

Timetabling Team Service Level Agreement

January 2025

Table of Contents

1. Scope and purpose	2
2. Service objectives	2
3. Current service levels.....	3
4. Changes to service levels	4
5. Service Standard	4
6. Areas not covered by this Service Level Agreement	6
7. Comments and complaints	6
8. Document control	7

1. Scope and purpose

The Timetabling Team is part of the Timetabling & Room Booking Team within Student Services. Its remit is the production, publication, and maintenance of the teaching and learning timetable for the Whiteknights and London Road campuses.

This is a Service Level Agreement (SLA) between the Timetabling Team and Schools and Directorates across the University. This document outlines the duties and responsibilities of the aforementioned teams.

This document details the services provided within current resources to meet the expectations of our stakeholders and lays down the responsibilities of each party.

This document has been produced in conjunction with the [Timetabling & Room Booking Policy](#).

Definitions of acronyms and terms

Acronym	Definition
CILT	Committee for the Infrastructure of Learning and Teaching
DAS	Disability Advisory Service
DELT	Committee for the Delivery and Enhancement of Learning and Teaching
SCELT	Sub-Committee for Enhancement of Learning and Teaching Infrastructure
SLA	Service Level Agreement
UBTLSE	University Board for Teaching, Learning and Student Experience

2. Service objectives

- To provide a professional, friendly, courteous and helpful service to students, Schools, and Directorates.
- To support other areas within the University by providing data and analysis on rooms and room utilisation.
- To understand stakeholder feedback and actively address areas that require improvement.
- To support the delivery of high-quality teaching and learning activities.
- To ensure that the teaching and learning timetable enables students to access all the scheduled teaching and learning activities which will support them to meet the learning outcomes of their programme.
- To ensure that the teaching and learning timetable is as inclusive as pragmatically possible for all students and staff, including those with protected characteristics, in order to meet our legal requirements.
- To support the delivery of a teaching and learning timetable with a high level of week-to-week and module-to-module consistency and stability for students.
- To ensure that taught activities are delivered in the most appropriate spaces.
- To utilise the University's teaching and meeting spaces in an efficient manner. The metrics against which the teaching and learning timetable are to be measured are agreed annually by CILT.
- To ensure that Schools can meet their external contractual obligations regarding space, alongside the teaching and learning timetable.
- To provide effective management and delivery of the teaching and learning timetable.

3. Current service levels

Service	Level of service
Operating Times	<p>The Timetabling email inbox will be monitored between 09:00 and 17:00, Monday to Friday, on all days when the University of Reading is open. This includes during vacation periods, but does not include bank holidays, weekends or official closure days.</p> <p>The email address for the Timetabling Team is timetabling@reading.ac.uk</p> <p>Peak periods are:</p> <ul style="list-style-type: none"> • A Level results day to the end of Semester 1 Week 3 • Semester 1 Week 7 to the end of Semester 1 Week 12 • Semester 2 Week 1 to the end of Semester 2 Week 3 • Semester 2 Week 9 to the end of Summer Vacation Week 1
Response Times	<p>Where essential change requests (as outlined below) are submitted to the Timetabling Team, they will be processed, where possible, within the following timeframes:</p> <ul style="list-style-type: none"> • Cancellations for the same day or next working day will be processed within 2 hours. At peak periods this will be within 4 hours. Short notice cancellations may not display to students instantly; therefore, Schools must email students when a short notice cancellation is made. • Requests due within the next week will be processed within two working days. • Requests due within the next month will be processed within five working days. • Requests for a month or more hence will be processed within five to seven working days. <p>Non-standard requests, for example for critical or urgent University business, may be prioritised. This will be judged on a case-by-case basis.</p> <p>Other business which is not an essential timetable change request e.g. requests for data, will be processed within five working days.</p> <p>Schools may only request essential changes to the timetable once it has been published. Essential changes include:</p> <ul style="list-style-type: none"> • Sickness absence • Access requirements as a result of a disability (for either staff or students) • Adjustments as a result of a Tailored Adjustment Plan • Family leave • Changes to contractual working patterns • External meetings of national or University strategic importance e.g. TEF, REF, PSRB or Government panels <p>All other changes are detrimental to students' ability to plan their studies and other commitments; they will therefore not be accommodated. At peak times the Timetabling Team may not be able to provide a response.</p>

4. Changes to service levels

The Head of Timetabling & Room Booking will review the SLA annually in March. Proposed changes will be submitted to SCELTI for consultation, with a recommendation submitted to CILT for approval.

5. Service Standard

To enable the Timetabling Team to perform the actions detailed below to provide a high quality teaching and learning timetable, stakeholders are required to provide accurate and timely information as detailed in the user responsibilities.

Activity	Timetabling Team actions	Stakeholder responsibilities
Communication	The Timetabling Officers will act as the main point of contact for Schools. The designated Timetabling Officer for each School can be found on the CRBTO webpage . Each Timetabling Officer is supported by a Senior Timetabling Officer. Communication with Schools will be conducted predominantly via the shared mailbox timetabling@reading.ac.uk but may also include calls via MS Teams or in-person meetings.	Schools must use the timetabling@reading.ac.uk email to submit queries to both the Timetabling Officers and Senior Timetabling Officers. If the data being submitted is of a sensitive nature, it may be emailed to an individual.
Building, scheduling, and publishing the draft timetable	The Timetabling Team will undertake to accurately build, schedule, and publish the timetable based on the data provided by Schools, within the timeframes agreed annually by UBTLSE.	Schools must undertake to submit accurate data by the deadlines agreed annually by UBTLSE. Failure to submit accurate data by the agreed deadlines may compromise the Timetabling Team's ability to publish the draft timetable by the agreed deadline. The quality of the draft timetable is reliant on the accuracy of the data submitted by Schools.
Making amendments to the draft timetable	The Timetabling Team will undertake to make adjustments to the draft timetable where the draft timetable does not meet the guided learning hours or requirements of the module and would therefore compromise the student experience.	Schools must undertake to review the draft timetable during the period agreed annually by UBTLSE. Change requests submitted after the deadline will not be able to be processed. School will use the timetabling@reading.ac.uk email to submit queries to Timetabling team.
Changes to the published timetable	The following list of circumstances has been formally recognised by UBTLSE as a basis for making changes to the published timetable: <ul style="list-style-type: none"> Sickness absence 	Once the timetable has been published, Schools must submit only change requests which meet the criteria for essential changes as agreed by UBTLSE.

	<ul style="list-style-type: none"> • Access requirements as a result of a disability • Adjustments from a Tailored Adjustment Plan • Family Leave • Changes to contractual working patterns • External meetings of national or university strategic importance e.g. TEF, REF, PSRB or Government Panels 	<p>Schools must use the timetabling@reading.ac.uk email to submit requests to the Timetabling team. Schools must indicate under which category of essential change that the request is being made.</p> <p>If the School feels that there is a compelling reason to make a change to the published timetable, not captured by the essential changes list, they are invited to seek authorisation by writing to the Pro-Vice Chancellor for Education, Peter Miskell, at p.m.miskell@reading.ac.uk.</p>
<p>Disability Advisory Service (DAS) recommended adjustments for students</p>	<p>The Timetabling Team will work closely with DAS to source adjustment information for students registered with DAS. The Timetabling team will, in conjunction with DAS, make adjustments for returning students over the summer so that their timetables are suitable for their needs on publication. For new students, DAS will supply details of the new applicants with complex adjustments to ensure their timetables will be suitable on arrival. For students who register with DAS during their studies, the Timetabling Team will review their requested adjustments and work with DAS to implement a reasonable solution.</p>	<p>DAS will work with the Timetabling Team to provide information about individuals' required adjustments.</p> <p>DAS will supply details of the new applicants with complex adjustments as soon as this information becomes available.</p> <p>DAS will also provide information about suitability of teaching spaces.</p> <p>DAS will work to the agreed process that has been set by both teams.</p>
<p>Responding to critical incidents e.g. flooding</p>	<p>This task will be the priority for the Timetabling Team and other activities will be stopped.</p> <p>Critical incidents will be notified to the Timetabling Team or other members of the Timetabling & Room Booking Team by the Senior Management Team, Campus Operations, or DTS. The Timetabling Team will then re-arrange timetabled teaching which was due to take place in the impacted location. The Timetabling Team will notify relevant individuals or teams as per the service level listed above.</p>	<p>Senior Management Team, Campus Operations, or DTS will communicate to the Timetabling & Room Booking Team by emailing timetabling@reading.ac.uk the current situation and the expectation of what needs to be carried out.</p> <p>Schools and Directorates may need to communicate changes to the timetable to students.</p>

<p>Consultation on new programmes</p>	<p>The Timetabling Team will support Schools in the development of new programmes by providing advice about combinations of modules which can realistically be timetabled, and by suggesting caps on activities driven by space availability.</p>	<p>Schools will approach the Timetabling Team as early as possible to discuss ideas for new programmes.</p> <p>Schools will provide the Timetabling Team with comprehensive paperwork outlining the details for new programmes as part of the existing Approval of New Programmes process.</p> <p>Schools will ensure that the Timetabling Team has a minimum of one week to review and comment on new programme proposals.</p>
<p>Supporting working groups</p>	<p>The Timetabling Team will support working groups which are looking at aspects of University life which overlap with the teaching and learning timetable, or space utilisation.</p>	<p>Working groups will determine in advance the type of input that is required and will estimate the level of commitment that this will need from the Timetabling Team.</p>

6. Areas not covered by this Service Level Agreement

Many other activities undertaken by the Timetabling & Room Booking Team are covered under the Room Booking Service Level Agreement. Please review the Room Booking Service Level Agreement for information about non-teaching activities such as:

- Academic meetings
- Calendared meetings
- Careers fairs
- Guest speaker events which are not attached to a module
- Events Team organised activities
- Meeting room bookings
- Open days
- Placements fairs
- Student bookings
- Venue Reading organised events
- Visit days
- Welcome Week activities

7. Comments and complaints

The Timetabling Team welcomes comments on the SLA with a view to service improvement. Where stakeholders feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to the:

Head of Timetabling & Room Booking [role currently vacant so the Director of Teaching and Learning Administration & Operations is listed instead]

Email: d.a.desousa@reading.ac.uk

All complaints will be dealt with in accordance with the University’s complaints procedures.

Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Teaching and Learning Administration & Operations for further investigation.

8. Document control

Version	Section	Keeper	Reviewed	Approving authority	Approval date	Start date	Next review
1.0	Student Services	Head of Timetabling & Room Booking	Annually	CILT	January 2025	January 2025	TBC