

JANUARY 2019

# TLSO Bulletin

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

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## 1. Staffing news

The TLSO welcomes a new member of staff, Melissa Wight, who joins us as a Study Advisor in the Distance Learning team.

## 2. TLSO policies, procedure & website changes

- **Programme Approval Process for Courses Delivered Through University of Manchester Worldwide (UMW)**

As many of you will already know, there is a new process in place for the approval of new programmes across the University, with the old NPP1 and NPP2 forms being replaced by one single template in September 2018.

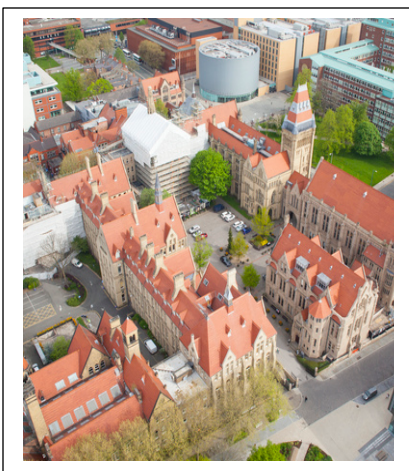
Online or blended programmes delivered through University of Manchester Worldwide (UMW) will of course, also be reviewed using this new process, however, for new, or amended UMW programmes, there is also one additional stage which takes place before this standard approval process - 'UMW Programme Assessment'.

### **UMW Programme Assessment – what is it?**

UMW Programme Assessment differs from the standard UoM programme approval process in that there is a much heavier emphasis on assessing the suitability of a proposed programme for off-campus delivery.

Proposals for new or amended UMW-delivered programmes are assessed against criteria under two headings:

1. Attractiveness Factors: should we be delivering this programme?
2. Competitiveness Factors: how good are we at delivering this programme?



## 2. TLSO policies, procedures & website changes (continued)

Attractiveness factors cover the following areas:

- Is the proposal in alignment with the University's reputation?
- What's the potential for creating positive social impact?
- Is there market potential for this programme?
- How attractive is the market for this programme?
- What's the competition in this market?
- What's the potential income from this programme?
- What barriers to growing the programme might there be?
- Can we successfully deliver the programme on an online or blended basis?

Competitiveness factors relate to the following:

- What's the proposed tuition fee and how does this compare with competitors?
- What's the cost of delivering the programme?
- What's the potential profitability of this programme?
- Could any content potentially have value across other programmes?
- If the programme already exists on campus, what has the student experience been like?
- What is our academic reputation in this subject area?

### How will the process work?

- Anyone proposing a programme should first get in touch with Pam Vallely, Academic Director of UMW ([pamela.j.vallely@manchester.ac.uk](mailto:pamela.j.vallely@manchester.ac.uk)). They will then work together with a team from UMW and the UoM Student Market Insight team to gather initial ideas on the programme, the potential market and to model programme finances at a high-level.
- Once collated, this information will be assessed by a sub-group of the UMW Board, and, if approved, additional market research will be commissioned and the proposal will progress through the standard University approval process.

### Further information

- Further information on the UMW Programme Assessment stage may be found at: <https://www.staffnet.manchester.ac.uk/umw/process/course-approval/>
- More general information on UMW may be found at: <https://www.staffnet.manchester.ac.uk/umw/>



### 3. Student Surveys - NSS

- **NSS launches 28 January**

**This year's NSS will run from 28<sup>th</sup> January – 30<sup>th</sup> April and as always we need help from colleagues in Schools to promote the survey to final year undergraduates.**

The University places significant importance on the feedback from students to enable us to understand where we are performing well and help us to identify areas where change or improvements are needed. Completing the NSS gives students the opportunity to let us know what they think about the quality of teaching, academic and personal support and resources enabling the university to maintain our strengths as well as improve the student experience.

#### **Helping to promote the NSS to students**

As you know we can only view and publicise our NSS data if we meet the 50% threshold, and so we need all staff in regular contact with students to actively contribute towards meeting this target.

There will be a communications from both central teams and IPSOS Mori, but evidence shows that students respond more favourably to requests to complete the survey from people they know, such as their lecturers, dissertation supervisors and School administrators, so we would be grateful for your support in actively promoting the survey and engaging students.



By now, all Schools will have received posters and postcards to be displayed throughout the survey period. The NSS pages on the [TLSO website](#) are fully updated and you can now download digital assets (including images for digital screens, social media and email footers), as well as guidance and information on helping to promote the NSS – including information on inappropriate influence. Please take a couple of minutes to read over the information or ask colleagues with contact with students to do so.

You'll also find a Communications plan that includes central and IPSOS MORI communications so you are aware of what students are receiving when.

#### **University Incentives**

This year, the University will again be offering a prize draw for those participating in the survey, with ten £400 Amazon vouchers to be won. **To encourage early completion this draw will close on midnight 28 February – much earlier than the end of the survey period.**

**Please mention this to students as a potential reward for early engagement and completion.**

In addition, the University will also be taking the opportunity to give something back to our community and for each survey response will donate £1 to be split between the following four charities;

### 3. Student Surveys – NSS (continued)

- [The Big Change Manchester Homelessness Fund](#)
- [STAR – Student Action for Refugees](#)
- [Burkhart Centre Women's Wellbeing Centre](#)
- [George House Trust](#)

This year, the charities have been chosen for their alignment with our Social Responsibility goals and also in conjunction with the Students Union because of a strong tradition of students working with them.

We are in contact with these charities in order to find out more how donations and student volunteers make a difference to them so that we can share these stories with students.

More information can be found on the [TLSO NSS pages](#) and terms and conditions are available on the [Your Say](#) pages for students.

**NSS**  
National Student Survey ...

**HAVE  
YOUR  
SAY**

Take part in the  
National Student Survey  
**WWW.THESTUDENTSURVEY.COM**

## 4. The Peer Support programme

- **Happy New Year!**

The start of the New Year gives everyone the opportunity to celebrate what they have already achieved this academic year and think about what they would like to achieve in 2019. Semester 1 for Peer Support has been hugely successful, and to start the New Year we wanted to share some of our highlights.

- **Peer Support Network**

In Semester 1, Peer Support held its first Peer Support Network event for 2018/19. Peer Support Network is a unique opportunity for staff and students cross-faculty to come together to discuss different opportunities and activities that are being worked on by the programme. At this network we discussed upcoming recruitment plans, Welcome week success and challenges, and student engagement in Peer Support across the board. Our first event was hugely successful and we are excited about hosting our next event in Semester 2.

- **PASS Session Observations**

During Semester 1, the Student Engagement Interns, Student Coordinators and Staff Volunteers observed over 150 PASS Sessions followed by giving PASS Leaders feedback commending their sessions as well as constructive feedback. We always enjoy this time of year as we see our PASS Leaders in action leading ever engaging and creative sessions. Thank you to all our staff volunteers who helped us in observing sessions this semester!

- **Scheme Showcase**

We have seen some great Peer Support activity throughout Semester 1 and a few of our highlights are listed below!

- Mechanical Engineering PASS – Operation Shoebox: PASS Leaders created a shoebox filled with treats and gifts for under privileged children to make sure they received a Christmas present!
- Optometry PASS – PASStermind: PASS Leaders helped first years revise for their exams with a Mastermind style game. Each round tackles a different module with questions of varying difficulty.
- Politics and International Relations Peer Mentoring – Interpreting Feedback Workshop: Peer Mentors worked in collaboration with academic staff to host a workshop, which helps first-year students to use their coursework feedback effectively.
- Psychology Peer Mentoring – Dementia Friend Sessions: Peer Mentors have been combating the stigma around dementia with these sessions and help provide those who have had an experience with dementia some support.
- Music PASS and Peer Mentoring: Fresher's Chorus – First-years have under two weeks to learn, practise, and rehearse a choral piece which will be accompanied by the Symphony Orchestra at the first MUMS (Music Society) concert of the year

We are now busy preparing for an amazing Semester 2, kicking off our Peer Mentor training season and preparing for Celebration Evening!

## 4. The Peer Support programme (continued)

- **Save the Date for Celebration Evening**

Our big end of year event is coming up shortly – **21<sup>st</sup> Annual 'Peer Support Celebration Evening'**!

We are already planning the event, printing certificates and ordering decorations for our annual celebration of everything our students do to contribute to Peer Support.

The date is saved in our diaries make sure it is in yours as well – **Wednesday 3<sup>rd</sup> April 2019!**



## 5. Information from the Quality Assurance Agency (QAA)

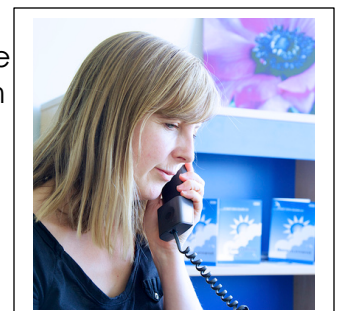
- [Share your views on reforming the UK's degree classification](#)

QAA has worked with Universities UK and GuildHE on researching factors behind the increase in first and upper second-class degrees. Results show that there is a wide range of factors contributing to this increase in 'good' degrees, and that a continued increase may undermine confidence in the value of a UK degree. On behalf of the UK Standing Committee for Quality Assessment, QAA are currently consulting on a range of recommendations for reform arising from the research and invite you to share your views by responding to a survey or taking part in one of our consultation events this month.

## 6. Contact

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



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