

JANUARY 2016

TLSO Bulletin

The Bulletin of the University of Manchester's Teaching and Learning Support Office

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Staffing news

- **Julia Smith**

Julia Smith joined us on 5 January as a 'Student Engagement Intern' as part of the MGIP programme. She will be working on a number of student engagement areas including ongoing consultations (including work related to the My Manchester Improvement project) and the further development of the Student Charter.

- **Kathy Morgan/Steve Luddington**

We give a warm welcome to Steve Luddington who has joined the TLSO on secondment, covering Kathy Morgan's role of Teaching and Learning Administrator (Appeals and Complaints) during Kathy's maternity leave. We would like to congratulate Kathy on the safe arrival of her new son, Samuel, on 23rd January.

- **Farewell to Justin Kennedy**

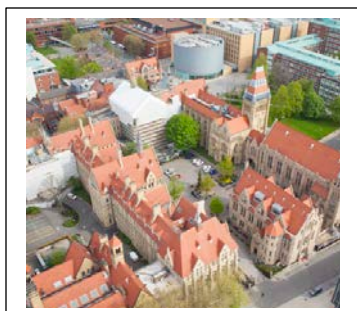
Farewell to Justin Kennedy (Teaching and Learning Adviser, Peer Support) who left the University of Manchester at the end of December 2015.

TLSO Website/policy and procedure changes

- **Taught Degree Regulations Glossary of Terms**

The [Glossary of Terms](#) has recently been updated to clarify a number of areas, including the change in terminology from 'Mark Review' to 'Classification Review'. New inclusions also include a description of the Graduate Certificate (GCert) and Graduate Diploma (GDip).

The Undergraduate and Postgraduate Degree Regulations are due to be considered by Senate in February 2016 in relation to a small number of updates. Revised versions of the Regulations will be publicised once they are approved.



TLSO Website/policy and procedure changes (continued)

- **Continuous Monitoring of the Undergraduate and Postgraduate Taught Student Experience**

The [guidance document on continuous monitoring](#) has been revised slightly to incorporate reference to the Manchester Induction Framework (p12).

- **Guidance for the Periodic Review of Taught Provision**

The [guidance document on periodic review](#) has been updated slightly to incorporate the following:

- the indicative agenda now includes the suggestion that the School/programme team might wish to start the 'staff discussion' section of the event with a brief overview of the provision under review and give any major contextual info.

These updated guidelines are for immediate implementation, although since Reviews are scheduled throughout the year there will unavoidably be cases where colleagues have started to prepare for an event using the previous version of the guidelines. In such cases programme teams should agree with their Faculty whether the former guidelines should be used in order to avoid any disruption to preparations.

Unit Surveys

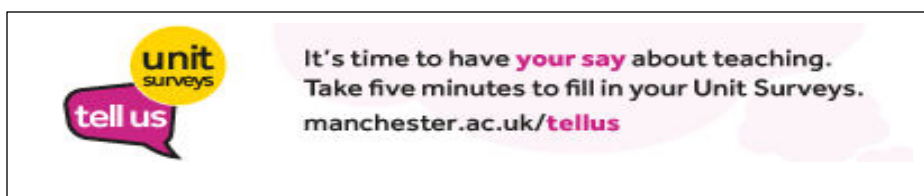
We are pleased to report on another fantastic Semester for Unit Surveys, after a great effort from all involved.

All units are now surveyed online and we are pleased to report an overall University response rate of 37.4% across the 42 different areas operating surveys, with a few units continuing to be surveyed. We are also pleased to note that approximately 28% of all courses surveyed obtained a response rate of 50% or above.

We are encouraging all colleagues involved in Unit Surveys to consider if they can enhance the way in which the results are fed back to other staff and students to encourage a continuation of this positive trend.

How do you use the results from Unit Surveys? How are students included in the feedback of results? We want to share your ideas, so please let us know: unitsurveys@manchester.ac.uk

TLSO will shortly begin collating all the relevant information for Semester 2 surveys and colleagues



The Peer Support programme

For the first time the University of Manchester offered Peer Support to every year one undergraduate student through Peer Mentoring or Peer Assisted Study Sessions (PASS). A total of 1779 higher year students have been trained as either a Peer Mentor or PASS Leader to work with year one students in providing support and development.



The level of student engagement has been high with regular first year attendance in weekly PASS sessions varying by scheme with many schemes averaging 60%+ attendance in semester one. The recruitment and training cycle for next academic year will begin in February with schemes being asked to identify their new Peer Mentors and PASS Leaders.

Date for your diary: The Annual Peer Support Celebration evening will take place on Thursday 5th May 2016.

External events

The following two events may be of interest to staff members. Please note that any attendance costs should be met locally.

- **“Improving Student Experience and Engagement” (Understanding ModernGov) – Thursday 25 February 2016**

Universities continue to operate in an increasingly competitive environment, with students and parents demanding greater value for money, given the increase in tuition fees.

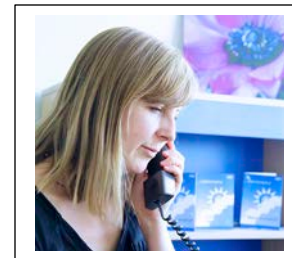
This Improving Student Experience and Engagement course will give delegates the necessary tools to improve services for their students, through utilising data to effectively measure their engagement.

Led by student engagement expert Dan Derricott, delegates will leave the day with clear strategies and tools, to effectively measure student experience, utilise data to enhance their experience and design better services for students. For full details, click [here](#). To register, [click here](#).

- **“The future of STEM subjects in higher education: increasing student numbers, engaging with industry and improving female representation” (Westminster Higher Education Forum Keynote Seminar) – Thursday 14 April 2016**

Timed to follow the release of the Government-commissioned review of [STEM degree provision and graduate employability](#), this seminar will look at the recommendations of the review and the challenges they would pose for universities, industry and Government in their implementation. For the details of the event, including agenda and booking details, please click [here](#).

Periodic and Institutional Reviews



This month's updated review schedule for internal programmes and collaborative provision for the next six years is available below:

- o [Periodic and institutional review schedule](#)

Information from the Quality Assurance Agency (QAA)

- [QAA's Response to the Green Paper - Fulfilling our Potential: Teaching Excellence, Social Mobility and Student Choice](#)

QAA have provided a response to the BIS Green Paper, which sets out proposals to change the UK higher education landscape. For full details, see

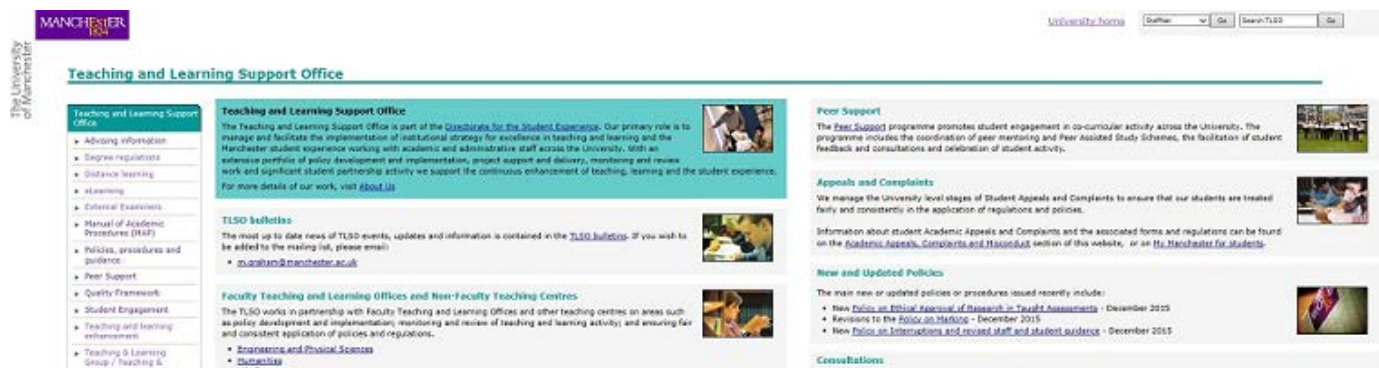
- o [QAA's Response to the Green Paper - Fulfilling our Potential: Teaching Excellence, Social Mobility and Student Choice](#)

Contact

If you are aware of other staff members who would like to be added to the TLSO Bulletin mailing list to receive future editions of the Bulletin, please contact Miriam Graham (email m.graham@manchester.ac.uk).

If you are from a Collaborative Partner and you are having difficulties accessing any of the linked documents or web pages, please also contact Miriam Graham (m.graham@manchester.ac.uk).

The TLSO website is available at <http://www.tlso.manchester.ac.uk/>



The screenshot shows the homepage of the Teaching and Learning Support Office (TLSO) at the University of Manchester. The page features a navigation menu on the left with links to 'Advising information', 'Degree regulations', 'Distance learning', 'eLearning', 'External Examiners', 'Manual of Academic Procedures (MAP)', 'Policies, procedures and guidance', 'Peer Support', 'Quality Framework', 'Student Engagement', 'Teaching and Learning Enhancement', 'Teaching & Learning Group / Teaching & Learning Management', 'Teaching and Learning Support Office', 'TLSO Bulletins', 'Faculty Teaching and Learning Offices and Non-Faculty Teaching Centres', 'Peer Support', 'Appeals and Complaints', 'New and Updated Policies', and 'Consultations'. The main content area is divided into several sections, each with a title, a brief description, and a small image. The 'Teaching and Learning Support Office' section describes its role in managing and facilitating the implementation of institutional strategy for excellence in teaching and learning. The 'TLSO Bulletins' section provides information on how to stay up to date with TLSO events, updates and information. The 'Faculty Teaching and Learning Offices and Non-Faculty Teaching Centres' section lists the various departments and centres that work in partnership with the TLSO. The 'Peer Support' section describes the Peer Support programme, which promotes student engagement in co-curricular activity. The 'Appeals and Complaints' section provides information on the University level stages of Student Appeals and Complaints. The 'New and Updated Policies' section lists recent policy updates, including 'New Policy on Ethical Approval of Research in Year 1 Assessments' (December 2015), 'Revisions to the Policy on Marking' (December 2015), and 'New Policy on Internships and related staff and student guidance' (December 2015). The 'Consultations' section is currently empty.