

ALUMNI DATA COLLECTION & RECORD

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	CAO	
2.0	Academic Compliance Office	DVC	

1. PURPOSE

This Procedure has been developed to support British University Vietnam's Student Engagement Department in general and Alumni Office in particular, to manage the procedure of collecting and utilizing alumni information. An engaged alumni network allows BUV to continuously support alumni's professional development and encourage alumni to pay it forward by supporting the university in academic and extra-curricular activities for current and prospective students.

2. SCOPE

This process is applied for all graduates studying University of London programmes, Staffordshire University programmes & BUV Own Degree programmes.

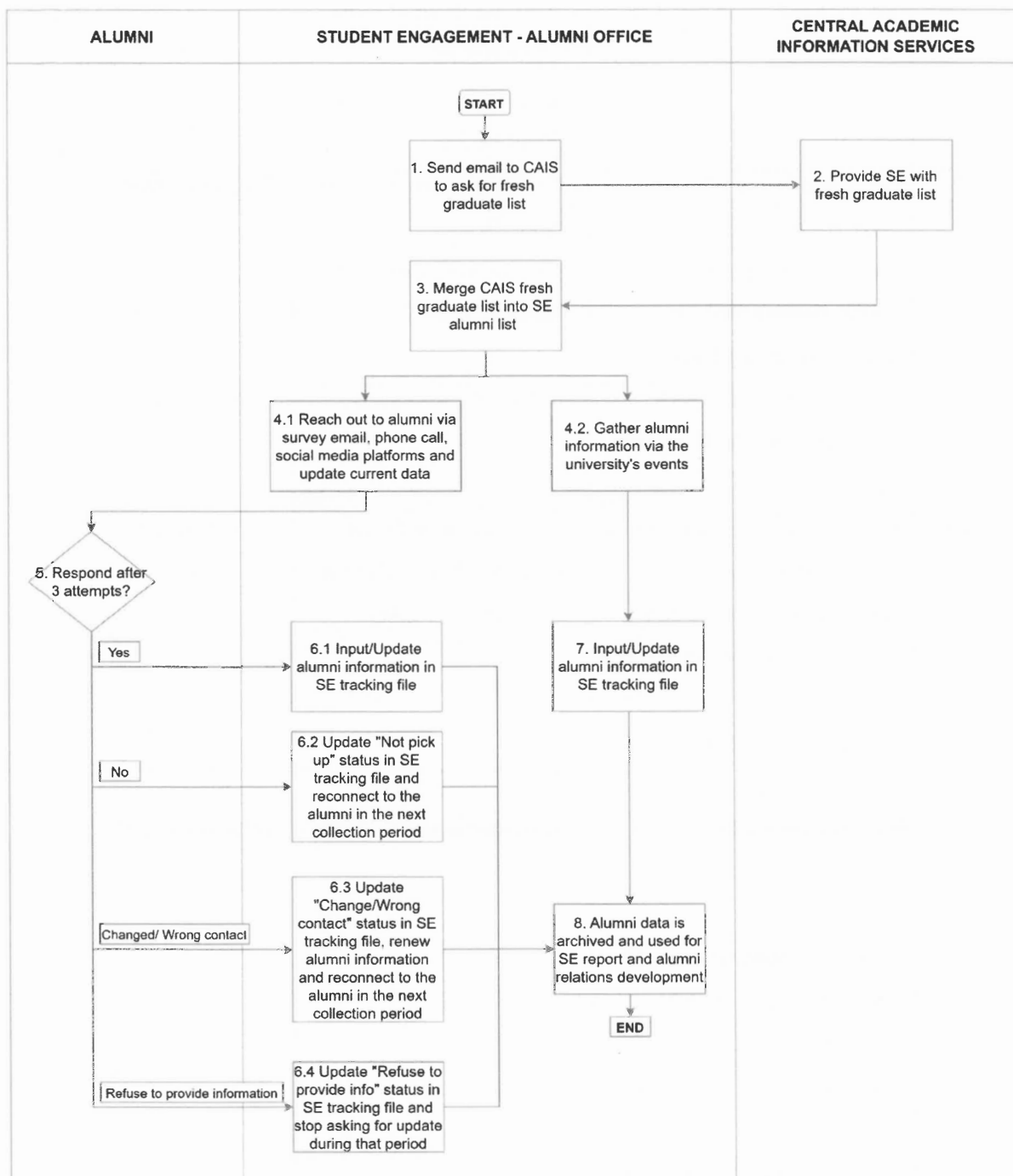
3. DEFINITIONS

Definitions of abbreviations used throughout the policy and related references are as follow.

Abbreviations	Definitions
BUV	British University Vietnam
CAO	Chief Academic Officer
DVC	Deputy Vice-Chancellor and Vice-President
HSE	Head, Student Engagement
SE	Student Engagement
CO	Course Office

4. PROCESS

a. Flowchart








b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1	SE to send email to CAIS to ask for fresh graduate list	2 times: - 1st time: 2 weeks after Main Board. - 2nd time: 2 weeks after Resit Board	Email request	SE
2	CAIS to provide SE with fresh graduate list (including information of name, degree, cohort, phone, email address ...)	- 1st time: 2 weeks after Main Board. - 2nd time: 2 weeks after Resit Board	Fresh graduate list	CAIS
3	SE to merge CAIS fresh graduate list into SE alumni list	1 week from Step 2	Alumni list	SE
4.1	SE to reach out to alumni to collect information via survey email, phone call and social media platforms. Also update current data	Biannual, within 3 months after each new list from CAIS	Alumni list	SE
4.2	SE to collect alumni information via the university's events	Depends on the proposed event timeline	Alumni information of employment, salary, ...	Alumni
5	- If Alumni repond after 3 attempts, move to (6.1) - If Alumni don't respond after 3 attempts, move to (6.2) - If Alumni are unreachable due to changed or wrong			SE

	contact, move to (6.3) - If Alumni refuse to provide information, move to (6.4)			
6.1	SE to input/Update alumni information in SE tracking file	Right after the information is collected	Alumni information of employment, salary, ...	SE
6.2	SE to update "Not pick up" status in SE tracking file and reconnect to the alumni in the next collection period	Right after the information is collected	Status	SE
6.3	SE to update "Change/Wrong contact" status in SE tracking file, renew alumni information and reconnect to the alumni in the next collection period	Right after the information is collected	Status	SE
6.4	SE to update "Refuse to provide info" status in SE tracking file and stop asking for update during that period	Right after the information is collected	Status	SE
7	Alumni data is archived and used for SE report and alumni relations development		Alumni data & report	SE

5. APPROVALS

- a. Policy development or review will be endorsed by Head, Student Engagement and approved by DVC prior to implementation and execution.
- b. Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- c. This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Approved by
 Nov 14, 23 Hoang Linh Chi Senior Officer, Academic Compliance Office	 Nov 15, 23 Pham Lan Nhi Officer, Alumni Relations	 Ta Ha Lan Head, Student Engagement	 16/11/23 Tony Summers University Registrar	 Rick Bennett Deputy Vice- Chancellor and Vice-President

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Alumni tracking file	Soft Copy	Alumni Office	Maximum upon BUV policy.

7. REFERENCES

Document Ref

009/2023/SE/BUV-SE

Document Title

Alumni data collection and record

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