NOTES

Present:
Professor Ian Pirie, Assistant Principal, Learning Developments (Convenor)
Faten Adam, Student Support Co-ordinator (Geosciences);
Hillary Cementina, Visiting Student Adviser (CHSS)
Barry Croucher, Head of Help Services, IS User Services)
Claire Davies, Student Support Officer (ECA)
Claire Donlan (Student Information Point Manager
Chris Doye, Study Development Advisor (IAD)
Jean Grier, Research & Project Office (SASG) (for item 3)
Sara Hollywood, Student Support Officer (ECA)
Susan Hunter, Academic Policy Officer (Academic Registry)
Emma Latto, Student Support Co-ordinator (Geosciences)
Callum MacDonald, Visiting Student Adviser (CHSS)
Sergio Mori, Student Support Officer (Health)
Margot Morton, Student Support Officer (Business)
Jefferson Shirley, Student Support Officer (Education)
Nadia Tuzi, Senior Academic Tutor (Biology)
Tamsin Welch, Student Support Officer (PPLS)
Elaine Wright, SSO (Divinity)

1. Welcome and Introductions

The Convenor welcomed members to the meeting and introduced Susan Hunter, support for the group.

2. Notes from the previous meeting

The notes of the previous meeting were approved.

3. New Complaints Procedure

Jean Grier outlined the new arrangements for the University’s complaints procedure. This was instigated from the Scottish Public Service Ombudsman’s (SPSO) Office and will come into force at the University on 11 March 2013. It has been developed in consultation with EUSA.

The current system will change to a new two stage process involving frontline resolution and complaint investigation. Volunteers are sought for complaint investigation training and anyone interested should contact Jean.Greir@ed.ac.uk for further details. Volunteers are particularly encouraged from the SSTN due to the range of experience within the group. It is also a valuable personal development training opportunity.

An important part of the new process will involve complaint recording for all complaints. It will also form a valuable feedback mechanism of lessons learned and an internal quarterly report will be produced. A working group of the SPSO is exploring identifying sector complaints categories for adoption and these will be advised in due course.
The new complaints procedure will be published on the website from 11 March 2013 and all new complaints should be recorded following this procedure from that date. Existing complaints will continue to be handled under the previous system.

4. **PGT Development - Discussion and Feedback Sessions**

The Convener updated the meeting on discussions at the working groups in relation to the personal tutor system for PGT students. Resources and training for this are mapped and a checklist and timeline are in preparation.

It was noted that Phase 3 of the project will look at arrangements for postgraduate research students. This will include reviewing the existing arrangements for supervision with particular attention to pastoral support.

The meeting separated into groups for discussion and feedback on PGT support. Outcomes will be reported separately.

5. **Benchmarking Event - Feedback**

The event had focused on peer assisted learning and PGR support. Feedback had been positive with colleagues reporting that it was a valuable networking event. Discussions are underway on how to develop this event and feedback on what might be useful and helpful for next year is invited by email to the Convener.

6. **Any other business**

6.1 *Internal survey early results*

A preview of the early aggregate results from the 2013 Edinburgh Student Experience Survey (ESES) was presented. Data will be circulated to Schools and comments on how data is presented and reported are welcome. Schools and group members are invited to contact the SSTN Convener with suggestions.

7. **Future Meetings**

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

- Wednesday 10 April 2013 at 2pm;
- Tuesday 7 May 2013 at 2pm;
- Monday 10 June 2013 at 2pm.

Susan Hunter  
Academic Services  
March 2013