



Alumni Advisory Panel

Consultation on CSC Pre-arrival and On-boarding Communications for Scholars

Background

Each year the Commonwealth Scholarship Commission completes its selection process for each of its scholarship programmes. Once selections have been made and agreed, the Commission reaches out to successful applicants to notify them of the outcome and start the arrangements for their arrival.

The pre-arrival process consists of emails sent to scholars and universities, as well as a travel booking process, and for some awards, the sending of a cashcard to the scholar's home address.

The British Council delivers pre-departure briefings for many scholars in-country or online, but this activity seeks to focus on the communications and processes delivered by the Commission.

Task

Members of the Alumni Advisory Panel are asked to provide feedback on the CSC communications and operational processes including flight booking and cash card activation (where relevant). Panel members are also invited to share ideas and thoughts on ways that these communications and processes could be altered or amended to improve the arrival experience for future cohorts.

Panel members must read the following documents to participate in this activity:

- Provisional selection email
- Notification of Award (NoA) documents
- Confirmation of Award (CoA) documents
- Scholar arrival email

The documents provided for this consultation are for General Master's applicants. The documentation provided for PhD and Split-site scholars presents some variation, but the essential information is the same.

This document must not be shared with anyone beyond the Alumni Advisory Panel.

Sharing your comments and feedback

All panel members are invited to take part in this activity. Panel members can submit their feedback through a survey consisting of open-ended and free text questions. You may also be contacted by email as a part of a follow-up to further explore your responses and suggestions.

Online feedback survey

In your activity email, you will have received a username and password to an online survey. You do not have to complete the questions at one time but can save your responses and log-in later to complete further questions. You should submit your responses by **23:59 (GMT) on 24 March 2024**.

Your responses will be read and analysed by the CSC.

If for any reason you are not able to complete by this deadline but would like to share your feedback, you must notify the CSC Alumni Team at alumni@cscuk.org.uk

If you would like to share additional feedback not gathered by the survey, you can email this to alumni@cscuk.org.uk

Questions?

If you have any questions or concerns, please contact the CSC Alumni Team at alumni@cscuk.org.uk and/or team email