Enhancing Student Support

The Personal Tutor System
STUDENT STATEMENT
2016-17
The Personal Tutor System- Student Statement

The Personal Tutor system will provide you with a named member of academic staff, your Personal Tutor, who will support you throughout your time at the University, giving you academic support and a route to pastoral support. You, as a Tutee, will work with your Personal Tutor to reflect on your academic performance, how this contributes to your aspirations and helps you to engage as a member of a community of learners. You will also be supported throughout your time at university by a Student Support Team. More details on the Personal Tutoring system can be found at: My Personal Tutor

The Team

All students (currently, with the exception of PGR) will have a Personal Tutor, Senior Tutor and a Student Support Team in the School of Education.

Your Personal Tutor

Your Personal Tutor is a member of academic staff familiar with your general area of study and the expectations of academic work in your discipline. Working with your Personal Tutor will help you to:

- become a more confident learner in your discipline and play an active part in your academic community.
- reflect on your academic progress and make the most effective use of your academic feedback.

You will find your Personal Tutors name and contact details on MyEd. You will also find details of your tutor posted in the Student Support Office throughout the first two weeks of your programme.

You have opportunity to meet with your Personal Tutor each semester:

one individual meeting each semester and

two group meetings or other activities over the academic year designed to support your academic and professional development. These meetings will be arranged by your Personal Tutor and will include opportunities for discussion and guidance on aspects of academic progress relevant to your stage of Degree. The structure, purpose and content of the different meetings will be shared with you well in advance of the meeting.

PGT students have an additional third meeting with their tutor during the research supervision period.
You can contact your personal tutor at any time to arrange an individual meeting.

- If you are not on campus (e.g. studying abroad for a period, or on placement, or studying an online degree) then your meetings may take place by telephone, live internet call, or a web conferencing application. Email exchanges are not considered to be meetings unless they take place within a pre-agreed timeframe to enable you to have a “conversation” (e.g. if you are overseas and emailing within a 24-36 hour period to take account of time differences).

The Senior Tutor

The Senior Tutors in The School of Education are Neil Houston (Undergraduate) and Richard Easton (Post Graduate). Neil Houston can be contacted at Neil.Houston@ed.ac.uk and Richard Easton at Richard.Easton@ed.ac.uk. They can also be contacted through the Student Support Office. Neil and Richard will help you with any issues you have relating to your Personal Tutor or the Student Support Team. They will also be available in the event that your Personal Tutor is absent from the University. Neil’s office is in Charteris Land, 1.07. Richard’s office is in Charteris Land 4.10.
The Student Support Team

Sian Gower, Emily Lloyd and Don Stuckey [Elena Novo Cabana not in photograph].

The Student Support Team can be found within the Old Nursery School on the Moray House campus.

The Student Support Office is open Monday-Friday 9.00am-5.00pm. No appointment is necessary.

The Student Support Team is responsible for:

The Student Support Office is a key part of the support network available to you as a student at Moray House. The SSO takes care of the administrative side of your experience by:

- keeping your personal student record up to date
- confirming attendance as part of the matriculation process
- registering option courses and arranging course changes
- maintaining/amending student records via Registry
- helping you move forward in your studies
- administrating Special Circumstances
- organising progression interviews and student progression
- arranging Authorised Interruption of Studies applications
- organising learning adjustments
- arranging withdrawals
- running teacher education procedures
- organising PVG (Protecting Vulnerable Groups) Scheme membership and police clearance
- administrating GLOW accounts
- providing official letters
• factual reference letters confirming your student status (for instance for letting agencies or visa purposes)

Useful links

The following links may be useful to you.

• Bank Letter
• Certificate of Matriculation
• English Language Support for Applicants and On-course Students (TEAM)

University-wide student services

If you have any queries that can’t be resolved from the information through the links below, please email the Student Support Team, who will be happy to help - studentsupport-education@ed.ac.uk

http://www.ed.ac.uk/students/academic-life/personal-tutor

And within the Personal Tutor system:

To provide the first point of contact for undergraduate students within the school
To determine best course of action for the student on a case-by-case basis
To connect students to appropriate entities as needed
To notify Personal Tutor via online system, as required
To record action taken on Personal Tutor system in EUCLID

Meeting your Personal Tutor

Individual Meetings with Tutees

You will have one meeting per semester with your Personal Tutor at a mutually convenient time. Tutors will contact you through our e-mail system. The first meeting should take place early in semester one, the second at a point during the first half of semester two. It is the responsibility of the Personal Tutor to set up these meetings
and to record an accurate account of the content of the meeting. You will be required to submit a reflective account of the meeting along with an action plan, where necessary.

- Preparing for and writing notes of your meetings with your Personal Tutor and Student Support Team will help you get the most out of your discussions. There is a notes facility in the Personal Tutor channel in MyEd. We’d also really encourage you to use the support resources which can be found online:
  - Undergraduate Support Resources

PGT students will have a third meeting with their Personal Tutor during their Dissertation period.

In addition, students can request a meeting with their Personal Tutor at any time. This meeting should be requested through the Student Support Office.

Throughout teaching and other placements you will continue to have the support of your Personal Tutor.

Group Meetings

Your Personal Tutor will meet with all of his/her tutees as a group twice each academic year, early in semester one and again at another point of the year. The timings of the second meeting will be dependent on placement patterns etc.

The topics for discussion and the activities will be provided to you well in advance of the meeting so that you can prepare for the session and might include topics such as Academic Literacies, using Feedback and Feed-forward.

These sessions will be scheduled to last one and half hours.
Changing Personal Tutors

There are many reasons why the relationship between a Personal Tutor and tutee might break down. Where this is the case the student should contact the Senior Tutor as quickly as possible to discuss the situation. The Senior Tutor will allocate the student to a new Personal Tutor. The Student Support Office will ensure that all changes to records etc are made before transferring this information to the new tutor.

The Senior Tutor will communicate the outcome to the student.

Peer Support

Peer Support activities are also available and we’d encourage you to get involved with these as they’re a great way to engage with other students. Information about other Peer Support activities across the University can be found at the following link: EUSA Peer Support

Other Sources Of Support

Your Personal Tutor and Student Support Team are part of a wider network of specialist student support services provided by the University to help you have the best possible experience during your studies. Find out about all that these services have to offer at the following links:

- http://www.ed.ac.uk/students/academic-life/personal-tutor
Frequently Asked Questions.

The following is a list of questions asked by our students. Your Personal Tutor will be able to help you with all of these.

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<thead>
<tr>
<th>Undergraduate Responses</th>
<th>Post Graduate Responses</th>
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<tbody>
<tr>
<td><strong>Theme One: Relating to academic/professional enquiry</strong></td>
<td></td>
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<tr>
<td>1. How can I improve my marks?</td>
<td>I received a poor grade - what can I do to improve my grades?</td>
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<td>2. How do I get an extension if I require one?</td>
<td>How do I get an extension if I require one?</td>
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<td>3. Can I ask my PT to help by looking at an assignment draft?</td>
<td>Can you recommend an external company to proof read my assignments?</td>
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<tr>
<td>4. Where can I find out more about referencing for assignments?</td>
<td>How can I use literature better?</td>
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<td>5. What do I need to do to achieve an A?</td>
<td>What do I need to do in this assignment? I don’t understand what my feedback means.</td>
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<td>6. Can I appeal if I don’t like my grade?</td>
<td>Can I appeal my grade? Can I resit one of my assignments?</td>
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<td>7. How do I become a more critical thinker/writer?</td>
<td>What is criticality? How can I show critical thinking in my assignments? What does my tutor/lecturer mean when they say critically reflect on this? How can I improve my writing skills? How do I find out about courses to improve my English?</td>
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<tr>
<td>8. How are placement schools allocated?</td>
<td></td>
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<td><strong>Theme Two: Relating to Pastoral/Advisory enquiry</strong></td>
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<td>9. Do Special Circumstances apply to me?</td>
<td>I was really ill before my deadline, and I’ve done badly on my assignment - what do I do?</td>
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<td>10. How do I apply for Special Circumstances/LoA/ AIoS?</td>
<td>I feel really homesick - can I go home for Christmas/ Spring festival/ a break/ to collect data for my dissertation?</td>
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<td>11. Now that my Learning Profile is identified/recognized, who do I help me with the support I am entitled to?</td>
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<td>12. What types of support does the University offer?</td>
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<td>Question</td>
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<td>13.</td>
<td>How are we expected to find time to do all these assignments at the same time as revising for exams. [In the context of ‘I am not coping’ / ‘There’s too much pressure’.]</td>
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<td>14.</td>
<td>Will I get into trouble if I am absent?</td>
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<td>15.</td>
<td>Where can I get financial help from the University?</td>
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<td>16.</td>
<td>What are my options after this Degree?</td>
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<td>17.</td>
<td>Can a PT provide a reference at the end of a programme?</td>
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<td>18.</td>
<td>What is the meeting for?</td>
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<td>19.</td>
<td>I feel really miserable because I’m in B&amp;B accommodation because they are still building my hall of residence - how can I meet other students?</td>
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<td>20.</td>
<td>Can I take two courses as a part-time student?</td>
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<tr>
<td>Section</td>
<td>How many words should go in each section of my dissertation?</td>
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