



THE 3rd INTERNATIONAL PERSONAL
TUTORING
AND ACADEMIC ADVISING CONFERENCE:
Improving Student Success
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Fit for purpose: an institutional
approach to student personal support

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Context of case study university

Based in the South Wales valleys

Student population

Faculties structure

Large proportion low-participation
neighbourhood students

Seeking ways to improve student
achievement



Need for review

- Perception of mismatch between regulation and practice
- Internal audit outcomes
- Sense of wanting to bring discrete policies and practices together



Blended model of student support

- Wider than personal tutoring
- Includes:
 - Student Services
 - Faculty Advice Centres
 - National Student Union Officers
- Centralisation v decentralisation
- Continuum of advising



Possible models of personal tutoring

- One size fits all
- Owen's (2002) typology:
 - Curriculum model
 - Pastoral model
 - Professional model



Evolved personal tutoring model

- Agreed minimum expectations for student personal support
- Devolved responsibility for delivery of support to Faculties
- Faculties must provide clear statement of personal support systems in place and how students access systems
- Faculties to reflect on first year of new framework in their annual performance reviews



Future aspirations of the model

- First year of operation coming to an end
- Reflect on staff and student experiences of personal tutoring arrangements
- Where appropriate amend minimum expectations



Thank you

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