Enhancing Student Support
Student Support Team Network

Notes of the meeting held on Tuesday 7 May 2013 in room B1, Forrest Hill.

Present:  Professor Ian Pirie, Assistant Principal (Convenor)
          Faten Adam, Student Support Co-ordinator (GeoSciences)
          Richard Arkless, Business Analyst (SACS)
          Michela Bacci, Student Support Officer (LLC)
          Jackie Barber, Student Support Officer (LLC)
          Sue Cavanagh (HCA)
          Barry Croucher, IS User Services
          John Curtis, BTO Student Support Tutor (Biological Sciences)
          Karen Davidson, Student Support Officer (Economics)
          Claire Davies, Student Support Officer (ECA)
          Pamela Docherty, SLA (Maths)
          Victoria Farrar, Student Support Administrator (Engineering)
          Pauline Gibb, Subject Area Admin Assistant (HCA)
          Sara Hollywood, Student Support Officer (ECA)
          Kirstin Hunger, Induction Team (SASG)
          Susan Hunter, Academic Policy Officer (Services)
          Caroline Keir, Teaching Office Team Leader (Physics & Astronomy)
          Nichola Kett, Project Manager (PCIM) (Academic Services)
          Anne King, Senior Support Officer (Law)
          Emma Latto, Student Support Officer (GeoSciences)
          Emily Lloyd, Student Support Officer (Education)
          Nicky Marshall, Student Support Officer (ECA)
          Sergio Mori, Student Support Assistant (Health)
          Jennifer Murray, Induction Team (SASG)
          Barry Neilson, Director (SACS)
          Elena Novo, Student Support Officer (Education)
          Sharon Pearson, Temp Projects Officer (CMVM)
          Eva Seifried, Student Support Assistant (HCA)
          Jill Timmins, Student Support Officer (Economics)
          Nadia Tuzi, Senior Academic Tutor (Biological Sciences)
          Tamsin Welch, Student Support Officer (PPLS)
          Joan Wallace, Sub Support (ECA)
          Jo Wilkie, Student Support Officer (HCA)

Apologies:  Janet Ellis, Helen Hamer, Kay Williams

1. Welcome & Introduction

   The Convener welcomed members and introduced the speakers and new attendees at this meeting.

2. Notes of the previous meeting

   These were approved as an accurate record.

3. The Programme and Course Information Management (PCIM) project

   Nichola Kett provided an overview of this new project which will look at student information on courses and programmes, including and update to the DRPS. The aim
is to provide user friendly student information and improvements to better support students. It is planned to achieve this by an information structure which is helpful to both on-course and prospective students, explaining differences and context of study and clarifying the kind of experience students can expect at Edinburgh.

The meeting split into break-out groups to discuss ideas on what type of information was needed and how it could be delivered. Emerging themes included clarity and understandable language, pre-registration and timetabling problems, accessibility for prospective students, quality and consistency of information.

Some existing examples of good practice were identified, including PATH: http://path.eusa.ed.ac.uk

Link to HKU course information: http://tl.hku.hk/common-core-curriculum/courses-on-offer/

Members were thanked for their input which is valuable to the scoping phase of the project. The Project Manager will compile the suggestions and information from SSTN for use by PCIM.

4. Pre-Arrival and Induction

Jenni Murray and Kirstin Hunger outlined the work of the new Student Induction Unit. They are looking at pre-arrival and induction information and activity for all students; induction is more than just Freshers’ Week.

The University has wide and varied induction practices and some work has already been done to gather useful information for new students on the web at: http://www.ed.ac.uk/staff-students/students/new-students

The Induction Unit’s goals for 2013/14 include understanding existing practice, benchmarking and reviewing feedback. The team is a resource to assist staff with induction activity.

In the following academic year (2014/15), it is planned to enhance the induction experience both in both central provision and School/College activity to ensure a positive student experience. As part of this a yearly staff event to focus on gearing up for induction will be arranged. The Induction Team aims to work collaboratively on induction roles locally, pre-arrival and induction enhancement and provide support and assistance to Schools.

To facilitate this approach the SSTN group are asked to look at the draft induction timetable, available from the Induction Team and advise appropriate School contacts to the team.

Action: SSTN Group to Induction Team: email induction@ed.ac.uk

Ideas and suggestions on induction enhancements are also welcome and any staff members can contact Kirstin Hunger with suggestions.

Action: SSTN to KH: email induction@ed.ac.uk
5. **IT Tools Developments**

The updates demonstrated at the last meeting are now live with improvements built-in from suggestions by SSTN. Postgraduate taught IT Tools development is in progress and should be available at the end of May. Training and demonstration information will be circulated as soon as dates are confirmed.

Inclusion of special circumstances information in IT Tools was discussed and it was noted that the special circumstances policy is under review. Once this is approved online tools and confidentiality will be considered. There are complex issues around accessibility for this type of information and IS will need to assess resource implications before planning future development.

The aim is for existing practice in special circumstances to develop into a single University process which will be enabled for online management.

6. **Future Meetings:**

Monday 10 June 2013 at 2pm – LT3, 7 Bristo Square

Susan Hunter
Academic Services
20 May 2013