IT Tools for Enhancing Student Support
Project Board

Meeting held on Thursday 31 May 2012
Room 1.09, Main Library

MINUTES

Present:
Professor Ian Pirie, Assistant Principal, Learning Developments (Convenor);
Ms Moira Avraam, College of Humanities and Social Science, Student Support Officer (PPLS);
Dr Caroline Bamford, Institute for Academic Development (OLL);
Dr Adam Bunni, EUSA, Academic Advice Co-ordinator;
Mr Andrew Burnie, EUSA, Vice-President Elect (Academic Services);
Mr Brian Connolly, Academic Registry, Academic Policy Officer (Secretary);
Mr Stewart Cordiner, College of Humanities and Social Science, Director of Learning and Teaching (ECA);
Professor David Dewhurst, College of Medicine and Veterinary Medicine, Director of Learning Technology;
Ms Sheila Fraser, IS Applications Division, Project Services Team Manager;
Mr Chris Giles, Academic Registry, Business Process Enhancement Team;
Ms Shelagh Green, Student Services, Director of Careers Service;
Dr Paul Jackson, College of Science and Engineering, Senior Lecturer (Informatics);
Mr Bruce Johnson, Academic Registry, Head of Student Admissions & Curricula Systems;
Dr Fanney Kristmundsdottir, College of Medicine and Veterinary Medicine, Director of Student Affairs;
Ms Sarah McAllister, College of Science and Engineering, Teaching Organisation Manager (Geosciences);
Mr Simon Marsden, IS Applications Division, Director;
Ms Nora Mogey, Institute for Academic Development, Operations Team Leader;
Mr Scott Rosie, Academic Registry, Timetabling & Learning Space Manager;
Mr Tom Ward, College of Humanities and Social Science, Head of Academic Office.

In attendance:
Ms Nichola Kett, Academic Registry, Academic Policy Officer.

Apologies:
Professor Stuart Anderson, College of Science and Engineering, Director of Teaching & Deputy Head of School (Informatics);
Dr Sharon Cowan, College of Humanities and Social Science, Senior Director of Studies (Law).

1. Notes of the last meeting

   The notes were approved.

2. Matters arising

   2.1 Personal Tutor Allocation

   The Convenor reported that SSIG would discuss the allocation of Personal Tutors to students on a programme owned by a different School.

   2.2 Consultation Group

   The Convenor reported that the consultation group was currently being formed, with the inclusion of staff from CMVM still to be finalised.

3. Convenor’s Update
3.1 Communications
The Convenor noted that Schools had asked for information regarding the arrangements for initial IT Tools support at the start of the forthcoming academic session 2012-13.

Action: Convenor to arrange for an IT Tools update to be sent to Schools.

3.2 Recording Information
The Convenor reported that SSIG had discussed the recording of information. However, further consultation would be required (including the student voice and benchmarking with similar institutions across the sector) before protocols for the new PT system as a whole could be established. The Board agreed that this was a matter of urgency.

4. Progress Update
The Board was presented with a high level overview of the work plan. It was noted that there were now five work streams (the Note stream had been divided in two):

4.1 Relationships
The core relationship management tool would be available from mid-July as a functional (but not refined) tool with a feedback mechanism for improvements.

4.2 Notes
This work stream had been prioritized into two: an initial basic notes function (to be delivered by the end of July) and an enhanced notes stream including a privacy function (to be delivered by the end of September). Members noted that underlying staff concerns with regard to confidentiality may be exacerbated by the delayed introduction of the privacy function. Therefore, it was agreed that in order to foster staff confidence in the system, the privacy function would be prioritized. However, concerns were also noted that the privacy function may be used as a default which may limit the effectiveness of the system particularly with regard to QA oversight and the holistic student experience.

Resolved: Privacy function to be prioritized for delivery with the initial IT Tools support.

4.3 Students request meeting and add note
To be delivered by the end of August.

4.4 School/PT tutee management tools
Dependent on the Notes stream.

It was noted that a feedback mechanism would be implemented such that minor enhancements could be addressed post go live.

The Board agreed that protocols were needed soon on how notes should be used, the basis for deletion of notes (not from the database), period between creation of a note and it being unable to be deleted.

The Board agreed that arrangements for staff training in relation to the PT system as a whole would need to be prioritized as a matter of urgency.

5. Initial Screen Views
The Board was presented with the initial screen view of the Tutee to Personal Tutor assignment page and rough views of student and PT functions.

6. Assumptions for Validation
The Board discussed and agreed to the following working assumptions:

6.1 **One Dean of Students role will exist per College.**

6.2 **Student requests for ad-hoc meetings (from the system) will initially be sent to the SST.** The Board discussed the process for arranging meetings. Members raised concerns that the system could be perceived as being overly bureaucratic if all meeting requests had to be channelled through the SST and suggested that meeting request notifications be sent to both PT and SST. It was further noted that not all staff use the electronic diary system and therefore a new system reliant on the SST to arrange meetings would require a significant change in diary management culture across the institution. However, the Board agreed that, to ensure QA oversight and management, **ad hoc meeting requests** should go to one point of contact, the SST, in the first instance. The Convenor further noted that the system had been devised in order to remove the bureaucratic burden, of scheduling tutee meetings, from the PT.

6.3 **Meetings are scheduled outside the IT system** (i.e. when a meeting is added it is a confirmed booking not an invitation).

6.4 **The Director of Studies role will close on 31st July and the PT will start from 1st August:**
   - SSO and PT will be able to allocate PT to PTE as soon as the functionality is live (aim is mid-July);
   - Limited time to allocate from existing DoS to PT: from mid-July to 31-Jul only;
   - The csv file format for bulk allocation or PT to PTE will be uun/instance;
   - If no PT: PTE has been set up then on 1st August there will be no data in the PT field for a student.

6.5 **Academic Registry will:**
   - Own the notes function as part of the student record;
   - Manage and support the functions for Personal Tutors when it goes live.

6.6 **PTs will inherit the functionality available to existing DoS in EUCLID, plus new functions.**

6.7 **Message to Schools – Key points Initial ESS IT Tools**

The Board agreed that the message to Schools would include the following:

   - Small changes to existing systems, using familiar interfaces:
     - Staff will access via the EUCLID MyEd channel;
     - Personal Tutors will inherit the functionality available to DoS in EUCLID, plus some additional functions;
     - Students will access via a MyEd channel.
   - Primarily to support the 1:1 meeting between Personal Tutor and Student:
     - Meetings will be scheduled outside the system by SSO or PT with student;
     - Scheduled meetings will be noted in the system by SSO or PT;
     - Notes (of meetings) will be added to the system by the PT (this is how we will see if a meeting has been held);
     - Students can also add notes and request meetings.
   - There will be one Student Support Team (SST) per School, comprised of 1 or more Student Support Officers (SSO).
   - Student requests for ad-hoc meetings (from the system) will initially be sent to the SST.
7. **Any other business**
   
   There was no other business.

8. **Date of the next meeting**
   
   Thursday 19 July 2012 at 2pm in Room 1.07, Main Library, George Square.

Brian Connolly
18 June 2012