

## Officer Report

### Introduction

In February, 2022, Postgraduate Research Officer Adetunji, organized few meet ups, as he continues to prioritize his focus on meeting PGR students face-to-face which has proven effective in order to understand their needs and how the PRO office can help. In addition, he received invitations to few PGR centered events such as coffee meet-ups, lunch, dinner etc.,

### The feedbacks from PGR community.

**Face-to-Face Coffee Meetup:** The Business school organized a face-to-face coffee meet up for PGR community, which went well, it was an opportunity for me to meet the January intake and listen to students complaints and share/hear direct feedbacks from the officials of the business school unlike the normal virtual coffee meetups.

**IT department:** Beforehand, there was a complain that the IT staff are very slow regarding responses, The feedbacks received from PGR community indicates progress on this and that communication is now better.

**Fleece Jacket:** The PGR community appreciates the Essex Business School for listening to their complaints regarding the temperature in the PhD suite and providing free fleece jackets to the students.

**Events** – There are lot of deadlines for PGR students, particularly the integrated PhD students. To support them, we have had a few study sessions among students in the PhD integrated programs to support each other. I have also organized a meet up section for the January intake to meet returning students and learn few things regarding studying at the university and living in Essex.

**Communication:** There are complaints regarding delay from receiving feedbacks from the income team regarding update on tuition fees, we hope that there can be an improvement regarding this.

**VISA issues:** There has been some complaints about some students have VISA related issues. I strongly believe that setting up a VISA knowledge session by the university will be helpful to the students. This could take form of a webinar. The international student services take forever to reply to messages and I understand this is due to shortage of staff and high turnover of staff.

### Goals For This Term

- To create more study groups for the PGR community.
- To escalate the complaints of the PGR student to the highest order as possible
- To help strengthen the bonds within the community.
- To gain constant feedback from the community at all times.
- There are a few tutorial session coming up, it will be a great avenue to meet the PGR and gather feedbacks.

### What we are planning?

- We are planning more study groups and sessions for the students as deadlines and examinations approach
- More support groups to support students towards choosing their dissertation topics.

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Role: Postgraduate Research Officer

Month: February 2022