Dear all

This is the sixth ESS Update on the Enhancing Student Support project. Further details can be found on the Enhancing Student Support wiki: https://www.wiki.ed.ac.uk/display/PESS/Home

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1. Launch of the Personal Tutor system - ESS Phase One

The University has launched its new Personal Tutor system to undergraduates as part of our ongoing commitment to providing all of our students with outstanding academic and personal guidance and high quality student support. Staff will work with students to encourage them to take more responsibility for their learning with the benefits that students will become more confident learners; play an active part in the academic community; and meet the challenges and opportunities of University life.

Personal Tutors will work with tutees individually and in groups to help them develop the graduate attributes that can contribute to their longer-term goals. Each School has a Student Support Team that works with Personal Tutors to support students.

The Personal Tutors software is now available to undergraduates to support interactions between them, their Personal Tutor, Student Support Team and other academics and administrators. Students access the software through the Personal Tutor MyEd channel and staff access it through EUCLID. All staff with a EUCLID login can add a note, and staff are encouraged to experiment with this, for example noting when students have been given feedback - please let us know what works and what doesn't.

2. Help on the Personal Tutor System

Help and FAQs on use of the IT Tools and handy tips for managing email notifications are available for Student Support Officers, Personal Tutors and Senior Tutors: www.euclid.ed.ac.uk/staff/User_Guides/Personal_Tutors/Index.htm

Demonstrations on EUCLID IT Tools have been taking place around the University, and hands-on training is available from SACS www.euclid.ed.ac.uk/staff/Training/Personal_Tutors_Hands_On_Training.htm

Following the launch additional guidance was issued to the Student Support Team Network as some Schools received a lot of one-to-one meeting requests from students. The student emails, and a subsequent MyEd message, encouraged students to only use this facility if they needed an urgent meeting and explained that Schools were organising the scheduled meetings. The SST guidance highlighted information in the EUCLID User Guides for SSOs about auto-forwarding to manage student requests:

www.euclid.ed.ac.uk/staff/User_Guides/Personal_Tutors/Personal_Tutors_SSO.htm

Please also see the section on Resources to support staff and students below.
3 Communications

Emails about the launch have been sent to all staff and students, there was a Staff News article and links were provided to key websites, including one with the School PT Statements. Copies of key communications are available on the project wiki: https://www.wiki.ed.ac.uk/display/PESS/Communication

Students are directed to: http://www.ed.ac.uk/staff-students/students/studies/undergraduate/tutor
School Personal Tutoring Statements: http://www.ed.ac.uk/schools-departments/academic-services/students/undergraduate/personal-tutors/school-personal-tutoring-statements

4 Resources to support staff and students

There is an end of phase 1 update on arrangements for briefing, training and resources on the wiki. This provides a summary of the central staff development resources and materials available at the end of phase 1 and provides previously-circulated links as well as new and updated items. It includes materials for Schools and Colleges to use for briefings and resources that staff can use online, print out or adapt for use locally.

https://www.wiki.ed.ac.uk/display/PESS/Resources
https://www.wiki.ed.ac.uk/display/PESS/Senior+Tutor+Network

- The IAD student-facing personal tutor pages are now complete and live (including FAQs):
  www.ed.ac.uk/schools-departments/institute-academic-development/undergraduate/apsupport
  www.ed.ac.uk/schools-departments/institute-academic-development/undergraduate

- The Careers Service have launched an online Guide for Personal Tutors which includes suggestions of topics for discussion with different year groups, common queries and information on Careers Service support. www.ed.ac.uk/careers/personal-tutors

5 New Student Information Points

Student Information Points (SIPs) have been set up to provide an easily accessible place for students to find the information they need. The SIPs are based on elements of a ‘one stop shop’ or ‘tourist information office’ and will fulfil the need for a trusted first point of contact. The aim is to improve the student experience by giving users help, directions and information about all areas across the University.

The Student Information Points (SIPs) can be found in the entrance to the Main Library in George Square and at Kings Buildings in the JCMB and in the Noreen and Kenneth Murray Library. The SIPs will be open initially between 10.00 and 18.00 with a team of helpful and knowledgeable staff.

For more information please contact Claire Donlan, Student Information Points Manager, Claire.Donlan@ed.ac.uk and see the website www.ed.ac.uk/staff-students/students/student-services/info-points

6 Peer Support – new EUSA Project Manager

Katie Scott has joined EUSA in the new role of Peer Support Development Officer. Katie has spent her first two weeks in post meeting staff members and students from across the University and will continue to do so. She will spend much of semester one researching existing Peer Support models throughout the University, carrying out an audit of this current provision, identifying core components for success and making recommendations for new and further development. There are a number of pilot projects running this semester, including in the Vet School, Physics, Maths and at Pollock Halls. Most new projects will be implemented in the second semester and later in 2013. Katie has already identified some excellent best practice examples which are in place across the University and hopes to share these throughout the Schools. She is consulting students on their views and needs regarding Peer Support through focus groups, forums, class reps, societies and online consultation tools. During semester two Katie will develop an action plan to address
these priorities, while examining issues around quality, training, monitoring and evaluation. Katie will also be working with Manchester and Liverpool Universities analysing the way their programmes have developed and how they have overcome barriers to success and sustainability.

Katie is keen to hear from any student or member of staff regarding their ideas, thoughts and experiences of Peer Support. Following the research and planning phase EUSA will produce a Peer Support Toolkit which can be utilised and adapted to the needs of each School. There will be a meeting of the Peer Support Working Group in the coming weeks. For further information please contact katie.scott@eusa.ed.ac.uk, 0131 651 4573.

7 Other IT Tools news

Thanks to all those who have been suggesting improvements to the tools, these are very much appreciated and over the next few weeks you'll see a number of new functions becoming available. These will include in EUCLID being able to see a list of: tutees with no notes, tutees where a meeting has been held but with no notes, tutees with no activity in the last 60 days, and meetings requested by students. In addition within the notes there will be a new function to format the text entered, the ability to add a file and the ability to mark a note as deleted.

8 Student Support Teams Network and Senior Tutor Network

The first meeting of the Student Support Teams’ (SST) Network was held on 4 September. The SSTN is open to all members of School Student Support Teams, College staff in similar student support roles, SIPs staff and Advice Place staff. The network will share practice, discuss common issues and contribute to the development of the ESS project. An SSTN wiki is being created: https://www.wiki.ed.ac.uk/display/PESS/Student+Support+Team+Network
For details please contact B.Cornolly@ed.ac.uk.

The Senior Tutors Network (STN) had its third meeting on 22 August and discussed progress on implementation and what was still needed before the Personal Tutor system was launched. Action notes are on the STN wiki: https://www.wiki.ed.ac.uk/display/PESS/Senior+Tutor+Network

9 Future Phases of the Enhancing Student Support Project

The Personal Tutor system replaces the previous Director of Studies system and marks the beginning of the University's three-year Enhancing Student Support project. Later phases of the project include extending the Personal Tutor system to taught postgraduate students, improving support arrangements for research postgraduate students, strengthening student services and introducing peer support arrangements.

If you know of any colleagues who are not currently on the list to receive this update but may be interested in joining, please forward this message.

Regards,

The Enhancing Student Support Team