Enhancing Student Support
Student Support Team Network

Notes of the meeting held on Monday 10 June 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)  
Franck Bergeret, Project Manager (IS Apps)  
Anne Brockington, Student Experience Officer (HCA)  
Hillary Cementina, Visiting Student Office (CHSS)  
John Curtis, BTO Student Support Tutor (Biological Sciences)  
Claire Davies, Student Support Officer (ECA)  
Anastasia Fliatoura, Student Support Assistant (Business)  
Chris Giles, Business Analyst (SACS)  
Sara Hollywood, Student Support Officer (ECA)  
Susan Hunter, Academic Policy Officer (Academic Services)  
Sarah McAllister, Manager Teaching Organisation (GeoSciences)  
Sharon Pearson, Projects Officer (CMVM)  
Kirsty Robertson, Visiting Student Office (CHSS)  
Nadia Tuzi, Senior Academic Tutor (Biological Sciences)  
Sara Welham, ESS Case Studies (Academic Services/IAD)  
Kate Weston, Teaching Office Admin (Informatics)  
Jo Wilkie, Student Support Officer (HCA)  
Elaine Wright, Admin Officer (Divinity)

Apologies:  
Margot Morton

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. IT Tools Developments

The enhancements, including PGT additions for the IT Tools, were demonstrated. A facility to search by year and filter results by year for students who have not had a meeting was discussed. IS will investigate the options.

| Action: IS |

Enhancements to the notes and meetings screen are being developed and it was noted that, as the IT Tools are available to all staff for wider use, new categories of Academic, Personal, Student Life and Support were proposed. Suggestions for subheadings within these categories were welcome.

Notifications, such as meeting updates, will include all staff who are conversation contributors, for example notification to support team generic inbox.
SSTN were invited to send comments and suggestions to Chris Giles, who will circulate a note to the group with the new categories.

**Action: CG & SSTN**

4. **Personal Tutor system: reflections on first year and suggestions for second year**

- **Case Studies**

  SSIG has endorsed a template for case studies in enhancing student support. Examples have been provided from Physics & Astronomy, Law and the Vet School.

  SSTN were invited to provide examples for inclusion and make suggestions on what would be useful as case studies. The information will be used to develop e-published resources and will draw on good and innovative practice as well as what didn’t work.

  The published resources will allow group members to run local sessions and it is planned to have student input to their development.

  Pilot case studies are available on the ESS wiki: [https://www.wiki.ed.ac.uk/display/PESS/Student+Support+Team+Network](https://www.wiki.ed.ac.uk/display/PESS/Student+Support+Team+Network)

  SSTN is invited to comment by email to Sara Welham during June to allow work to progress over the summer.

  **Action: SSTN to SW by 30 June 2013**

- **Senior Tutors Away day**

  The Convener reported on discussions which had noted IT Tools is providing evidence on issues in Schools and will aid progress in culture shift.

  It was highlighted that the Student Support Teams were much valued by Personal Tutors, Senior Tutors and students.

  The House system in Vet School was also highlighted as excellent practice.

  Challenges and issues were identified including PT/student ratios and engagement with IT Tools. A form of words will be developed for student non-engagement with the Personal Tutor system before the beginning of next session.

  SSTN discussed further useful developments for the Personal Tutor system. Emerging themes included:

  - Core topics for one to one meetings
  - Consistency of terminology in web-based documentation at College and School level
  - Use of email and the need to formalise email exchanges by subsequently recording in the centrally held student systems.
SSTN is invited to feedback on issues raised at the Senior Tutors away day and make additional comments as appropriate.

The presentation from today’s session will be circulated to the group.

**Action: BC to SSTN**

5. **Closure**

The Convener closed the meeting with thanks to all for attendance and contributions. Comments on the frequency of future meetings and the proposal to add a Senior Administrative forum were invited by email.

**Action: SSTN**

Susan Hunter
Academic Services
13 June 2013