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Learning (CETL): Critical Interventions
for Enhanced Learning (CIEL)

CETL:CIEL www.wlv.ac.uk/cetl

The context

We are a large multi-campus institution renowned for widening participation.

We have ten academic schools

Students can study in more than one subject, in more than one school

All courses are modular

The problematic situation

Consistency of experience

Parity of experience

Step 1

The creation of a university-wide personal tutoring policy

A minimum standard for both staff and students

Timely and appropriate information and communication

Step 2

Communication is key

Web pages for personal tutoring
www.wlv.ac.uk/personaltutoring

Student feedback

Evaluation

Web Site key issues

Friendly

Positive

Not too much text

Helpful

Need to know

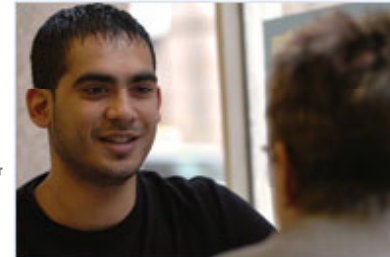
Web site



Personal tutoring

KEY PRINCIPLES FOR SUCCESSFUL PERSONAL TUTORING

Successful personal tutoring comes from developing a mutually beneficial relationship between tutor and tutee. To build that relationship there should be clear roles and responsibilities on both sides.



- Personal Tutoring
- ▶ Role of the personal tutor
- ▶ Students: what we expect from you
- ▶ School specific links
- ▶ Personal tutoring directory

Personal tutoring should be defined as group or individual guidance given to students by academic staff, with a focus on personal and academic development and progression on their overall programme of study. The key principles of personal tutoring are:

1. All students have a named personal tutor
2. All personal tutors are members of academic staff
3. The personal tutor will concentrate on a student's personal and academic development and progression on their overall programme of study
4. All personal tutors will be able to direct students to support facilities available within their own School and the University
5. The personal tutor is not expected to be an academic specialist in all areas in which the tutee is studying
6. The personal tutor will have an understanding of, and commitment to, improving student learning

STUDENT COMMENTS

- ▶ "Thank you so much for what you said about trying to achieve my dreams when I've finished my degree - I really hadn't thought about it from that perspective before." (SAS student)
- ▶ "Having someone to go to, when I needed help, who could point me in the right direction was invaluable to getting through my degree." (HLSS)

UNIVERSITY'S PERSONAL TUTOR POLICY

[Personal Tutor Policy](#) (PDF document - opens in a new window)

USEFUL LINKS

- ▶ [Sharpen up your Skills](#)
- ▶ [Study Skills Advisors](#)
- ▶ [Counselling and Guidance Service](#)



Role of the personal tutor

GENERIC PERSONAL TUTOR ROLE DESCRIPTION

In order to carry out their responsibilities tutors will be expected to undertake the following:

1. Maintain regular communication (virtual and/or face-to-face) with each of their designated tutees at least 3 times a year (e.g. once per term for full time undergraduate study) and at each significant phase for all other modes of study (including part time, postgraduate and work based learning). The first communication must be at the start of any study.
 - ▶ at level one helping students with their orientation to HE and their chosen subjects, and developing their learning by such activities as reviewing and acting on assessment feedback
 - ▶ at level two developing professional and employability skills including activities such as placement learning
 - ▶ at level three helping students successfully complete their studies, this might include the writing of references
3. Offer students advice and guidance to help students liaise with other staff and support facilities in their School and the University
4. Maintain awareness of other sources of support within their School and University
5. Undertake annual mandatory staff development on personal tutoring



Students: what we expect from you

When you join the University you will be given a personal tutor. Your personal tutor is someone who can offer you guidance and advice, this could be about your course, and any other aspects that affect your study. In order for personal tutoring to be a beneficial and meaningful relationship for you, you need to communicate with your personal tutor. We encourage you to have a look at these guidelines to help you do this:



1. You should keep in regular communication with your personal tutor
2. Try to prepare for and engage in meetings with your personal tutor
3. Your personal tutor is the person you need to contact if there are any issues that are affecting your academic performance or if you are worried about your progression and achievement.
4. We also encourage you to act on recommendations and advice that your personal tutor offers.

BOUNDARIES

Your personal tutor will make you aware of their role and expectations at the start of your relationship. This might include, for example, their availability both virtual and/or face-to-face, issues such as confidentiality and record keeping.

These boundaries may have individual, school and programme specific requirements but all should reflect the University Personal Tutor Policy as a minimum requirement.

School specific links

SCHOOL OF ART AND DESIGN (SAD)

Art & Design Personal Academic Tutor system is administered by divisions within the school. Students are assigned by level (Visual Communications), by course (Design & Applied Arts; Digital Media ; Fine Art and Photography) or by award (Post Graduate provision)



For more detailed information contact: Don Adamson: D.Adamson@wlv.ac.uk - Undergraduate provision and Colin Davies: colin.davies@wlv.ac.uk - Post Graduate.

SCHOOL OF APPLIED SCIENCES (SAS)

All students have a Personal Tutor whom they can see any time by making an appointment on SAMS, the School's Student Appointment Management System. They should see their tutor at least 3 times during the academic year. Students are told the name of their personal tutor in Welcome Week and can also find it on eVision.

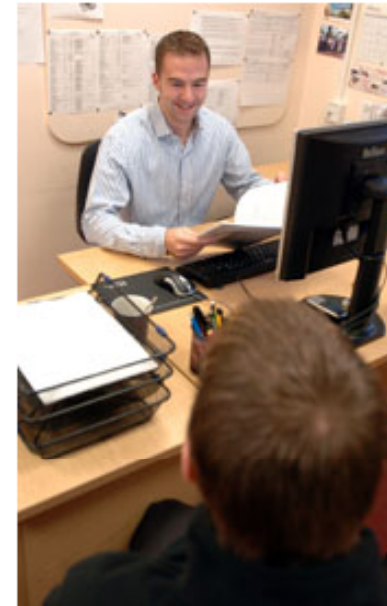
The first appointment should be made in the first two weeks and is an opportunity for students to discuss immediate issues relating to their programme of study, as well as longer term issues, goals and aspirations. The Student Support Office (MA104) provides guidance for students on registry and regulatory matters. Electronic support, information and resources are provided on a memory stick lanyard issued to all first year students. This information can also be accessed on the WOLF Student Support Portal.

SCHOOL OF COMPUTING AND INFORMATION TECHNOLOGY (SCIT)

In our school a personal tutor will assist students in their personal and academic development, planning and progression. A student will meet with their personal tutor at least three times in a year, including at the beginning of each semester. The tutor will be aware of all University and

Personal tutoring directory

- ▶ [Academic Misconduct](#) (Word Doc - 50k - opens in a new window)
- ▶ [Academic Regulations](#)
- ▶ [Accommodation](#)
- ▶ [Active Volunteers](#)
- ▶ Bullying *see Discrimination*
- ▶ [Careers and Employment Services](#)
- ▶ Chaplaincy *see Faiths Centre*
- ▶ [Counselling](#)
- ▶ [Discrimination, Bullying and Harassment](#)
- ▶ [English as a Foreign Language](#)
- ▶ [Faiths Centre](#)
- ▶ [Finance](#)
- ▶ [Finance: Student Money Matters](#)
- ▶ Harassment *see Discrimination*
- ▶ [Higher Education Shop](#)
- ▶ Housing *see Accommodation*
- ▶ [International Office](#)
- ▶ [Learning Centres](#)
- ▶ References *see Student references*
- ▶ Regulations *see Academic Regulations*
- ▶ Residences *see Accommodation*
- ▶ [Student Disciplinary Procedure](#) (word doc - 107k - opens in a new window)
- ▶ [Student Enabling Centre](#)
- ▶ [Student Offices](#)
- ▶ [Student References](#) (word doc - 155k - opens in a new window)
- ▶ [Student Services Gateway](#)



USEFUL LINKS

- ▶ [Sharpen up your Skills](#)
- ▶ [Study Skills Advisors](#)
- ▶ [Counselling and Guidance Service](#)



Future

Student case studies

Staff case studies

Video clips

Interactive activities

ASSIST - Online chat – ask librarian

www.wlv.ac.uk/lib/assist

