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COMMONS DEED

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The Grass-Roots Development and Institutional Embedding of the Tutoring Management System Co-Tutor

Melanie King and Paul Newman
Loughborough University, UK

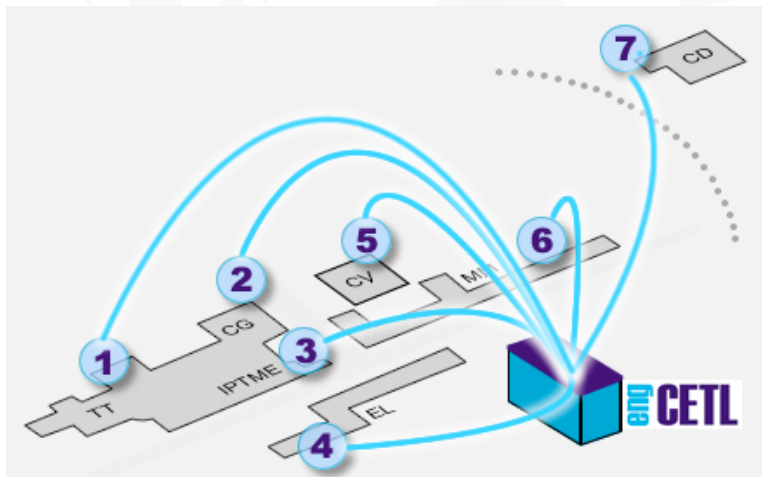


CO-TUTOR

Loughborough University, UK

engCETL

Engineering Centre for Excellence in Teaching & Learning



1. Aeronautical & Automotive Engineering
2. Chemical Engineering
3. Materials
4. Electronic & Electrical Engineering
5. Civil & Building Engineering
6. Mechanical & Manufacturing Engineering
7. Design & Technology

The engCETL builds on Loughborough University's established excellence in industry focused engineering education and in the provision of learning support to academics through its previous Engineering Education Centre. It aims to spread innovations and effective practice across the University.

Seconded academics, developers, technologists and researchers work together on teaching and learning related projects. All projects are proposed by staff within the engCETL departments who bid for the time and expertise of the staff.



CO-TUTOR

Loughborough University, UK

“I use Co-Tutor to communicate with, manage and keep records on all the students I need to supervise, tutor or teach. This could be more than 200 students! Co-tutor is the most efficient and effective way of doing this!”

Established since 1999 and contains details of pastoral care and academic performance on over 19,000 current students.

PhD students

Personal tutees

Project students

Students on Industrial Placement

Taught students

Used by more than 600 staff in 18 departments.

Highlighted by the UK Quality Assurance Agency to be of significant benefit to departments at Loughborough University in the support of pastoral care.



CO-TUTOR

Loughborough University, UK



Organise groups



Email groups



Add comments



Access course marks



Schedule meetings



View attendance records



View personal information



Upload related files



CO-TUTOR

Loughborough University, UK

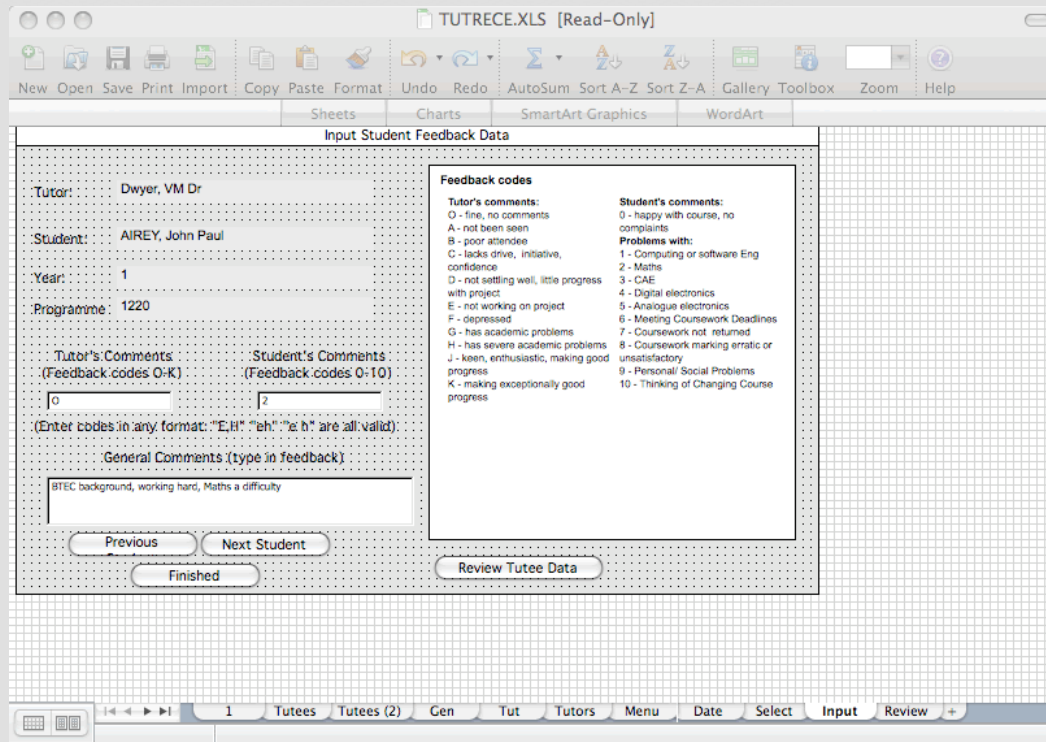
History of Development

June 1999

Tutorial Support Database (MS Excel)

Version 1

A project was proposed by Dr Bill Forsythe in Electronic & Electrical Engineering in March 1998 for an electronic replacement of a paper-based system he had been using to record personal tutorial meetings.



Version 1 was a Microsoft Excel Spreadsheet with Visual Basic Macros to help enter all the data and organise the content for pastoral care and monitoring. The spreadsheet was located on each tutor's local PC.

1 developer
~ 10 days

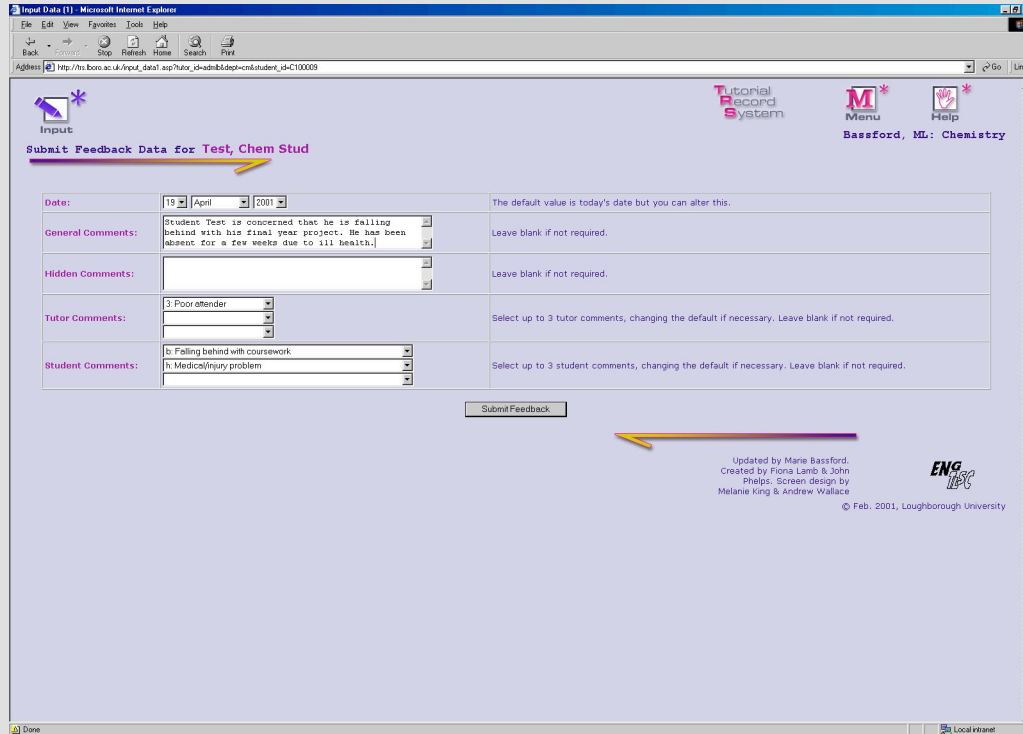
CO-TUTOR

History of Development

Loughborough University, UK

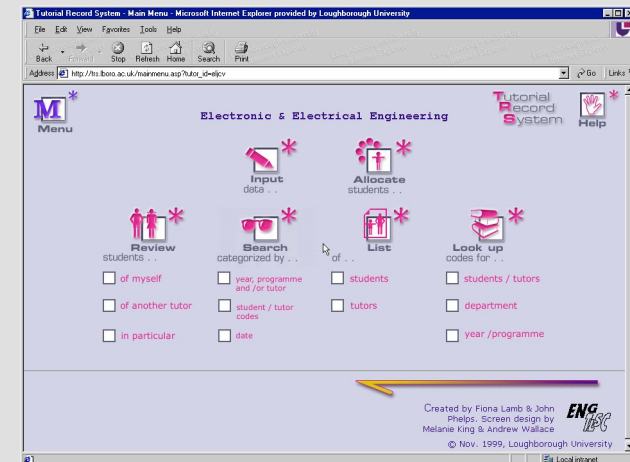
October 1999 Tutorial Record System Version 2

A further project was proposed by an additional two academics from another department in July 1999. This proposal was to further update the system and create a more generic version which could be used by other departments.



Version 2 was a web based ASP application with a Microsoft Access Database. All student data had to be manually entered in to the database. The database and application was located on a department server.

1 developer
~ 20 days



CO-TUTOR

History of Development

Loughborough University, UK

September 2003
Co-Tutor
Version 3

Annotations:

- Name and department
- Sub-navigation within each section
- Links to more general information
- Current section
- Main navigation to each section.
- Information about when you last logged on, and when you last made a comment

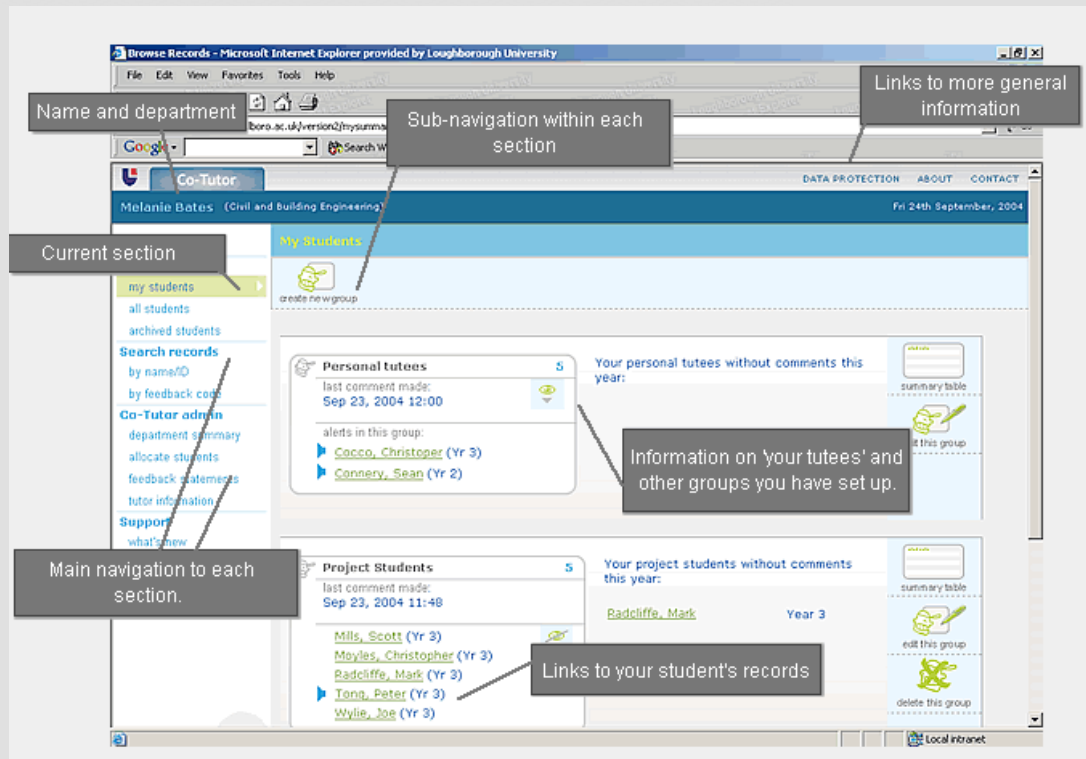
Name	Alert	Year	Prev		
Charmers, Judith		3			
Dimmock, Charlie		3	DD04	0	
Finnagen, Judi		3	DD04	1	April 2
Homes, Faron		3	DD04	0	
Llewelyn-Rowen, Laurence		3	DD04	0	
Smilie, Carol		3	DD04	0	
Tarrent, Christopher		3	DD04	0	
Titchmarsh, Alan		3	DD04	3	May 28
Winton, Dale		3	DD04	0	
Wogan, Terry		3	DD04	0	

A further project was proposed and with the addition of a small amount of University central funding a further update was made. This development allowed for the automation of much of the data entry from the central university database and also enabled email support and the ability to create groups of project students as well as personal tutees.

Version 3 was a web based PHP application with a MySQL Database. All student data was automatically read in from a Central database using nightly CRON routines. The database and application was located on a Faculty server.

1 developer
~ 40 days

January 2005
Co-Tutor
Version 4



A further project was proposed which was the result of a University wide survey of all users asking what functionality they required and what issues they had with the current system.

This development allowed for creating groups of project students as well as personal tutees and also included the ability to send group emails. Attendance information was also available in this version read from a sister Attendance monitoring system.

Version 4 was a web based PHP application with a MySQL Database. All student data was automatically read in from a Central database using nightly CRON routines.

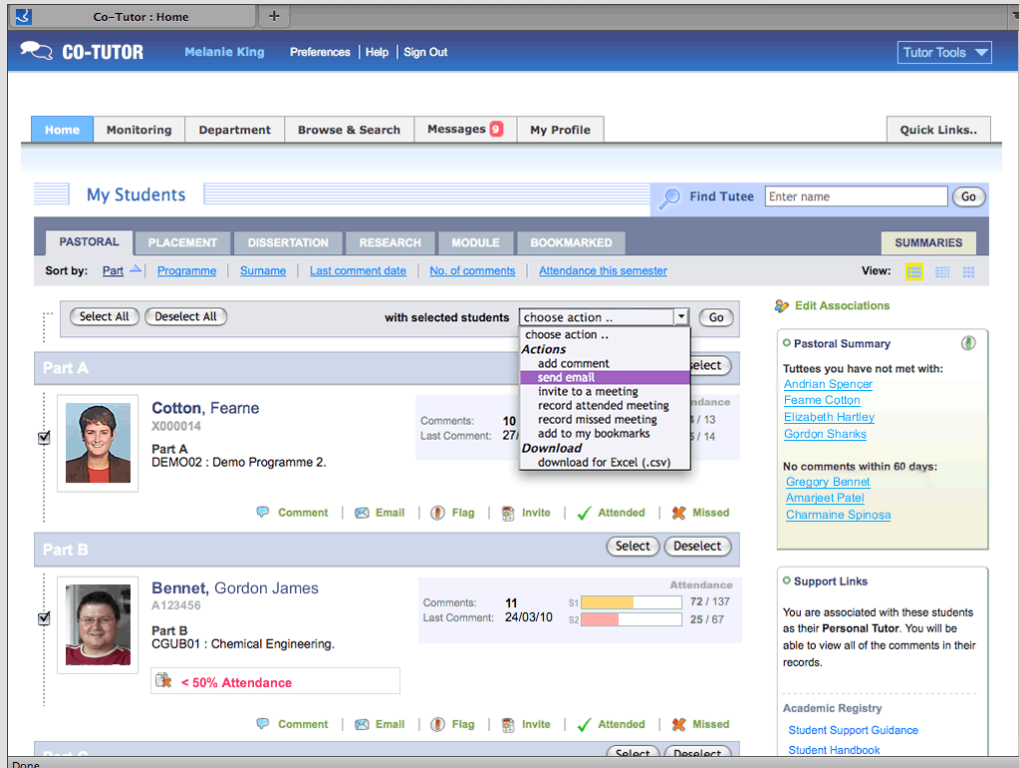
1 developer
~ 20 days

CO-TUTOR

History of Development

Loughborough University, UK

July 2009
Co-Tutor Plus
Version 5



The most recent project proposal from a department administrator, academic and developers. This significant update enabled more types of tutoring and supervision, greater integration with central student database, enhanced usability and increased automations and notifications.

Version 5 is a web based PHP application with a MySQL Database. It utilises nightly CRON's and an API infrastructure to pass information between central and sister systems. The database and application is located on a Faculty server.

2 developers
~ 80 days

CO-TUTOR

FLEXIBILITY & CONTINUITY: Supporting a learner's journey

Loughborough University, UK

Personal welfare and guidance:
Personal tutors, elite athletes' welfare officers



Academic performance:
Foundation year tutors, lecturers, key skills support



Research supervision:
cross-department supervisors, Graduate School 'training needs' advisors



Personal development planning: personal tutors, skills development officers



The screenshot displays a user interface for the CO-TUTOR system. It features a sidebar with categories like 'All areas', 'Academic', 'Administrative', 'Discretionary', 'Placement', and 'Research'. The main content area shows a list of messages and events for 'Academic Year 2008/10'. Messages include 'Follow up from meeting' (2:29 pm, Mar 23rd), 'Missed a meeting' (12:40 pm, Mar 9th), 'Meeting Tuesday 9th March' (10:01 am, Mar 6th), 'exam results' (3:02 pm, Feb 16th), 'personal tutorial sat 18th Feb' (12:00 pm, Feb 18th), 'change of time for meeting' (3:38 pm, Feb 5th), 'meeting 27th Oct 2009' (9:40 am, Oct 28th), 'Personal tutorial 13th October' (4:30 pm, Oct 13th), 'Maths test' (10:00 am, Oct 7th), 'Personal tutorial sat 6th Oct 2009' (3:00 pm, Oct 6th), and 'Forum to fill in when you miss a lecture' (11:13 am, Oct 2nd). Each message includes a subject line, time, date, and a brief description of the content.

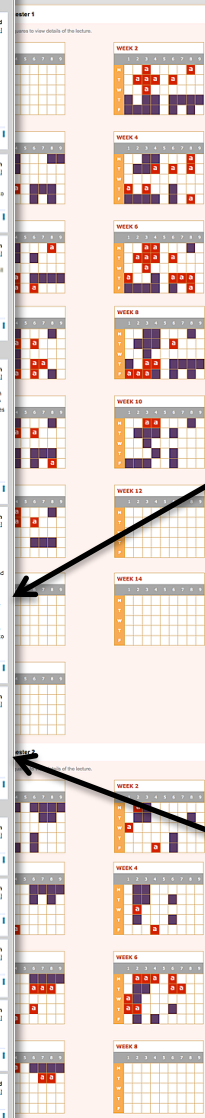
Attendance monitoring:
course tutors, programme monitors



Supervision of placement activities:
Placement co-ordinators, industrial supervisors



Disability, additional needs & course support:
support officers, departmental admin



Home Page for Tutors

Main menu for access to all students, personal messages and monitoring reports

The screenshot shows the CO-TUTOR interface. At the top, there's a navigation bar with 'CO-TUTOR', user name 'Melanie King', and links for 'Preferences', 'Help', and 'Sign Out'. Below this is a secondary menu with 'Home', 'Monitoring', 'Department', 'Browse & Search', 'Messages' (with a red notification badge), and 'My Profile'. A 'Tutor Tools' dropdown is on the right. The main content area is titled 'My Students' and includes a search bar 'Find Tutee' with a 'Go' button. Below the search bar are tabs for 'PASTORAL', 'PLACEMENT', 'DISSERTATION', 'RESEARCH', 'MODULE', 'BOOKMARKED', and 'SUMMARIES'. A 'Sort by:' dropdown is set to 'Part', and a 'View:' dropdown is set to a grid view. The student list shows two entries: 'Cotton, Fearn' (Part A, DEMO02) and 'Bennet, Gordon James' (Part B, CGUB01). A context menu is open over the first student, listing actions like 'add comment', 'send email', 'invite to a meeting', etc. To the right, there are summary panels: 'Pastoral Summary' listing tutees not met with, 'Support Links' with links to 'Academic Registry', 'Student Support Guidance', and 'Student Handbook', and a section for 'No comments within 60 days'.

Quick access to different cohorts of students and personalised bookmark groups

Select multiple tutees and perform group actions

Quick action links and attendance summaries

Personal summaries of tutee meetings, commenting and attendance

Useful links to support personal tutors and supervisors

A Student's Record

CO-TUTOR Melanie King Preferences | Help | Sign Out Tutor Tools

Home Monitoring Department Browse & Search Messages 2 My Profile Quick Links..

Home > Browse & Search > Chemical Engineering > Gordon James Bennet > Comments

Bennet, Gordon James

< 50% Attendance Added by ATTENDANT, 25th Mar, 2010

ID Number: A123456
Programme: CGUB01: Chemical Engineering
Username: cgpmn
Email: gordon.bennet-08@lboro.ac.uk
Current Year: Part B
Gender: Male
Nationality: British
Personal Tutor: Melanie King

Actions that any staff can perform on a student's record

- Add a comment
- Send an email
- Set flags
- Invite to a meeting
- Attended a meeting
- Missed a meeting

Data feeds of personal info and grades from corporate systems

Comments Attendance Record Tutor Associations LUSI Record

Show: All comments Comments by me Comments with files Go

Academic Year 2009/10

March, 2010

follow up from meeting 2:29 pm Mar 23rd [Karen Carter]

Hello all,

Just to follow up from todays meeting I have checked with the Student Support office and I can confirm that you cannot get your exam scripts back to look through them. However, if you have queries regarding a specific exam and/or question which is not answered by the generic feedback available on Learn please contact the module convenor for more feedback/help.

Enjoy the Easter break and I will see you all at the end of April

Best wishes,

Karen

Comments are categorised to aid viewing permissions e.g. only allocated research supervisors can see comments in the Research section

All areas

- Academic
- Administrative
- Dissertation
- Pastoral
- Placement
- Research

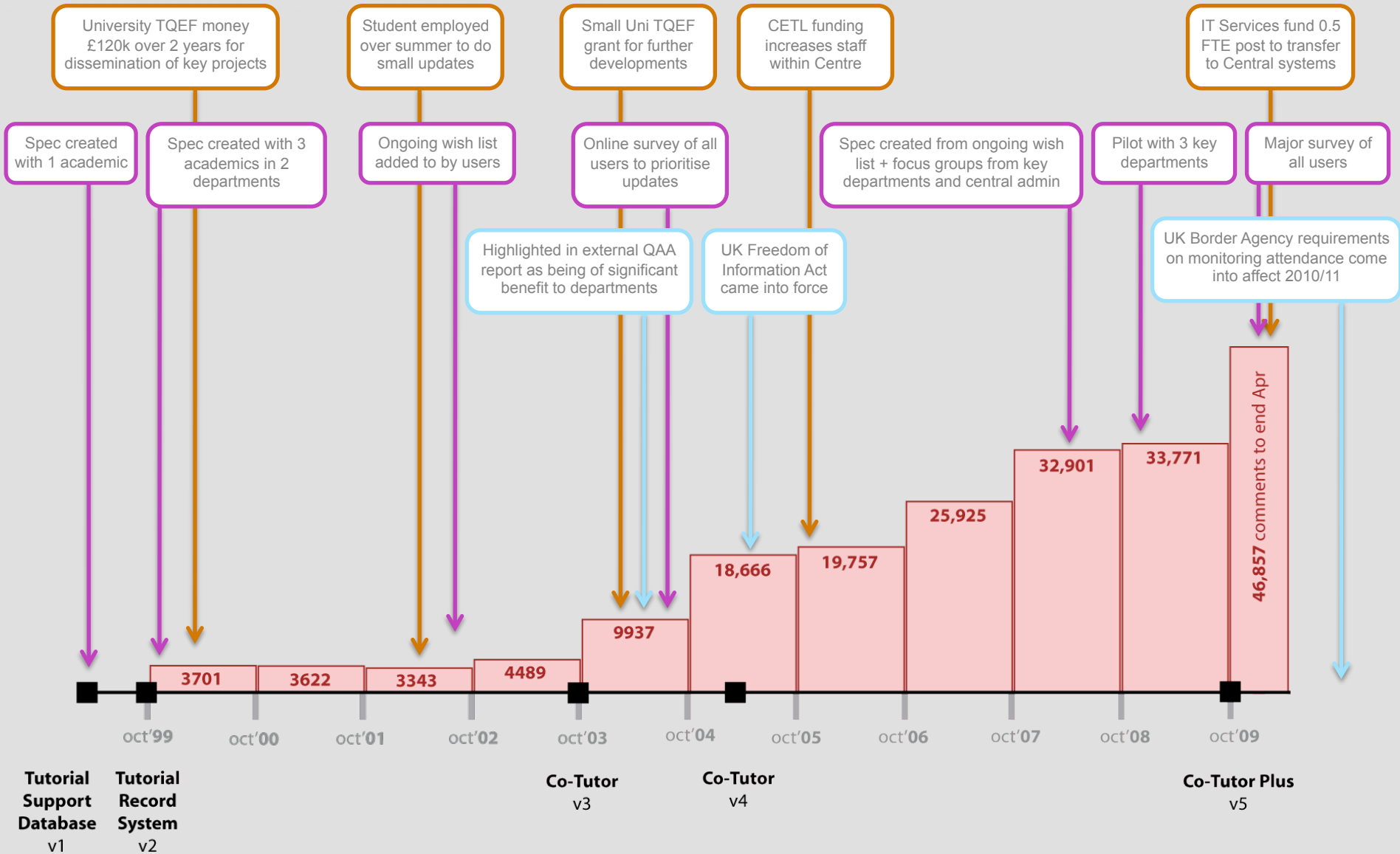
A history of comments, notices and files added to a student's record

- Add comment
- Expand comments
- Print
- Download

CO-TUTOR

Adoption and Embedding

Loughborough University, UK



CO-TUTOR

Loughborough University, UK

SUPPORTS STAFF: Improves communication

- Embedded in academic workflow and institutional systems.
- No training required.
- Helps to support new staff in their roles.
- Automated reminders of who to meet with and comment on.
- Audit trail of pastoral care, e.g. student not turning up to meetings.
- Efficient and affective at dealing with large cohorts.
- Targeted support links for staff, e.g. Finance office, Additional Needs Units.
- Supports staff adherence to the UK's Freedom of Information Act and Data Protection Act.

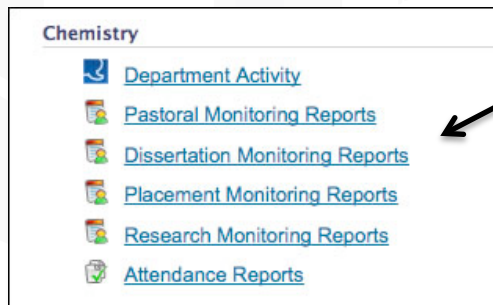


CO-TUTOR

Loughborough University, UK

PROVIDES IMPORTANT METRICS: Enhances student experience

- Provides numerous monitoring reports that make the frequency and quality of support, provided by staff to students, completely transparent to senior colleagues and departmental managers.
- Attendance information used to view trends.
- Provides audit trails and accountability for the quality of care provided to students.
- Reports include;



- Staff online activity
- Total number of comments per student
- Total number of student/staff meetings both missed and attended
- Distribution of alert flags
- Frequency of comments, meetings and emails
- % attendance across programme of module, year group or level of study
- Reports specific to tutoring type.



CO-TUTOR

Loughborough University, UK

IDENTIFICATION & MONITORING: Supporting struggling students

Detailed attendance reports highlight struggling students

Internal messaging to notify relevant staff when comments are added to records

1. Summary of students with less than attendance in Parts:

<input checked="" type="checkbox"/> A	<input checked="" type="checkbox"/> R
<input checked="" type="checkbox"/> B	<input checked="" type="checkbox"/> RT
<input checked="" type="checkbox"/> C	<input checked="" type="checkbox"/> T
<input checked="" type="checkbox"/> D	<input checked="" type="checkbox"/> TR
<input checked="" type="checkbox"/> F	<input checked="" type="checkbox"/> TX
<input checked="" type="checkbox"/> I	

include the following semesters in 2009/2010:

Entire Academic Year Semester 1 Semester 2

include the following register types:

<input checked="" type="checkbox"/> compulsory tutorial (Chemical Engineering)	<input checked="" type="checkbox"/> lab exercise (Chemistry)	<input checked="" type="checkbox"/> lecture (Mathematical Sciences)
<input checked="" type="checkbox"/> compulsory tutorial (Mathematical Sciences)	<input checked="" type="checkbox"/> lab exercise (Physics)	<input checked="" type="checkbox"/> lecture (Materials)
<input checked="" type="checkbox"/> Computing Lab (Chemical Engineering)		
<input checked="" type="checkbox"/> Examples class (Chemical Engineering)		
<input checked="" type="checkbox"/> lab exercise (Chemical Engineering)		

>> Show Students

Home > Messages

Latest Messages

Mon 29th March 2010, 15:16

You were notified by **Melanie King** that they had made a comment on **Fearne Cotton's** file.

I have not seen Fearne for a couple of weeks and I am concerned that she is missing valuable lectures. I have emailed to arrange another meeting and warned her of her lack of attendance.

OK

This report has returned 13 students.

Select All On Page Deselect All On Page with selected students

Attendance 0% - 50%

Cotton, Fearne
X000014
Part A
CGUB01 : Chemical Engineering.
Personal Tutor : [Diganta Das](#)
< 50% Attendance

Bennet, Gordon James
A123456
Part B
CGUB01 : Chemical Engineering.
Personal Tutor : [Karen Coopman](#)
< 50% Attendance

Comments: 1: **Download**
Last Comment: 2: download for Excel (.csv)
Inform
[Email their Personal Tutors](#)

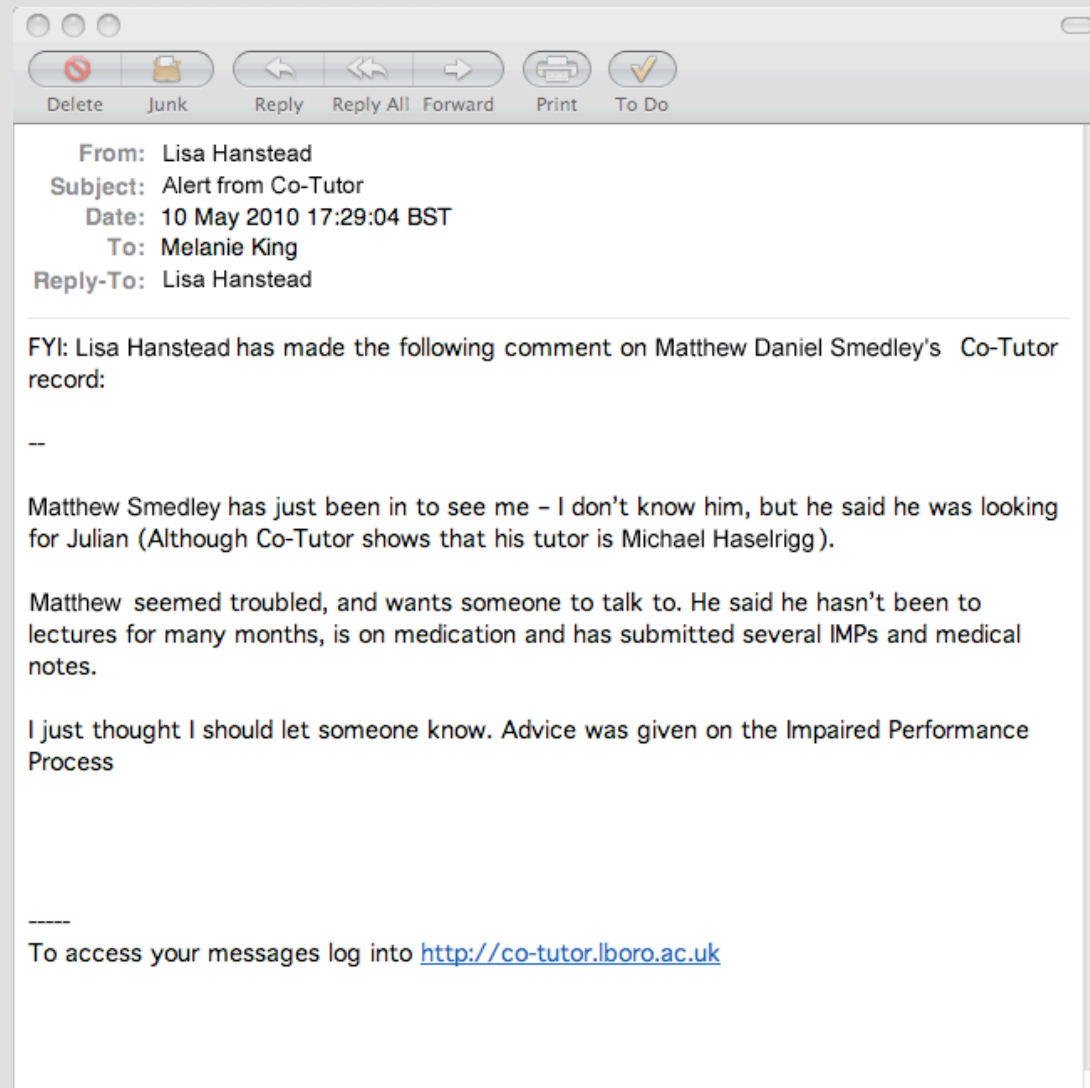
Attendance
S1: 75 / 137
S2: 37 / 78

Automated flagging of students with < 50% attendance

Ability to send emails to personal tutors, notifying of low attendance

Quick views of attendance summary and comment counts

IDENTIFICATION & MONITORING: Supporting struggling students

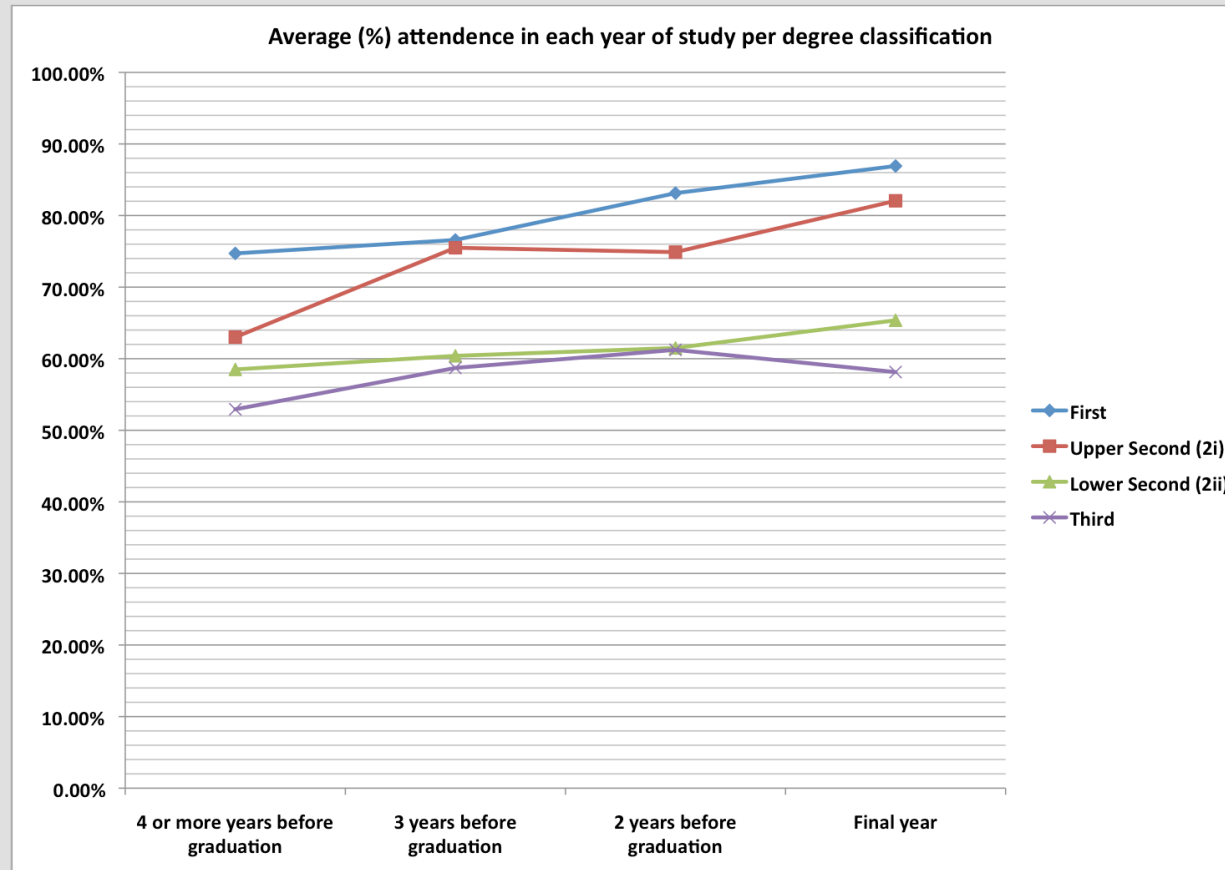


**ATTENDANCE DATA ANALYSIS:
2004 - 2009**

	2004/5	2005/6	2006/7	2007/8	2008/9
Total marked present	25,372	37,899	62,017	79,428	116,335
Total number of records	38,715	56,395	89,930	117,062	166,027
Average attendance (%)	65.54	67.20	68.96	67.85	70.07
Diff (pp)		+1.66	+1.76	-1.11	+2.22
Number modules	62	121	214	229	260

ATTENDANCE DATA ANALYSIS: 2004 - 2009

Averages for 4221 students graduating between 2004 and 2009 who have had attendance recorded on at least 10 registers per year of study.



1st 78.80%

2.i 73.26%

2.ii 61.19%

3rd 58.36%

Link between final UK degree classification and average attendance

CO-TUTOR

Loughborough University, UK

SIGNIFICANT LEARNER IMPACT: Evidence of success

* Data from a survey of users (110 respondents, March 2010) who expressed a preference.

Provides flexibility & continuity supporting a student's learning journey.

86% reported a positive effect on the continuity of care from a student's previous tutors. 6% reported a dramatic improvement.

Helps the identification of struggling students to aid retention and improve performance.

89% reported a positive effect on aiding intervention and early recognition of struggling students. 13% reported a dramatic improvement.

Assists staff in their responsibilities and improves communication.

85% reported a positive effect on communication between various tutors and administrators. 10% reported a dramatic improvement. 84% agreed or strongly agreed it helps new members of staff in their tutoring roles.

Provides important metrics to help enhance the student experience.

77% either agreed or strongly agreed that it helped to provide consistent pastoral care and industrial supervision across the department.

Supportive and inclusive development process based on academic need.

77% either agreed or strongly agreed that the method of developers working closely with staff created a more useful, flexible and innovative system.



RECOMMENDATIONS: Challenges to address

1. Frustration at increased workload can manifest itself in frustration with using the system.
2. “I now feel that I have to meet in my office rather than a café or neutral space”.
3. There is a danger of raising expectations if you can't implement a solution.
4. Seamless integration with email clients.
5. Implementing a distributed methodology, using API's or common interfaces, relies on a common University wide approach.
6. The balance of automation versus human intervention.



RECOMMENDATIONS: Things that work

1. **Spread of adoption - top 3 reasons why people were motivated to use it:**
 - i. Obligated to use it by my department (61%)
 - ii. I thought it would save me time (35%)
 - iii. It was recommended by a colleague (32%)
2. **Talk to as many people as possible during the development process.**
3. **Respond positively to feedback.**
4. **Early prototyping and piloting with key groups.**
5. **Have the time and resource to implement suggestions if asking a user's opinions.**
6. **Tailor as much as possible to individual and department needs.**
7. **Devolve administration and first line of enquiries to nominated 'super-users' in department.**
8. **Automate as much as possible.**



United Kingdom



A staff and student
relationship
management
system

CO-TUTOR

Loughborough University, UK

More info:

Web <http://co-tutor.lboro.ac.uk/about.php>

Email m.r.n.king@lboro.ac.uk, p.m.newman@lboro.ac.uk

