Enhancing Student Support – Senior Tutor Network

Meeting from 13.00 – 14.30 on Tuesday 13 November 2012
Main Boardroom, Edinburgh College of Art

Action Notes

Convenor
Professor Peter Higgins, Dean of Students, CHSS

CHSS
Dr Colin Roberts, Economics
Mr Arno Verhoeven, Edinburgh College of Art
Mr Neil Houston, Education
Dr Julian Ward, Literature, Languages and Cultures
Mr Ross Bond, Social and Political Science

MVM
Dr Philip Larkman, Biomedical Sciences
Dr Kirsty Dundas, MBChB

CSE
Dr Martin Reekie, Engineering
Dr Paul Jackson, Informatics
Dr Maximilian Ruffert, Mathematics
Dr Judy Hardy, Physics and Astronomy

Institute for Academic Development (IAD)
Ms Daphne Loads

IT Tools
Ms Sheila Fraser, Project Services Team Manager, IS Applications Division
Mr Chris Giles, SACS

Project Team
Ms Nichola Kett, Academic Services
Professor Ian Pirie, Assistant Principal

Student Support Services Project Strand
Dr Sue Rigby, Vice Principal

In Attendance
Ms Karen Harris, Academic Services
Ms Nora Mogey, IAD
Mr Robert Chielewski, Information Services
Mr Dean Hughes, Edinburgh College of Art
1. **Apologies**
   
   Apologies received were noted by the Convenor.

2. **Note from the last meeting**
   
   The notes from the last meeting were approved.

3. **Matters Arising**
   
   3.1 Video Clips
   
   It was reported that video clips had been made of Ian Pirie and EUSA Sabbatical Andrew Burnie discussing the project and these would be put onto the website. A link will be sent in due course.

   3.2 SSIG Work Packages
   
   It was noted that three working groups had been established and three brainstorming sessions planned:
   
   - Taught Postgraduate Students Working Group
   - Monitoring, Evaluation and Enhancement Working Group
   - Encouraging Excellence Working Group
   - Distance Learning Student Brainstorming Session
   - International Students Brainstorming Session
   - Off-Campus Students Brainstorming Session

4. **Presentation**
   
   Sue Rigby gave a presentation on feedback in the context of a Personal Tutor setting. Key themes highlighted were:
   
   - Timely Feedback
   - Personal and Generic Feedback
   - Translation of Feedback from Academic Language
   - Longitudinal Feedback
   - Difficult Conversations
   - Pointing to Solutions

   After the presentation, discussion focused on the following questions:
   
   - Personal Tutors’ ability to access marks. This is currently varied and something to be aware of in future developments.
   - Conducting difficult conversations with students. It was suggested that training currently exists in HR for appraisers and that this might be developed for use in training Personal Tutors. It was noted that not all Personal Tutors will need this training
   - Peter Higgins observed that there may be a role for external examiners in looking at the general conflation of marks around one section of the marking scale.
• Alan Murray noted that Personal Tutors were in a position to see the impact of a student's lack of understanding regarding their performance and that translation may be the best thing Personal Tutors can give to their students.
• Alan Murray also noted that there needs to be a way of measuring when Personal Tutors are doing this well.
• It was agreed that a light version of Sue Rigby's presentation should be put into the Personal Tutor training materials. It was also suggested that a half day training session be offered. Sue Rigby recommended that this training be treated as a priority.

**Action:** Jon Turner to explore the development of training for Personal Tutors regarding conducting difficult conversations.

**Action:** Jon Turner to consider the comments relating to integrating the contents of Sue Rigby's presentation into Personal Tutor training and resources. **Project team** to add presentation slides to the project wiki.

5. Presentation

Arno Verhoeven and Dean Hughes gave a presentation on ECA’s approach to feedback and the use of a learning management system.

After the presentation discussion was focused around how to encourage students to engage with a learning management system. It was noted that in the system used by ECA students had a responsibility to submit their notes before they received their tutor’s response and feedback on the session. In order to encourage this, a lot of time was taken in first year to get students used to using the system.

The ECA learning management system was multi-layered with admin, tutor and students able to record and add viewers to different areas of the system.

6. AOCB

None.

7. Date of Next Meeting

Wednesday 12 December 2012, 1-2.30pm, Alrick Building Seminar Room D/E, Kings Buildings.

Victoria Bennett
14 November 2012