

Personal Tutoring Bulletin

Queen's University Belfast

January 2012

Bulletin 3

The role of Personal Tutoring in helping to Improve NSS Feedback scores (Law)

During 2010-2011, the School of Law reported a significant improvement in 6 sets of questions in the NSS and a rise in overall approval ratings of 7%. This included a pleasing increase in the level of student satisfaction with Assessment and Feedback arrangements (now above the Russell Group average). The School has partly attributed the improvement to the trial of a new approach to Personal Tutoring which included a set of activities with a focus on Feedback.

Staff began by holding information/outreach sessions with students to help them to identify issues and agree changes. A key point that emerged was that students often lacked a clear understanding of the term "feedback" and the various forms in which it was provided. It was therefore decided to produce a set of activities within a "Professional Development and Feedback Tutoring Handbook" which students would work through with their Personal Tutor (PT).

These PDP tasks have evolved further during 2011-2012 placing more emphasis on core law skills and an introductory law textbook, which is now also provided. Students submit relevant Handbook tasks to their PT and receive feedback from them. This gives students practical examples of feedback and how to use it. In addition, students are also beginning to learn the core skills associated with their law degrees. If you would like further information, please email ced@qub.ac.uk

Developments in Degree Plus

The number of students seeking accreditation of extracurricular activities through Degree Plus continues to rise. The initiative has been praised by employers and other institutions across the UK and many Universities have/are developing similar schemes. **The closing date** for undergraduate applications via Route B is the **1st of April 2012**. The scheme has been extended to include postgraduate taught students and a new Researcher Plus award. For further details see www.qub.ac.uk/degreeplus.

Learning Development Service (LDS)

In the coming weeks, PTs will be meeting students to discuss examination results. LDS welcomes PT referrals of students who would benefit from guidance and support with their academic skills. One-to-one appointments can be made via emailing lds@qub.ac.uk or by phoning us on 028 9097 3618.

Students can now enrol for Semester 2 academic skills workshops:

<http://www.qub.ac.uk/directorates/sgc/learning/Workshops/>

Newly developed maths workshops will also be delivered in Semester 2. Drop-in maths sessions have already started in the McClay and NBC libraries (held on a weekly basis throughout the semester). The sessions are open to all students.

Further details can be found on

www.qub.ac.uk/lds

Careers Events Calendar

Careers, Employability and Skills (CES) publishes a full list of the career related events for students via its webpage. Students can view and sign up for these through the Events Calendar on :

www.qub.ac.uk/careers

SUMMARY REFERRAL ACTION CHART

Personal Tutor Action	Examples of possible referrals.
Academic difficulty	
<ul style="list-style-type: none"> • Listen • Establish that the issue falls within your remit • If outside your remit, refer to appropriate specialist support • If the issue falls within your remit, make suggestions as appropriate 	<ul style="list-style-type: none"> • Student is academically “at risk” – Adviser of Studies (speed of referral is important) • Specific issues relating to module, course or academic regulatory matters must be referred to the Adviser of Studies • Difficulties with an element of a module – Module Coordinator or lecturer • Student requiring individual support with a fundamental academic skill (e.g., numeracy, essay writing or coping with examinations) – refer to the Learning Development Service: Student Guidance Centre 9097-3618, lds@qub.ac.uk • International Student Support 9097-3899, iss@qub.ac.uk (Please note, Personal Tutors must not get involved in any discussions regarding visas)
Personal difficulty	
<ul style="list-style-type: none"> • Listen • Offer help through referral • Refer with student’s agreement <p>(Also see “Staff Guide to Student Care” on Page 45 of the Guide for Personal Tutors)</p>	<ul style="list-style-type: none"> • Staff queries about student well-being issues – Student Affairs Office 9097 - 2806 • Counselling Service Appointments – Freephone 0808 100 0124 • Counselling outside of 9-5 on Monday to Friday, students can avail of 24 hour telephone counselling support on Freephone 0808 800 0002” • University Health Centre (Lennoxvale, 9097-5551) • SU Education & Welfare Adviser: academic progress/appeals and accommodation issues (Brian Slevin 9097-1135/3106 b.slevin@qub.ac.uk) • SU Advice Centre Manager and Financial Adviser (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • Disability Services (9097-5250) • International Student Support – including issues relating to VISAs (9097 3899, iss@qub.ac.uk)
Careers and Employability matters	
<ul style="list-style-type: none"> • Listen • Suggest student seeks specialist advice • Refer with student’s agreement 	<ul style="list-style-type: none"> • Careers, Employability and Skills for help with all career development matters including: career guidance, employer information, employment options (part-time, vacation, placement and graduate), career implications of module choices and programmes/opportunities to develop employment skills and further study options. Students can be referred to Careers at the Guidance Centre or contact careers directly via the e-guidance facility on the website www.qub.ac.uk/careers. • School Placement Officer, where relevant, for placements that are internally organised within a course • Exchange and Study Abroad team: Advice on opportunities to study abroad under the Erasmus, University Exchange and Study USA programmes. Ext 5255, email erasmus@qub.ac.uk, website www.qub.ac.uk/erasmus • Students’ Union Enterprise Coordinator: Advice on starting a business and other enterprise and employability opportunities. Denise Murtagh (Collins) ext. 1065 or enterprisesu@qub.ac.uk
Financial difficulty	
<ul style="list-style-type: none"> • Listen • Suggest student seeks help • Refer with student’s agreement 	<ul style="list-style-type: none"> • Student Guidance Centre (Income and Student Finance) (9097-2767) • SU Advice Centre Manager and Financial Adviser – including advice regarding loans, fees and hardship funds (Connie Craig 9097 1049 connie.craig@qub.ac.uk) • SU Money Management Adviser – including advice regarding overdrafts, arrears payments and budgeting (Debbie Forsey 9097 1166 d.forsey@qub.ac.uk)