Enhancing Student Support
Student Support Team Network

Meeting held on Wednesday 7 November 2012 at 2pm
in Room B1, Forrest Hill Building

NOTES

Present:
Professor Ian Pirie, Assistant Principal, Learning Developments (Convenor);
Faten Adam, Student Support Co-ordinator (Geosciences);
Alexandra Baker, Head of Visiting Student Office (CHSS);
Kathy Campbell, Student Support Co-ordinator (Geosciences);
Brian Connolly, Academic Policy Officer (Academic Registry);
Victoria Farrar, Student Support Administrator (Engineering);
Kate Farrow, Student Support Administrator (Informatics);
Sheila Fraser, IT Tools Project Manager (IS Applications);
Chris Giles, Business Analyst (Academic Registry);
Karin Hall, Student Support Co-ordinator (Engineering);
Sara Hollywood, Student Support Officer (ECA);
Roshni Jethwa, Student Support Officer (RDSVS);
Caroline Keir, Teaching Office Team Leader (Physics & Astronomy);
Dorothy Lawrenson, Student Support Assistant (Business);
Emily Lloyd, Student Support Officer (Education);
Ginette Lowdean, Advice Place Co-ordinator (EUSA);
Calum MacDonald, Visiting Student Advisor (HSS);
Lisa MacDonald, IS Helpline Manager (IS User Services);
Debra Mailey, Student Experience Officer (CMVM);
Nicola Marshall, Student Support Officer (ECA);
Sergio Mori, Student Support Officer (Health);
Jill Timmins, Student Support Assistant (Economics);
Nadia Tuzi, Senior Academic Tutor (Biology);
Kay Williams, Study Development Advisor (IAD);
Sarah Welham, Academic Policy Manager (Academic Registry);

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

It was noted that a number of updates have been made to the IT Tools. Staff and students may now add up to three files to a note, meeting or comment; and the author of these also may now flag a saved note, meeting or comment as deleted. It was also noted that functions such as a calendar attachment, ability to view and respond, and photos would gradually come on stream.
5. **Phase 2 Priorities**

Members took part in a ‘synectics’ session (essentially a facilitated and structured focus group / brainstorming session) focusing on the priorities for Phase 2 of the Enhancing Student Support project. Members divided into three groups and were assigned the following discussion points:

- What type of information, support and experience could we provide during the pre-arrival and induction phase?
- What types of resources and facilities should we be providing online?
- What type of student services are we going to need in the future?

Once each group had discussed and collated their ideas they were voted upon by all members at the session thereby establishing the order of priority. It was noted that these ideas would be used to inform and shape the priorities for Phase 2 of the Enhancing Student Support project.

**Action: A report from the session to be circulated to the wider Student Support Team Network.**

6. **Any other business**

There was no other business.

7. **Future Meetings**

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

- 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.

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Brian Connolly  
Academic Services  
November 2012