

LTC14D031

Title: Progress on the Review of the Advising System
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Issue

To report progress on the LTC Review of the Advising System

Recommendation

No recommendations are included in the report

Resource Implications

N/a

Risk Implications

N/a

Equality and Diversity

N/a

Timing of decisions

N/a

Further Information

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Background

As part of the LTC schedule of review of regulations, handbooks, policies and procedures (reported LTC 26-6-13), a review of the Advising System is underway and due to report to LTC at its meeting of 28 January 2015.

Appendices

- (1) Agenda for the first project team meeting;
- (2) Notes of the project initiation meeting.

Project Team Meeting 1

17 October 2014, Estates Meeting Room
14.00 – 16.00

Agenda

1. Introductions

Project Team	Neil Ward (PVC Acad) Project Sponsor
Karen McCullagh (LAW)	James Watson (ECO)
Pierre Charдаire (CMP)	Michael Pfeil (HSC)
Steve Dorling (ENV)	Alfonso Avila-Merino (NBS)
Mike Gough (PPL)	Connor Rand, SU Undergraduate Education Officer
Liam McCafferty, SU Postgraduate Education Officer	James Goodwin (Careers)
Kirsty Walne (NBS - Faculty Manager)	Michael Lengsfield (AMA)
Maggie Bunting (MED)	Caroline Sauverin, LTS, Project Manager

2. Project Aims and Timeline

- a. Project Aims (Project initiation notes are attached and include links to current policy and previous reviews)
- b. Feedback from Senior Advisers on current system (notes are attached)
- c. Project timeline, to include confirmation of Student Survey of Advising to take place towards the end of October for returning taught students. (plan is attached)

3. Consideration of Advisers' roles with a view to strengthening the role of the advising system in academic support and employability in the present climate of:

- i. Improving employability
 - ii. Retention
 - iii. Good Honours
 - iv. Student Satisfaction
- b. Consideration of current operation (2008 and 2011 surveys) and comments from senior advisers.
 - c. Develop proposals.

4. Attachments

- a. Senior Advisers' response to questions raised in project memo sent on 8-9-14
- b. Notes of the project initiation meeting of 25-6-14, including links to key documents.
- c. Employability table

LTC Review of the Advising System 2014/5

Project initiation meeting held on 25 June 2014

Present: PVC Academic, AcDTP, Director of LTS, Dean of Students, Lisa Williams, Caroline Sauverin

The following were agreed:

- a) The Project commission
- b) Project definition
- c) Project deliverables and timescales, success criteria
- d) Inclusions and exclusions
- e) Interfaces with any other projects
- f) The stakeholder group
- g) Project team membership
- h) Frequency of meetings
- i) Research available and research required to be commissioned

Commission

The Project has been commissioned by the PVC Academic as a routine LTC periodic review of policies and practice. The advising system was last reviewed in 2006/7 and the report considered by LTC in June 2008. This current review had been scheduled to commence in 2013/14 with an acknowledgement that it would report in 2014/15.

Project Definition

To review the University's policy and practice in relation to the Advising System and where necessary and appropriate to make recommendations to LTC to improve or enhance the system.

Project deliverables, timescales and success criteria

The Review should be completed such that the final report and recommendations can be considered by LTC on 28th January 2015.

Key constraints – 1) time and 2) quality

Inclusions

The Review should include an evaluation of the efficiency and effectiveness of the current system and consider if and how the role of Adviser could be enhanced to improve the student experience and will include consideration of the following (NB this list is not exhaustive):

- The current Advising policy
- Role of School Advisers and School Senior Advisers
- Relationship to other role holders including Disability Liaison Officer, DOS Division staff, Resident tutors, SU Advice Centre staff, Heads of Schools, Careers, SSLCs and the Learning and Teaching Service.
- The role of Advisers in attendance monitoring and academic engagement
- Whether Advisers have a role in improving feedback on assessed work and the return of non-collected coursework
- Whether training of Advisers should be mandatory and what training should be provided
- Adviser E-vision access to Advisees' information
- Student induction arrangements re UEA Advising system
- Internal marketing of the system – staff and students
- Advising students registered on on-line courses
- Advising students on placement (Year Abroad, Year in Industry, Professional placements)

- Links to other student services
- Link to Skills Award and Employability
- Systems to support these students, including a record of the meetings eg on SITS.
- Look at 2008 review by Geoff Moore and the DOS document “Helping students with difficulties”.
- Consideration of a “standard advisee load” ie how many advisees per adviser, for consistency of support to advisees and parity for academic staff.
- The review will cover both undergraduate and taught postgraduate students, but it is noted that any revised policy may have separate processes to support different groups of students.

Exclusions

Postgraduate Research Students: A student registered on a research degree programme is allocated a supervisory team whose role is to provide academic and pastoral guidance as set out in the Code of Practice: Research Degrees:

<https://www.uea.ac.uk/pgresearch/regsandforms>

A research student is required to attend the initial and formal supervisory team meetings as set out in the Code of Practice for Research Degrees.

Although PGR students are excluded from this review, the outcome would be considered by the PGR Exec to include in any review undertaken for PGR students.

Interfaces with any other on-going projects/reviews

These are covered under the ‘inclusions’ above.

The Stakeholder Group

- Students
- Academic staff as Advisers,
- Senior Advisers,
- Course Directors
- Teaching Directors,
- Associate Deans for Learning and Teaching
- Head of Schools
- Disability Liaison Officer
- Dean of Students
- CSED
- SSLCs
- Careers

Staffing and Meeting Arrangements

Project Manager	Project Steering Group	Project team
Head of LTS, Caroline Sauverin	PVC Academic (project Sponsor)	Local Support manager (TBC)
	Ac DTP	Senior Advisers (TBC)
	Dean of Students	Advisers, from Faculties not represented by Senior Advisers if appropriate
	Director LTS	Head of Careers
	SU Education Officers, Connor Rand and Liam McCafferty	Education Officers, Connor Rand and Liam McCafferty and Student reps
Frequency of Meetings	Launch meeting (this meeting), and 'review of recommendations' meeting at end of project (early December)	Monthly
	PVC Acad and Head, LTS to meet fortnightly from September to December	

Risks

The greatest risk to achieving the aim of completing the review and reporting in January 2015 will be slippage due to the slow gathering of information or the research stimulating further questions. .

Research to be undertaken:

1. A short staff survey (PM to discuss with PVC Acad)
2. A student survey and focus groups (PM to progress)
3. Interviews with key roleholders including members of the steering group.
4. Memo to all Senior Advisers to set out project, invite thoughts on what is working/ not working/ what could be improved, and seek volunteers to be members of the Project Team.

Current data availability

2008/9 Student survey of the advising system available on DOS website
<https://intranet.uea.ac.uk/services/students/Staff>

LTC (18.3.10) considered an oral report from the Dean of Students and resolved:

- a) that the survey should be undertaken every other year.
- b) Key issues from the survey should be investigated at Faculty/School level
- c) The PGRPG should review the exclusion of PGR students from the system

SES surveys 2012, 2013 and 2014 have asked about ability of students to contact academic staff when they needed to and the availability of good advice.

Key Documents

Document		Location
1	Advising: undergraduate & taught postgraduate policy	https://intranet.uea.ac.uk/services/students/Staff/Advising+Policy
2	Advising: a guide for academic staff	https://intranet.uea.ac.uk/services/students/Staff/Academic+Advising+Leaflet
3	Advising: a guide for administrative & support staff	https://intranet.uea.ac.uk/services/students/Staff/Admin+staff+leaflet
4	Advisory system: role descriptions	https://intranet.uea.ac.uk/services/students/Staff/Role+Descriptions
5	Advising: Information for students	https://intranet.uea.ac.uk/services/students/Staff/Student+Advising+Leaflet
6	Advising: some further questions and answers	https://intranet.uea.ac.uk/services/students/Staff/FAQs
7	LTC 07DD106 – LTC Review – recommendations arising from the review of the Advising System. Includes details of changes to previous policy, the new policy	LTC Committee archive – LTC meeting 10.6.08
8	LTC07M007 – LTC Minutes of 10.6.08 – Minute 76 refers	LTC Committee archive – LTC meeting 10.6.08
9	LTC 08M006 – minute 86 refers	LTC Committee archive – LTC meeting 27.5.09
10	LTC 09D010 – Revision of guidance for students seeking a change of Adviser	https://www.uea.ac.uk/committeeoffice/ueacombs/ltc/ltc0910/281009/divideraltc09d010
11	LTC 09M005 – LTC Minutes 18.3.10. Minute 53 refers: Enhancing the student experience – the Advising System	https://www.uea.ac.uk/committeeoffice/ueacombs/ltc/ltc1011/081210/lcmins271010

Extract from General Regulation 13 Attendance, Engagement and Progress

(3) A student registered on a taught programme is allocated an Academic Adviser who is ready to give advice and help at any mutually convenient time in accordance with the advising policy. A minimum of three individual meetings per year will be offered with a student's Adviser at appropriate times and with the purpose of the meeting made clear at the time they are offered. It is essential that a student attends at least one of these meetings each year.