

UCLAN: Compassionate Communications Working Group

UCLAN has set up a Compassionate Communications Working Group with membership drawn from:

- Academic Registry - Student Immigration and Compliance Team, Student Casework (Complaints), Mitigating Circumstances, Exams and Module Grade releases
- Finance Team
- Learning and Information Services
- Deans of School representatives
- Equality and Diversity
- SU Welfare Officer
- SU Advice Centre
- Wellbeing

All stakeholders have embraced the opportunity to review processes and communications along with their teams in their respective departments. Reviews have focused on, for example, use of plain English, consideration as to how language used will land, timings of communications-day and time of day, signposts in communications, mode of information delivery. This has included:

- Mitigating Circumstances auto communications and email responses
- Student Engagement and Attendance Monitoring communications
- Student Immigration and Compliance - scheduling of emails
- Student Casework correspondence templates
- Finance and fees related communications, including time of issue, wording and points of support
- International Student communications
- Hardship fund responses
- Review of email templates sent from Counselling, Mental Health and Wellbeing to soften any wording as appropriate.

A mapping document template – the Student Journey Comms Catalogue – has been created to give an overview of communications from all areas, identifying the timings and volume. This is being used to identify duplications, clashes, and potential for overwhelm, especially in emails.

Examples of staff training in line with these changes can be found here [UCLAN Customer Service Training](#) and [UCLAN Student Support Key Phrases](#).