Enhancing Student Support
Senior Tutor’s Network

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LEARNING DEVELOPMENTS
Enhancing Student Support - Why?

- Levels of student satisfaction not where they should be across the University
- Student experience not as personalised as it might, could or should be
- Sometimes a lack of identify and sense of belonging to a community
Enhancing Student Support - Why?

- Inconsistencies in academic guidance and oversight of whole programme experience
- Student support fragmented across Schools and Central Departments
- Student concerns in general around assessment and feedback
Six Principal Strands

• Development of a new Personal Tutor scheme
• Rolling-out peer support 'families'/buddy systems across the University
• Strengthening Central Student Services
• Compiling and developing IT tools and resources for advisees and advisors
• Planning communication, briefing and training strategies
• Revising the ‘Standards and Guiding Principles for Academic and Pastoral Care’
Enhancing Student Support Project

- Focus on enhancing academic guidance and study support
- Promoting the development of graduate attributes and co-curricular activities
- Developing a greater sense of academic community, belonging and identity
- Integrating the approach to pastoral support and co-ordination with local teams
Session 2012-13
• Adoption of an outcomes-based model to enable local flexibility
• Undergraduate only in Phase One
• Baseline of scheduled ‘One-to-One’ and ‘small’ Group meetings
• First phase online tools and supporting resources
• Annual evaluation, setting local baselines and enhancement plans
• Sharing of practice to inform each other and subsequent developments
Personal Tutor

- Proactive academic guidance with scheduled meetings: 1-1 and in small groups
- Student responsibility to actively participate and engage
- Aims to provide academic oversight, guidance and support
- Encourage, guide and help develop independence and autonomous learning
Personal Tutor

- Help students develop generic academic, professional and transferable attributes
- Foster the development of learning groups and communities
- Help develop a sense of identity and belonging
Student Services

- Substantial and additional new investment

- Information Points - *commencing in September 2012*

- Longer-term enhancements
Online Tools

• Minimise administrative overhead and ensure easy access to information
• Create an enriched, personalised supplement to the master student record
• Enable Tutee / PT / Staff to create notes related to their discussions
• Ability to link to a personalised portfolio of digital material / resources
• Provide appropriate information to relevant staff in support of our students
Peer Support

• Rolling-out peer support 'families'/buddy systems across the University

• Developed in partnership with EUSA taking the lead

• Flexible models as appropriate to Schools / subjects

• Aim for all students to have the opportunity of ‘peer’ support by 2013-14
Key Points

• ESS is phased in its development and is a long-term commitment to enhancement

• Developing a partnership model with shared responsibilities and values

• Providing baseline consistency for students and supporting diversity in approach

• Aims to ensure the early identification of any student at risk
Resources, Development and Support
Points to consider

• Purpose, structure and content of ‘One-to-One’ interactions with Personal Tutor

• Purpose, structure and content of Small Group Meetings

• What types of information would be helpful to record in the Student notes

• Who should do what - i.e. Student and/or Staff?
Planning for Session 2012-13
• Communications

• Draft Tutoring Statements - *by Friday 13th July*

• School Guidance for Phase One Implementation

• [http://tinyurl.com/czsl8fr](http://tinyurl.com/czsl8fr)
Developing the Senior Tutor’s Network
Aims of Senior Tutor’s Network

There are two principal aims for this network;

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.
Topics for future meetings

• Protocols and Guiding Principles for recording information

• Online Tools - Student and Staff ‘Dashboards’

• Annual Evaluation and Enhancement Planning
Q&A

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END