**Video transcript “Update on Personal Tutoring and Civitas Inspire for Advisors”**

Thank you for watching the “Update on Personal Tutoring” video. In this video, we will provide a very brief update on what is new in Personal Tutoring.

So, just as a refresher, as a personal tutor, you should meet each tutee 4 times for a 1-1 tutorial, and 4 times a year as part of a group tutorial. After you have met with your students, make sure you log this contact in Civitas Inspire for Advisors. We’ll give you a very quick recap on how to do this in just a minute, but first, let’s see why it is so important to log your communication with students.

Civitas Inspire for Advisors is not only used by Personal Tutors but also by other supporting services across the university. Logging outreach helps create transparency across the Services. Imagine the following scenario. A student is having a difficult time because of something that’s going on in their personal life, for example a parent passed away, and they’ve let you know that they won’t be able to attend class for the next two weeks. Of course, attendance is mandatory, but sometimes things happen in a student’s life that make nonattendance unavoidable. This is the kind of information that would be important to log so that everyone knows what’s going on, in this case that a non-academic issue is impacting student attendance and the student is expected to return after two weeks. Student engagement is monitored by UWL and where a student has been recorded as absent for two weeks or more the engagement process requires that staff contact this student. Those involved in the process include Academic Administration, Engagement Team and Personal Tutors. So, if a student has been in contact, it is important that this is logged so it can be seen by other teams.

Also, from the student perspective in our case, we wouldn’t want the student to be bombarded by different teams as the student has already been in contact to discuss what is going on. By simply logging your contact, anyone involved in supporting the student can easily see who has been in touch with the student and that there is a matter that is being dealt with.

Logging your contact is also important to ensure students are not losing out on bursaries. If a student applies for the “path to success” bursary, for example, we will check if this student is engaged with personal tutoring. If there is no evidence in Civitas Inspire for Advisors, the students may not be given access to this. So please make sure you log your outreach.

So, how do you log outreach? I will demonstrate this by looking at two different examples.

Firstly, let’s get into the system. You visit the website uwl.civitaslearning.co.uk and log in using your normal UWL credentials, then select Inspire for Advisors and the student you have met with. You can do this either by clicking on the student’s name on the dashboard, or by searching for the name (or ID) in the searchbox.

So, let’s log our 1-1 tutorial. Firstly, we need to click on “Log outreach”, underneath the picture of our student here.

Let’s imagine that my student approached me to discuss this matter. Within “Outreach Initiator”, I select “student initiated”, and in “Outreach Type”, I select “In person”. As you can see from the dropdown menu, there is now a lot more flexibility as to what could constitute a tutorial. You could, for example run tutorials via video chat.

Once you have selected the Outreach type, you will see the suboption “Outreach length” opening up. You can add how long your meeting took in this box here. Let’s imagine, I met my student for 20 minutes, so I’ll add this number here in this box.

What is the reason for the meeting? I had a 1-1 tutorial with my tutee, and the tutee attended, so this is what I’ll select here. As you can see, the system now allows you to also very quickly log any tutorials where the students didn’t show up. It is also possible to select more than one option here. In my case, I’ll also select “Non-Attendance” as my student has contacted me to discuss his or her absence in the next two weeks.

What are the topics we discussed? First of all, we talked about the student’s bereavement and resulting upcoming absence. So I’m going to select “Non-Academic Issues Impacting: Attendance (return within 1 week)”. I also discussed how the student could catch up so that the impact on his/her academic work is minimised. So I’ll also select “Academic” here as well. And we discussed a personal matter, so I’m also selecting “Personal”. As you can see, we have many more options here now to help you select the relevant information very quickly.

In my tutorial, I suggested that the student might benefit from talking to someone about his/her bereavement, and I suggested the Student Welfare Team in my meeting. As part of confidentiality, the actual team may already reveal what kind of issue has been discussed so the system will only allow you to log something quite generic. Here I could select “Referred to Student Services” (as the Welfare Team sits within Student Services), or, and this is what I will log, I select “Referred to appropriate UWL Service”.

Remember, we always have to work on a “need to know” basis. That is why we have expanded the drop-down menu. This way, any information you select will mean that the information you log is not disclosing personal or confidential information.

At the bottom, you can see a comments box. This is there by default. This is something important that has changed in the way we log outreach. Please do not enter information in this box. The only permitted exception for this is if the day you are logging your outreach is not actually the day on which the outreach took place. In my scenario, let’s imagine I had to dash off to class straight after my 1-1 tutorial, so I didn’t get to log outreach until the day after. In this case, and ONLY in this case can I now enter information in the comments box, namely the date in which outreach took place. So, this was yesterday, so I’ll enter “1/11/18”. Outreach must be logged within 5 working days to ensure the information on the system is up-to-date.

So, I’m done now, so I’ll select “submit”.

This is all I need to do. As you can see, logging outreach is really easy, and you don’t even have to type anything!

As you will remember from your training and your use of IfA, you can also send emails through the system. It is important to be mindful of confidentiality and data protection. Don’t include unnecessary details about the student, and be aware of what the GDPR classifies as “special category data”. For example, you should not include any information about or revealing a student’s religion, racial or ethnic origin, health, sexual orientation, or sex life – even when the student themselves originally disclosed the information to you.

Remember to Stop, Think, and if in doubt, Ask.

This was a very brief video. Further information about Personal Tutoring and the use of Civitas Inspire for Advisors, including a link to sign up to our workshops, and supporting documents such as the Personal Tutoring handbook, can be found on the Teaching Hub under “How to” > “Personal Tutoring”.

Or for anything Civitas related, contact civitas@uwl.ac.uk

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Thanks for watching this video!