School of Physics & Astronomy

THE USE OF IT TOOLS FOR STUDENT SUPPORT

Helen Hamer
Teaching & Graduate School Manager
Helen.Hamer@ed.ac.uk
0131 650 5254
Fully utilising the Personal Tutor notes field in EUCLID to benefit the following processes:

- Special Circumstances
- Examinations – no shows
- Progression Interviews in Freshers Week
SPECIAL CIRCUMSTANCES

• Student prompted by three e-mails from SST (before, during and at end of exam diet)
• Friendly message about SC
• Link to College “Common sense guide”
• Need to contact PT and to obtain evidence
• Date of SC Committee and warning about late SC

All SC collected by SST (Teaching & Grad School Manager). Checker for supporting evidence and PT chased up. Sent on other Schools if needed.

Acknowledged by confidential note in EUCLID (but no details)
Key Aims & Benefits

- Providing a quick and professional service to both students and staff
- Efficient communication process across Personal Tutors and Tutees
- Consistent handing of information across all year groups
- PT Notes field can be used very effectively to maintain confidentiality
- Ensures Students and Personal Tutors are informed quickly
STUDENT SUPPORT TEAM

What we are doing........

- Introduction of Flow Charts showing what information is required and how the process will work
- Template Documents (Accommodation references)
- Email alerts to students at relevant points of the year
- Pulling all generic information from course booklets and putting on wiki - addendums for information for particular course info

10 April 2013

Student Support Team Network
CUSTOMISED PROCESS FLOW CHARTS
END RESULT IS…….

• Fully informed Personal Tutors

• Reduced email/phone enquiries to Teaching Office with queries

• Happy students and staff
ANY QUESTIONS?