IT Tools for Enhancing Student Support

Project Board Meeting

11.00am-13:00, Tuesday 10\textsuperscript{th} April 2012

Room 1.09 Main University Library

MINUTES

Present:
Stuart Anderson, College of Science and Engineering
Caroline Bamford, Institute for Academic Development
Adam Bunni, EUSA
Jemma Caldwell, IS Applications Division (notes)
Stewart Cordiner, College of Humanities and Social Science
Sharon Cowan, College of Humanities and Social Science
David Dewhurst, College of Medicine and Veterinary Medicine
Sheila Fraser, IS Applications Division
Shelagh Green, Student Services
Paul Jackson, College of Science and Engineering
Bruce Johnson, Academic Registry
Simon Marsden, IS Applications Division
Nora Mogey, Institute for Academic Development
Ian Pirie (Convenor), Assistant Principal Learning Developments
Jamie Thin, IS Applications Division
Tom Ward, College of Humanities and Social Science

Apologies:
Scott Rosie, Academic Registry
Mike Williamson, EUSA

2. Setting the scene-

Ian Pirie set out the aims of the Enhancing student support initiative and its phases. The future goals were detailed and several important points were noted:

- The project will run over 3 years and have 6 strands, IT tools are one of the strands and are to support the whole project, not just personal tutors.
- New online systems will be created incorporating a partnership between staff and students, allowing students to have greater responsibility and engagement with their education.
- The project was initiated to improve student satisfaction levels. A key element of learning is that students should feel that they are part of an identifiable community. Programmes can be too large so students find it hard to keep in touch with colleagues or cohort. Creating community is a key deliverable for the ESS initiative.
- When coming to decisions the group should consider,
  - will this add value to students,
  - will this help students,
  - will this enhance student experience and
  - will it make it easy for staff to help students.
The IT tools project will have a phased development recognising the need to support personal tutors in 2012/13 and the short time between then and now to develop new IT services.

Phase 1 deliverables will be limited due to delivery being constrained to being live this summer. The roll out will be limited to Undergraduates only in phase 1. Post Graduates to be included in phase 2. It is desirable in phase 1 to deliver some functionality well, rather than over offer and not deliver, bearing in mind that a more comprehensive suite of tools are being designed for later phases. Phase 1 to also include- Tutor record of meeting, tutee reflection of meeting, ability to add commentary, attach shared files and create links and student ability to request tutorial.

**ACTION:** IP to circulate SSIG overview paper and notes re. PG, UG link.

Concerns relating to data protection and freedom of information were raised. These concerns will be addressed as the system design is developed.

### 3. Roles and Responsibilities (Paper A: SM)

This paper outlined the Project Boards’ responsibilities and provided a list of the members and their departments. Simon Marsden noted that this paper was self-explanatory and did not need any in depth exploration.

**ACTION:** IP to flag those people who are also members of SSIG to make sure we stay aligned with that top level group.

It was noted that there has been tension around the name of the Project Board and confusion caused by the different titles given to the board meetings and other related meetings. The title should be IT Tools for Enhancing Student Support as this encompasses the whole project.

It was also noted that School Administrators and Student Support Officers (SSO’s) do not have a voice on this board. This may need to be addressed- the representatives may change to make them more central.

**ACTION:** TW to go to Dean of HSS to decide whether the mix of people in attendance is right. An SSO should attend from HSS.

- Paper A was accepted by the board.

### 4. The Project- Phase 1 Scope (Paper C: SF)

Sheila Fraser presented her paper Overview of Personal Tutor Scope. The discussion was focussed to work out what the minimum delivery required for the summer would be. Assuming it was feasible to deliver this minimum requirement more items could be added and the approach would be to seek the next priorities from the functions identified in Bruce Johnson’s paper.

Important issues for Phase 1 discussed-

- Auditing ability, so people know meetings have taken place.
- Individual meetings- set these up and record them. Group meetings would be included in a later phase.
- Allow students to know who their Personal Tutor (PT) and support officer (or team) are.
- Record meetings with notes.
- Notes visible to others (checkbox for private).
- Meetings with PT expected to take place in week 0 and weeks 1 & 2 so latest service can be ready is around the end of August.

**ACTION:** IP to document what is going to be done with information gathered in free text recording of meetings- This is an SSIG Issue.
• **ACTION:** SF to make what has been agreed consistent and update paper. Reissue updated paper to group ASAP.

5. **AOB**-

Nothing was raised.

6. **Date of next meeting**-

The next Project Board meeting is on 7th May 2012 at 10:00 to 11:30 in Room 1.11, Main University Library.