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# 7FED GYNHADLEDD DYSGU AC ADDYSGU

## 7TH ANNUAL LEARNING AND TEACHING CONFERENCE

### 8-10 GORFFENNAF | JULY 2019

CRYNOLDEBAU / ABSTRACTS

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## ADMIN FORUM

The Forum has been invited to contribute to this year's Learning and Teaching Conference in recognition that staff from across the University's various support, professional and commercial services have a significant impact on learning and teaching activities. This is often in the background and behind the scenes but no less important for that. The hope of this Forum session is to share examples of good practice going on that may be of benefit to others. This Forum will include:

- Elizabeth Kensler and Nia Ellis sharing how Information Services have achieved accreditation from Customer Service Excellence for the level of customer service they offer.
- Tim Macy from Estates talking about the development of learning spaces throughout the University.
- Stuart Beckley and Ffion Hoare talking about how the Faculty of Earth and Life Sciences has been developing new ways of handling large scale systems for attendance monitoring, PGR administration, UAP and Exam Mark Transfer. Come and learn from their experience.
- Nina Docking sharing how the Department of Information Studies has made extensive use of the University's online shop and how this facility can be used to make life easier when dealing with organising a conference, handling events such as study schools and many other tasks.

These sessions will include the chance to ask questions and discuss the topics under discussion, networking with staff from across a range of different academic, support and professional service departments.