

## **University of Bolton HEAR Staff FAQs**

The HEAR is an electronic report that provides undergraduates with an official record of their academic achievements, extra-curricular activities and awards or prizes. The HEAR is designed to ensure that all of the students' experiences and accomplishments are recorded—meaning they have more to show to potential employers.

Please see below for answers to various questions regarding the HEAR.

### **What type of information is recorded within the HEAR?**

- Students' personal details
- Information about their degree qualification
- Details on the course units they have completed
- Students' results
- Any University verified extra-curricular activities they may have undertaken
- Any University verified awards or prizes they may have received.

### **How can students use the HEAR?**

- To reflect on their achievements while they were studying and consider how these will be useful to a potential employer
- To provide future employers with an official record of students' accomplishments at University
- To use it as a tool when preparing students' CV and job applications.

### **How will employers use the HEAR?**

- To verify students' qualification, grades and achievements
- To develop a better understanding of the knowledge and skills gained by students as part of their degree course
- To gain insight into the types of extra-curricular activities in which students engaged and the prizes/awards they received

### **Why are some activities in the HEAR and some are not?**

HEAR activities have a set of defined criteria that they must meet. For example, activities must support the University's wider strategy and participation must be either verifiable (by the University), defined by regulation or be as part of an elected role.

### **Do all students receive a HEAR?**

All of our Undergraduate and Postgraduate Taught students receive a Higher Education Achievement Report (HEAR) at the end of their studies.

**When/where can students view their HEAR?**

Those students eligible to access a HEAR, will receive an email invitation from Gradintelligence, once they have enrolled with the University. (Gradintelligence is the University's technology partner for delivering the HEAR).

Once registered, they will be able to access their HEAR electronically whenever they wish and watch it develop as they progress through their time at University. When they qualify for their final award, their HEAR will be locked. They will however still be able to access it, and share it for as long as they wish, with prospective employers and postgraduate admissions tutors. This can be done by sending them a digital 'token' to allow them to access their HEAR within a specified period.

**How is the HEAR different from a transcript?**

Students' official University transcript is also included in their HEAR. The HEAR provides graduated students and potential employers with additional information about the students' time at University.

**Can anyone amend a student's record?**

No, a student's HEAR is secure. No one can amend or delete the details on the HEAR. If students have any queries about the academic transcript portion of their HEAR, they should contact [hear@bolton.ac.uk](mailto:hear@bolton.ac.uk)

**What if the details on the student's HEAR are incorrect?**

Students can email [hear@bolton.ac.uk](mailto:hear@bolton.ac.uk) with details on what is incorrect. The Academic Office will deal with normal transcript queries and Student Data Management team will pick up data queries.