

# Learner Analytics roll-out

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# Aims of Learner Analytics:

- bring together all key information
- give an evidence base for conversations about progress
- enable students to monitor their own performance and set goals
- part of personalisation of the learning experience.

In addition:

- proved to be an opportunity to re-focus on personal tuition and the role of personal tutors in supporting students.



# Organisational change

Making it happen

# Executive engagement

- VC sponsored Task and Finish Group established in December 2017 and chaired by DVC (A),
- Round table with key and interested staff held in December 2017- demonstration of the system, outline of remaining functions to be completed, discussion with academics about likely usage
- Now got a set of enthusiastic staff waiting to use the system.
- But a large 'change' project to manage for September 2018.



# Task and Finish Group

- Produced an initial roadmap to delivery
- Frustrated by the system not being ready but a really useful seminar with JISC (Jan 2018) regarding usage and agreement to stabilise the system by May 2018.
- Steams of work identified:
  - System completion
  - Governance and data security
  - Staff development and engagement plan
  - Re-vitalising personal tuition
  - Aligning relevant policies.

# Pilot of usage

- All guidance, policy and plans signed off by Learning, Quality and Standards Committee and Academic Council.
- Key staff concerns:
  - ‘It won’t work’ or ‘I won’t be able to use it’
  - Worries about use of data
  - Concerns about student views despite there being strong support from the student union
  - Concern re students with mental health issues
  - Despite clear agreement not to implement predictive functions, ongoing concern about this.
- Pilot in the Business Faculty during April –May 2018



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# Learning & Teaching Handbook for Staff



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## Opportunity to re-boot personal tuition

- Personal tutor hub was unavailable so an opportunity to refresh it incorporating LA
- Developed a map of support for students that personal tutors could refer students onto
- Developed a blueprint for personal tuition- expected meetings and indicative content (aimed at new staff)
- Included LA in the standard Personal Tutor training module and the Learning and Teaching Handbook
- At every point, engagement with staff, demonstration of the emerging system and emphasis on LA as an ‘enabler’ for personal tutors.





## The Personal Tutor's Hub

Personal tutoring is the human face of the university for our students. It is the key aspect of student experience that improves satisfaction, learning gain, and retention. The personal tutoring hub gives resources and advice on supporting learning as a Personal Tutor. It is organised round five themes and contains useful advice and tips on everything from managing groups and planning and running tutorial sessions, to crisis management and the boundaries of confidentiality.

You can find a brief interactive introduction to personal tutoring, at <https://moodlecurrent.gre.ac.uk/module/view.php?id=10285> which is for new academic staff, supplementing the personal tutor's hub and face to face workshops. It is designed to

familiarise participants with some of the guidance and resources available for personal tutors and for students.

The University's Personal Tutor System provides personal tutors access to information about their tutees and can be used to manage meetings and record these meetings. Access is based on a staff member having a Banner advisory role as 'personal tutor' – this is set-up in Banner by the Faculty/Department.

The university uses learning analytics to assist staff in supporting students by providing easily accessible comprehensive data about their engagement and attainment. More information is available here: <https://www.gre.ac.uk/articles/planning-and-statistics/learning-analytics-at-the-university-of-greenwich>.

# Supporting personal tutors

- Pilot of personal tutor development session in Liberal Arts and Sciences
- Concerted in-faculty personal tutor training sessions in June/July 2018 and September 2018. Where possible utilising sessions in agreed staff development weeks, faculty awaydays etc
- Development work to link performance to traffic lights- align with other policy and err on the side of caution
- All materials available for September 2018
- Soft launch to staff September 2018
- Soft launch to students November 2018- need a meaningful amount of data.

# Evaluation

- 26% of personal tutors had used it by early January 2019
- Directors of student experience offering targeted in-faculty group and individual support
- User's group set up and running
- Ongoing evaluation agreed
- Propose a further 're-energise' in September 2019 as part of our agreed innovation pipeline.