

# PGT SCO December 2020

## **Introduction:**

This month has started with a number of responsibilities and since this is the busiest time of the semester, I got all academic related problems from the PGT students and I tried my best to give them solutions.

## **Goals:**

What I learned from the last month, I need to have a look with some of the goals I missed along with my primary goals.

- The issues with university webapps
- Helping PGT students to find out themselves in the best situations while helping themselves mentally.
- All the academic portals like LEAP, Moodle, FASER, ListenAgain, timetable etc. are making problems to be accessed for some students. I need to look at that issue.
- Increasing the facilities of library, internet speed and socialization.

## **What have I done this month?**

This month I have done several things as a PGT SCO.

- Listened to the PGT students' feedbacks and passed it to the respective departments.
- Personally helped 80+ PGT students with their enrolment, tuition, mental health, and academic related issues they were facing.
- Became more active on the social channels to help the PGT students like WhatsApp groups and Facebook groups.
- For many reasons PGT student's mental health is not in the great shape. I understand anxiety, stress, adoption an unfamiliar environment and so many causes made this problem a bigger shape when got interfered with the COVID-19 situation. So, I created the PGT Mental Health Action Plan and have been discussing regularly with my peers how to improve them. Without a good mental health, I do not think we will do much better, so I made this action one of the most priority.
- The broken links on Timetable and Listenagain were reported and fixed.
- The printers of some study centers and library were not working and were reported. Hope to get a good outcome.
- The struggles with FASER just before the deadline are nightmare. Some students faced that kind of issues and were reported.

- Since Christmas is coming, I am looking at the event page and encouraging students to join the social events which will help them mentally.

### **What can be expected in the next month?**

- After the Christmas break the days will be more stressful for lots of students as the assignments will be due and new term will start and so on.
- I have been watching the outbreak of new variant of COVID-19 and I am concerned about the returning of the students who are going to go home for the vacation. I will contact the accommodation team about that.
- I will also report the issues about attendances on LEAP as some students (especially international students) need a certain percentage of attendances for their fulfilment of the degree. I have already sent out emails and talked to the VP education regarding this. I hope this will be resolved soon.
- I am planning to start a group discussion social session for the students who are feeling stressed and lonely after coming to the university. I am not sure how. I will contact the welfare.

Best wishes

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