ACADEMIC SUPPORT, MEANINGFUL LEARNING AND STUDENT AGENCY

CHAIRED BY DEBBIE MCVITTY WITH JEAN MUTTON, CATHY MINETT-SMITH AND ADAM ZEIDAN

WONKHE

Belong

By Cibyl & Wonkhe

Community and staff sufficiency

	Community	
	Feels part of community	Doesn't feel part of community
Enough staff	30%	64%
Not enough staff	52%	29%
Don't know	3%	7%

Belong

By Cibyl & Wonkhe

Community and support services

	Community	
	Feels part of community	Doesn't feel part of community
Support services appropriate and sufficient	90%	56%
Not appropriate and sufficient	9%	42%
Don't know	1%	2%

Belong

By Cibyl & Wonkhe

Friendship and support for learning

	Company or socialize, someone there	
	Agree	Disagree
Staff supporting learning well	93%	77%
Staff not supporting learning well	7%	23%

Belong

By Cibyl & Wonkhe

Friendship and support services

Company or socialize, someone there		
	Agree	Disagree
Support services appropriate and sufficient	89%	68%
Not appropriate and sufficient	11%	32%

Belong
By Cibyl & Wonkhe

Service Design
Design Thinking
Human-centred Design
People-focused Design

Say hello to Jack and Zoe

WONKHE

Transforming Higher Education With Human-Centred Design due out Autumn 2024

Edited by Radka Newton, Jean Mutton, and Michael Doherty

Website: https://sd4he.co.uk

Special Edition of AHEP's Perspectives Journal due out Spring 2025 focusing on applying service design/design thinking.

Thanks for listening!

Jean Mutton

Image available from pixaby

Policy: Every student will have a Personal Tutor

- AdvanceHE (2017) a member of academic staff who provides academic guidance and personal support
- NUS Charter

Context Complexity

- SRR – staff/student match
- Changing staff base – continuity across years
- Large programmes vs small programmes
- Multi-disciplinary programmes
- Tutor consistency
- Keeping a large team up to date
- Provision of timely data
- Balancing effective use of resource

Scope of 'hoped for' impact

- Belonging
- Someone knows me
- Transition into university and between levels
- Continuation
- Pastoral support
- Awarding gaps
- Provide references
- Personal development
- Action planning from feedback
- Assessment advice
- Engagement concerns
- Signposting to professional support services
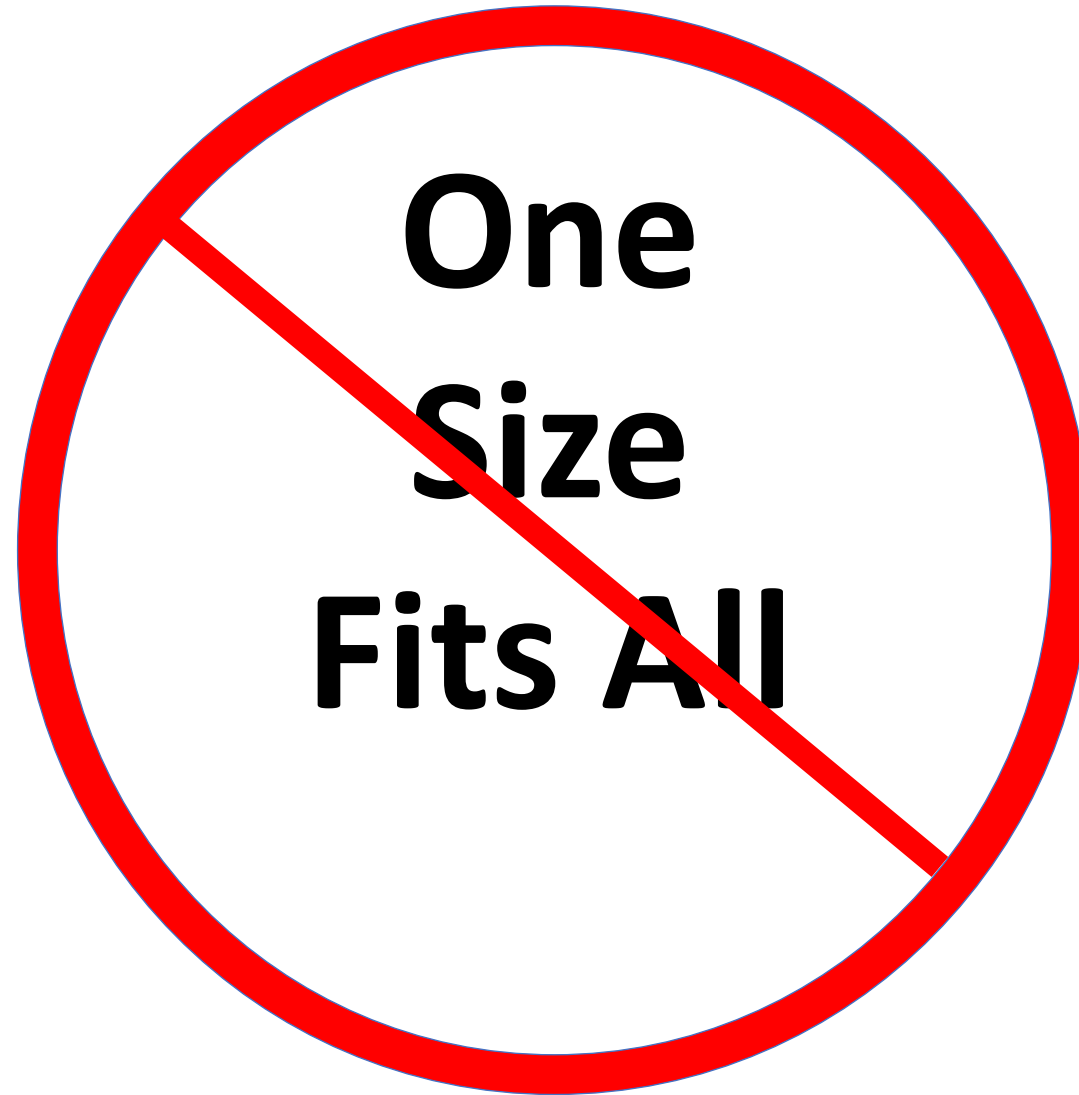- GOS
- Satisfaction
- Well-being
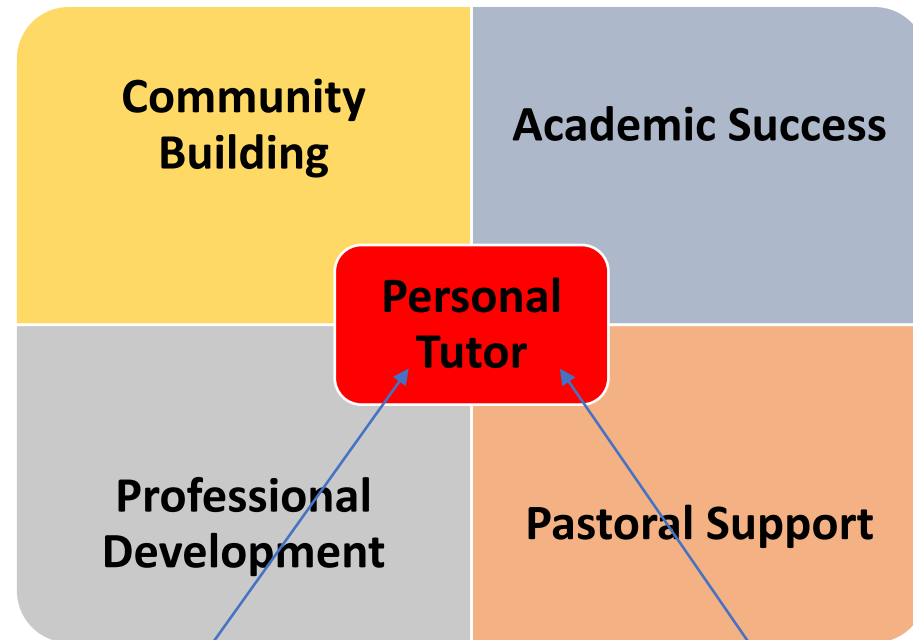
Either between or within universities

CAMP KEARNY, CAL. "ANTI-ONION" GAS MASK. ©C.P.I.
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Evidencing success/Impact!

Concluding thoughts

- Does the language in the policy space need to change?

- Coaching team rather than a personal tutor?

- Valuing and supporting the activity.

- How do we help students join the dots in an environment of a professionalised support offer?

- The right data at the right time - transparent

Who am I and why am I here?

- Just a 28 years old Finnish dude
- During my studies I have been:
  - Organiser of the tutoring in electrics and IT faculty
  - A chairperson of my subject association
  - Responsible of student association's development in Tampere etc.
- Currently a full-time job at SU management as secretary general
- Some might even say I know something about volunteering and student associations...
- In my spare time I play drums and watch football

TRƐY
TAMPEREEN YLIOPPILASKUNTA
STUDENT UNION OF TAMPERE UNIVERSITY

Tampere and our University

- 280 000 inhabitants
  - May sound small to you, but putting it in context: The third largest city in Finland
- Known also as "Home of hockey", "sauna capital of the world" and "Manchester of the North"
- 25 000 university students
- 170 student-related associations
- The Uni is fairly new, as two older institutions merged in 2019

Tutoring, what's that?

- Universities have a legal responsibility to organise tutoring for students
  - Getting to know the university, campus and key services
- This really isn't really efficient, if done by the university
  - The key is to engage the students
  - SU plays a big role in organising, educating, facilitating
- The tutors are mainly second year students, who want to "return the favour"
- Nobody begins their studies without knowing their way around and at least 5-10 people

Associations

- Finland has a rich culture in non-profit associations
- Any three people can form an association and it's made easy in law
- We as student unions encourage people to form all kinds of clubs, advocacy organisations, sports teams, you name it
  - We provide expertice, funding and help
- Each field of study has their own subject association, which brings together students
  - These are strong associations who have a big role in the university

TREY
TAMPEREEN YLIOPPILASKUNTA
STUDENT UNION OF TAMPERE UNIVERSITY

Community

- Communities basically grow from bottom to top, meaning
  - People who know each other and care for each other, want to do things together
  - Bringing people together is the key to everything and I mean EVERYTHING
  - We do this by organising big events ourselves, but also by supporting the organising of smaller events
  - The subject associations themselves organise everything from movie nights to gala nights
- Not just big parties, but anything that makes people feel welcome
- From community for community