference. Initially, I applied specifically for two supervisors in my Faculty, but the experiences, the facilities, and reputation finalized my decision to apply to Oxford.	No	Wolfson College's proximity to the Faculty of Music is not ideal. I was looking for a college near my Faculty and one with an active music/theatrical society with a chapel choir and immediate access to a theatre to stage original productions.	Proximity to department/faculty	my previous college, California Institute of the Arts, and not like what I had imagined for an Oxford College. Upon further research, I wasn't far off on equating Wolfson to CalArts as it appears that there is no hierarchy between levels of researchers and students can participate in various roles within the college. The support for married couples seems ideal and I am excited that my husband will be able to participate in the social life of the college and meet the other husbands/wives of Wolfson. It appears I will have to seek out a chapel choir associated with another college and theatrical venues, however, I am intrigued by the research clusters and daily opportunities to interact with researchers in other disciplines. The communications I have received from the academic and accommodation offices have been extremely kind, forthcoming, and prompt.	Yes.
6	Oxford offers the best education within my field of study.	No	According to statistics on Oxford's website another college offered more couple's accommodation.	Accommodation provision	Very helpful and everyone make an effort to solve problems that pop up.	Yes.
7	Excellence	I made an open application	As a foreign student I didn't know the College system by the time of the application	Friendly community	So far, people working in there seem to be devoted to helping propective students.	Yes
8	Due to a supervisor I wanted to work with. Not to mention its excellent reputation world wide	I made an open application	I wasn't sure which to pick.	Financial support (scholarships and hardship funds)	I have been very happy with my recent interaction with Wolfson College and it's members. Ultimately, I like the diversity and of the College.	Yes
9	Because it is one of the best schools is the world, and is a three year PhD program, unlike the 6 years in the US.	No	I chose a college which had many scholarships for Graduate students, and also I wanted an "old" college, for the full "Oxford experience"	Financial support (scholarships and hardship funds)	That it is far away, but if one has college accommodation life could be great. The website is good, and that's where I received my initial information.	Yes.

You are never going to get everything right or please everyone

Card sorting



Sitemaps


Wolfson
Discover Wolfson
Message from President
History
Archive
Fellows
Senior people
Gardens
Virtual tour
Vacancies
Contact us
How to get here
Staff details
Research
Clusters
Fellows pages
Notable past members
Become a member
Non-student membership
Fellowship applications
Study here
How to apply
Scholarships
Life at Wolfson
Virtual tour
Accommodation
Social and Facilities
Finance
Catering
Library
Families
Visiting students
FAQs
News & events
News
College publications
Events calendar
Annual lectures
Wolfson members
Academic
Information for freshers
How do I?
Graduation
Library introduction
Using the library
Inter-library book loan
Book suggestions
Missing book form
Social & facilities
Introduction to SCC
Bar
Punt bookings etc
Allotments
Minibus
Guest rooms
Families (inc nursery)
Finance
Financial info for students
Grants & support
Financial info for staff
Financial info for other members
Accommodation
FAQs
Catering (inc times & prices)
Meal bookings
IT
Report a problem
Maintenance and housekeeping
Committees
Staff details
Health & welfare
Student peer support
Student welfare support
Harassment Advisors
Footer menu
Legal
FOI
Policies
Website privacy and cookies
Quick links
Vacancies
Minibus
Contact us

Panel Q&A