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

Chris Doye (Institute for Academic Development) invited members to contribute to a review of the following:

- Central (IAD, Careers and others) web based information and resources developed during phase 1 of the Enhancing Student Support project for staff and students (personal tutoring, academic and pastoral support).

- Resources developed during phase 1 of the Enhancing Student Support project for use in College/School personal tutor briefings.
Volunteers would be asked to review these online materials and provide feedback by email. There may also be a follow up meeting to discuss and agree recommendations for action during phase 2 of the Enhancing Student Support project.

**Action:** Members interested in taking part in the review to contact Dr John Turner (j.d.turner@ed.ac.uk).

Chris Giles (Academic Registry) invited members to continue to feedback suggestions regarding the reports they require from the IT Tools system so that data can be appropriately structured for reports and statistical breakdowns.

**Action:** Members to forward suggestions to relating to the IT Tools system to Chris Gillies (Chris.Giles@ed.ac.uk).

Sheila Fraser (Information Services Applications) reported that the Student Mail Service for existing taught students would be moving to the new Office 365 service. Incoming email for taught students would be delayed from 9am Thursday 10th January 2013, and would be delivered by 9am Monday 14th January 2013 into new Office 365 mailboxes. Existing taught students would be able to access the SMS service during this period in the usual way. In relation to the project the new service will provide enhanced functionality for calendar scheduling.

4. **Student Information Points**

Claire Donlan, Student information Points Manager, presented an update on developments to date. It was noted that the decision had been taken to move the location of one of the King’s Buildings desks in order to maximise footfall and usage.

Members suggested that it would be helpful if schools could be provided with a statistical breakdown of questions and issues which students had approached the Student Information Points with and whether or not these problems had been successfully resolved. It was noted that the Student information Points team would be liaising with schools to discuss specific requirements of the referral system.

**Action:** Members to forward suggestions relating to Student information Points to Claire Donlan (Claire.Donlan@ed.ac.uk).

5. **Monitoring, Evaluation and Enhancement**

The Convenor reported that a parallel quality assurance system would be in place for the duration of the project which would then be subsumed into each school’s normal quality assurance (QA) procedures. This QA process would involve student surveys, structured focus groups, and analysis of data from central systems. Members were asked for ideas regarding the monitoring, evaluation and enhancement measures that should be included in the QA process for the project.

It was agreed that the structured focus groups must be informed about the overall results of the forthcoming student survey prior to meeting in order to inform discussions. Central Services should be represented on the focus groups for input in relation to the non-academic side of the support system. It was also agreed that class reps must be included which would therefore affect the timing of the focus groups as student reps would require training prior to participation.

Members suggested the following questions and issues should be addressed by the focus groups:

- Are meetings held at an appropriate time/place?
- Are there a sufficient number of meetings?
• What is the student perception of the PT system (i.e. its purpose)?
• Are students aware of the SSTs and, if so, do they think the SSTs provide a sufficiently joined-up service?
• Are students happy with the functions available to them via the IT Tools?
• Are group meetings valuable (above and beyond course group meetings), what do they want the group meetings to cover and were they aware that their group meeting had happened?
• Are students happy with the data being collected and the way it is being used?

Finally, in relation to key performance indicators, what hard measures should be captured on a ratings system for schools (to be used for comparison purposes and as a management tool)? Is there a value in such a ratings system?

**Action:** Members to forward suggestions relating to the monitoring, evaluation and enhancement process for the project to Brian Connolly (b.connolly@ed.ac.uk).

6. Any other business

There was no other business.

7. Future Meetings

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

• Wednesday 6 February 2013 at 9am;
• 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
Academic Services
January 2013