Innovating in extreme circumstances -

How Anglia Ruskin University responded to the Covid crisis

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More about a.r.u...

Anglia Ruskin University,
South East of the UK

Main campuses:
Cambridge & Chelmsford

36,291 students

Using software (TOPdesk) to manage student interactions with Student Services since 2017
Ask ARU

Number of student interactions logged:

Mar 2019-20: 66,289
Mar 2020-21: 102,307

65% increase!
Coronavirus (COVID-19)

Here might be some useful links to help answer your questions.

If you have a question that isn’t answered below, please click on the ‘get in touch’ form and we’ll answer your question as soon as possible.

Help Support the NHS Response to the Coronavirus

What should I do if I’m concerned that I have Coronavirus or need to self-isolate?

What are the symptoms of Coronavirus (COVID-19)?

Should I still be coming into Uni, or should I be self-isolating?

What is ARU doing in response to coronavirus?

What will happen to my placement during the Coronavirus outbreak?

Will my field trip still be going ahead?

Useful tips if you’re feeling anxious about the Coronavirus outbreak

Useful links to trusted sources of information about Coronavirus (COVID-19)

We know that this a difficult situation and we want to remind you to be kind to one another, support one another and offer moral support to any of your friends who are returning from affected areas or who have friends and family there at this time.

If you’re feeling anxious about the situation please contact our Counselling and Wellbeing team on 01245 686 700 or visit our website: https://www.aru.ac.uk/wellbeing

March 2020
16th March

36,291 students
• Approx. 2000 students couldn’t/didn’t go home!
• Created ‘Keeping in touch’ team in 2 days
• Created an online form for students to tell us where they are

If you have the U...
March 2020

Keeping in touch....

- Daily, twice a week or weekly calls
- Rapidly added key teams from the university to support these students
  - ‘Keeping in touch’
  - Residential Services
  - Catering
  - New Funds team, specifically for COVID
  - UK Compliance team
  - International Support
  - Senior University management for hourly reporting
March 2020

Keeping in touch....

• Up-to-the-minute reporting for University senior management

• Governmental report (daily), all ‘on-demand’ and driven through the software
April

The pandemic is getting closer to home….

- Add in Personal Tutors and Faculty Administration, to help support students
- Substantially enlarge 'Keeping in touch' team
- New form – 'Tell us you're unwell'

Click here for our website about supporting you through lockdown/self-isolation.
April 2020

The pandemic is getting closer to home….

- Yet another form! Staff start becoming unwell
- Chelmsford campus starts planning to become a community testing hub (June 2020)
- Another new form!! Staff completing the form on behalf of students

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**Self isolating student**

Please complete the form for a self isolating student:

- **Student Name**
- **Student SID**

Are you currently self-isolating, have symptoms of COVID-19 or are you reporting an absence for something else? * 

- I am self-isolating but feel well

Where is the student living at the moment? *

When did the student start self-isolating? *

dd/mm/yyyy
Some students returning to campus – Great excitement!

- Chelmsford Campus becomes Lateral Flow Test (LFT) community hub
- 'Transparency' and 'Close contact' emails are now required for Students and Staff

Dear Rachel,

We have been made aware of someone on our Chelmsford campus who has tested positive for COVID-19 and have identified that you have been in close contact with the individual. In line with the national guidance you will now need to self-isolate for 14 days. We are asking you to do this to for your health and to reduce the possible further spread of COVID-19 to your friends, family and others in the community.

We cannot provide further details of the individual who tested positive for privacy and data protection reasons, but a full investigation has been conducted using public health guidance to identify close contacts.

We will support you throughout this period of isolation and provide remote online learning. We'll also check in with you to make sure you're
Here is your Ho-Ho-Ho Homework for the Holidays...
Christmas 2020

No rest for us!

We have many students still on campus.....

• Daily, twice a week, weekly contact

• Arranging food parcels and wellbeing gifts over the festive season
Feb 2021

Still no rest for us!

We’re asked to implement ‘backwards tracing’...

‘Backwards tracing’ – looking at recent contacts...
March-May 2021

Covid numbers are very low, but alertness is key....

Occasional social gathering without social distancing...

Search recent calls by postcode or address to find the ‘event’........!

Our own contact tracing.....
June 2021

We’re still moving forwards and innovating...

Planning for Sept ’21............

............Who knows what that will bring!
Key stats of interest...

Number of ‘calls’ from March 20-21: 102,307

Team size in March 2020: 35 people

Team flexed to become: 240 people

Number of enquiries through the SSP (March 20-21): 31,592
Key stats of interest...

Mar 2019-20: 66,289
Mar 2020-21: 102,307

65% increase!

Percentage increase in Self-Service portal usage: 8% to 31%!
What have we learnt?

Extraordinary things can be done.....when there is the right motivation!

We are more resilient than we think....

Large innovation projects CAN happen quickly

Staff and students CAN learn to do things differently, in a short space of time
Your challenge!

Which does YOUR university need from you?

How can you be bold in taking something forwards?

15 seconds to think about what you could do....

What blockers have prevented you from undertaking this already?
I’ve seen my future. Now I’m going to create it.
Any questions?

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We use **TOPdesk** as our main tool for Student Interactions.
More information can be found at [www.topdesk.com](http://www.topdesk.com)