Enhancing Student Support
Student Support Team Network

Meeting held on Monday 8 October 2012 at 2pm
in the Raeburn Room, Old College

NOTES

Present:
Professor Ian Pirie, Assistant Principal, Learning Developments (Convenor);
Michela Bacci, Student Support Officer (LLC);
Jackie Barber, Student Support Officer (LLC);
Hillary Clementina, Visiting Student Advisor (HSS);
Brian Connolly, Academic Policy Officer (Academic Registry);
Barry Croucher, Head of Help Services (IS User Services);
John Curtis, Student Support Officer (BTO);
Karen Davidson, Student Support Officer (Economics);
Claire Davies, Student Support Officer (ECA);
Claire Donlan, Student Information Points Manager;
Chris Doye, Study Development Advisor (IAD);
Lorraine Edgar, Undergraduate Programme Manager (Business);
Janet Ellis, Student Support Officer (Business);
Janet Ewan, Student Support Officer (LLC);
Anastasia Fliatoura, Student Support Assistant (Business);
Chris Giles, Business Analyst (Academic Registry);
Olwen Gorie, Head of Undergraduate Teaching Office (ECA);
Helen Hamer, Teaching and Graduate School Manager (Physics and Astronomy);
Sara Hollywood, Student Support Officer (ECA);
Rosni Jethwa, Student Support Officer (RDSVS);
Nichola Kett, Academic Policy Officer/ESS Project Manager (Academic Registry);
Jefferson Shirley, Student Support Officer (Education);
Anne King, Student Support Officer (Law);
Emily Lloyd, Student Support Officer (Education);
Dorothy Lawrenson, Student Support Assistant (Business);
Ginette Lowdean, Advice Place Co-ordinator (EUSA);
Lisa MacDonald, IS Helpline Manager (IS User Services);
Nicola Marshall, Student Support Officer (ECA);
Sergio Mori, Student Support Officer (Health);
Margot Morton, Student Support Officer (Business);
Sarah Purves (Representation and Student Support Manager (EUSA);
Kirsty Robertson, Visiting Student Advisor (HSS);
Lorna Sheal, Student Support Officer (Health);
Tasmin Welch, Student Support Officer (PPLS);
Kate Weston, Teaching Administrator (Informatics);
Elaine Wright, Undergraduate Admissions Officer (Divinity);

1. Welcome and Introductions
   The Convenor welcomed members to the meeting and introductions were made.

2. Notes from the previous meeting
   The notes of the previous meeting were approved.

3. Matters arising
There were no matters arising.

4. **Implementation of Phase 1**

The Convenor confirmed that the Personal Tutor IT system would send notification emails to both the Personal Tutor and the Student Support Team. It was also noted that the option to send emails to groups was part of the Phase 2 work package.

The following observations were made in regard to the implementation of Phase 1:

- Additional filters – it was agreed that additional filters for attendance confirmation and student year groups would be useful IT Tool developments;
- Record printing – it was agreed that the option to print off the whole record of an individual student would also be useful;
- Comments – it was noted that comments seem to disappear once a request has been responded to. It was agreed that this useful information must remain available.
- IAD Website ([http://www.ed.ac.uk/schools-departments/institute-academic-development](http://www.ed.ac.uk/schools-departments/institute-academic-development)) – excellent and very helpful resource;
- Communications – Student Support Teams should be included in discussions regarding communications to students;
- Allocation of meetings - tutors and meetings could be allocated further in advance;
- Student Information Points – staff were asked to ensure that students are made aware of the new system and ensure that the information point team are kept up to date.
- Feedback tick-box – it was agreed that the inclusion of a feedback tick-box would be useful for Quality Assurance purposes;
- Managing lengthy records – it was agreed that lengthy records would best be handled via a note categorization hierarchy (particularly for Special Circumstance requirements);
- Senior Tutor notification – it was agreed that Senior Tutors should also be notified if a 'confidential' flag had been attached to a record.

5. **Phase 2 Priorities**

The following Phase 2 Priorities were noted:

- On-going evaluation and monitoring of Phase 1 implementation;
- Review of the specific needs of Taught Postgraduate, International, Exchange and Study Abroad students (with a mind to avoiding duplication of resources);
- Personal Tutor system for PhDs;
- Distance Learning (provision of online support);
- Peer Support (opportunities in each School for the 2013-14 session);
- Specific needs of students with mental health issues;
• Pre-arrival information and support could be improved (for example great use could be made of IT systems – such as placing a Senior Tutor introductory podcast online);

• Joint meetings with the Senior Tutor Network – possibly two per session.

• Opportunity to share ‘top-tips’ and best practice from each School.

6. Any other business

There was no other business.

7. Future Meetings

The following dates were noted (venues to be confirmed):

• Wednesday 7 November 2012 at 2pm;
• Wednesday 5 December 2012 at 2pm;
• Thursday 10 January 2013 at 2pm;
• Tuesday 5 February 2013 at 2pm;
• Monday 4 March 2013 at 2pm;
• Wednesday 10 April 2013 at 2pm;
• Tuesday 7 May 2013 at 2pm;
• Monday 10 June 2013 at 2pm.

Brian Connolly
29 October 2012