Enhancing Student Support – Senior Tutor Network

Meeting at 3pm on Wednesday 11 July 2012

Raeburn Room, Old College

Action Notes

Convenor
Professor Ian Pirie, Assistant Principal IP

CHSS
Dr Arianna Andreangeli, Law AA
Dr Dominic Berry, History, Classics and Archaeology DB
Dr Matthew Chrisman, Philosophy, Psychology and Language Science MC
Dr John Glen, Business School JG
Mr John Lowrey, Edinburgh College of Art JL
Dr Colin Roberts, Economics CR
Dr Julian Ward, Literature, Languages and Cultures JW

MVM
Professor Allan Cumming, Dean of Students and representing MBChB AC
Dr Philip Larkman, Biomedical Sciences PL
Dr Joanne MacLeod, Oral Health Sciences JM
Dr Geoff Pearson, Veterinary Studies GP
Mrs Margaret Ross, Oral Health Sciences MRO
Dr John Stewart, Biomedical Sciences JS

CSE
Professor Simon Harley, GeoSciences SH
Ms Lynda Henderson, representing the College LH
Dr Will Hossack, Physics and Astronomy WH
Dr Gordon McDougall, representing the College GM
Dr Martin Reekie, Engineering MRE
Dr Maximilian Ruffert, Mathematics MRU
Dr Neil Stuart, GeoSciences NS
Dr Nadia Tuzi, Biological Sciences NT

Institute for Academic Development (IAD)
Daphne Loads, Academic Developer DL

Student Services Review Project
Dr Sue Rigby, Assistant Principal SR

IT Tools
Ms Sheila Fraser, Project Services Team Manager, IS Applications Division SF

Project Team
Mr Brian Connolly, Academic Services BC
Ms Nichola Kett, Academic Services NK
Ms Sara Welham, Academic Services SW

1. Welcome and Introductions

The Convenor welcomed members to the first meeting of the network.

2. Outline of the Project

The Convenor gave an outline of the project to date.
**Student Support Services Review**

SR outlined the background of the Student Support Services Review. Recent developments include the establishment of two Information Points which will be in operation for September. The links between the outcomes of the Review and the Personal Tutor system were highlighted, along with the potential for synergies. SR will attend future meetings of the Network.

**IT Tools**

SF outlined the IT Tools development. Points to note:

- Some time has been built in to make small changes following the deployment of the workstreams.
- SSOs are now able to assign Personal Tutors within EUCLID.
- The MyEd channel will launch to students in early September and communication will be sent to students prior to this.
- Training will follow.

**Action:** Members who wish to get involved in using aspects of the IT Tools and providing feedback should contact Sheila Fraser sheila.fraser@ed.ac.uk

**Further information:**

Post meeting note from Sheila Fraser: There are six strands to the ESS project, one of which is to produce IT tools and resources to help staff and students manage the quality and effectiveness of their meetings. These initial tools are primarily designed to facilitate and support meetings between a student and their Personal Tutor, and their wider student support team. The initial tools represent small changes to existing systems and use familiar interfaces. For staff this will be via the EUCLID MyEd channel, and for students this will be via a MyEd channel which will allow them to see their notes in a ‘stream’. For more information on the IT tools please see: [https://www.wiki.ed.ac.uk/display/SSG001/Initial+ESS+IT+Tools+Project+Summary](https://www.wiki.ed.ac.uk/display/SSG001/Initial+ESS+IT+Tools+Project+Summary)

The IT Tools for Enhancing Student Support Project Board website can be found at: [http://www.ittess pb.is.ed.ac.uk/](http://www.ittess pb.is.ed.ac.uk/)

### 3. Development of Training and Resources (Papers 1, 1A, 1B and 1C)

DL outlined the three main types of resources that IAD are developing:

1. **Student facing** (some of which will be posted on the Learn Better VLE which students and staff can self-enrol on).
2. **Staff facing** (e.g. guidance on holding individual and group meetings).
3. **Central support services** (guidance being developed in conjunction with support services, examples include FAQs).

Members advised that a summary guide to resources available would be useful.

**Action:** Members to provide feedback on all aspects of training and resources (including School briefing meetings referred to in Paper 1) to Daphne Loads daphne.loads@ed.ac.uk

**Additional Discussion – Students who do not attend Meetings**

**Discussion points:**

- The possibility and merit of applying of sanctions for non-attendance at scheduled meetings.
- Expectations of attendance monitoring for regulatory or legislative reasons (such as UK Border Agency requirements).
- The importance of meetings being seen as valuable to attend by students.
- The importance of clearly setting out and communicating the expectations of students, especially to continuing students as they move to the new system.
- The importance of appropriate follow up if a student does not attend a meeting, used in conjunction with other information such as non-attendance at classes or non-submission of coursework.
Recognition that students will also speak to members of staff other than their Personal Tutor about matters – the IT Tools allow any member of staff (with EUCLID access) to initiate and/or add a note to the student’s record.

Additional Discussion – Confidentiality and Notifications

Discussion points:
- There is a facility within the IT Tools to make notes confidential to a core group of staff who are directly involved in supporting the student.
- Guiding principles and protocols on the recording of information are being developed and will be presented to a future meeting.

Further information: An extract from the draft note of the Student Support Implementation Group (SSIG) meeting of 25 July 2012 which contains detail on the decisions made regarding the IT Tools has been posted on the Senior Tutor Network section of the Enhancing Student Support wiki at: https://www.wiki.ed.ac.uk/display/PESS/Senior+Tutor+Network

Phase 2 Development Suggestions
- A confirmation of attendance at a scheduled meeting button.
- The ability to email other members of staff a note.

4. Planning for Academic Session 2012/13

Communication
SW reported that a Communications Working Group had been established and requested volunteers from the Senior Tutor Network to join. AA and MR agreed to join the Working Group.

Action: Volunteers from Student Support Teams are also sought for the Working Group and members are requested to take this forward within their Schools as appropriate. Contact for Communications Working Group: Sara Welham Sara.Welham@ed.ac.uk

School Guidance
NK advised that a wiki page containing guidance for Schools on the key project activities over the summer period had been developed.

Further information: The School guidance can be accessed on the Enhancing Student Support project wiki at: https://www.wiki.ed.ac.uk/display/PESS/School+Guidance+for+Enhancing+Student+Support+Implementation+-+Phase+1
Comments and additions are welcome and can be emailed to Nichola Kett nichola.kett@ed.ac.uk

5. Remit and Membership

The principle aims of the network are:

1. To provide Senior Tutors with an opportunity to share practice and discuss common issues and challenges.
2. To provide a route for Senior Tutors (as a community of practice) to contribute to the development of University level support and systems linked to Enhancing Student Support.

6. Future Meetings

The next meeting will be held on Tuesday 31 July 2012 at 12.30pm in the Hodgson Room, Weir Building, Kings Buildings.

Action: Members to provide feedback and guidance on future meetings and how they would like the network to develop to Nichola Kett nichola.kett@ed.ac.uk

Nichola Kett
13 July 2012