

# Personal Tutoring Symposium 2023



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# Our very first Personal Tutoring symposium

Personal tutoring and advising has never been more important. It is – and should be – the cornerstone of student success here at Greenwich and in the wider HE sector. The University of Greenwich is rightly recognised as a sector leader in good personal tutoring practice and has been a pioneer in providing in-house personal tutor training. At the same time, tutors at Greenwich and across the sector face a number of challenges in delivering consistent student-centred tutoring.

In 2023/4, the University will be undertaking a major review of personal tutoring practices and policies as part of the Student Success Strategy. A key aspect of this review will be seeking the views, experiences, and contributions of staff involved in personal tutoring and academic advising, as well as students' views on what they want and need. This symposium marks the start of a year of focus on the importance of personal tutoring to students in almost every aspect of student experience and student success.

This special symposium is an opportunity to hear from a variety of people across the sector and will include a keynote from Dr David Grey, CEO of UKAT (UK Advising and Tutoring). Our symposium will also include voices from those who provide personal tutoring directly to students and from those leading with strategy and policy here at Greenwich. We will be looking to recognise the impact personal tutoring has on our students and staff at Greenwich, and to consider some of the achievements, challenges, and hopes facing personal tutors, academic advisors, and their students. These three keywords, **achievements**, **challenges**, and **hopes**, will be at the heart of all our discussions.

We hope you enjoy the day.

Personal Tutoring Symposium 2023 Committee

Amy Austin  
Eve Rapley  
Julie Mundair  
Michael Talbot  
Mohammad Sakikhales  
Nevin Bayoumi-Stefanovic  
Peter Brown  
Rachel George

# Our Themes

Our three main themes for this year's symposium are:

- **Impactful tutoring** - How does your tutoring make a difference to students' academic and professional lives? What are the challenges as well as successes that we as tutors face in providing the support students need? What support *do* students need? What resources do you use - or need - to make this happen? What are the future directions for personal tutoring at Greenwich - and beyond?
- **Inclusive practice** - How does your tutoring practices meet the needs of our diverse student body? What techniques do you employ? How do you work *with* your tutees/advisees to develop and deliver your tutoring? We would welcome presentations that are co-led with students
- **Collaborative partnerships** - How do you navigate the various systems, processes, and policies related to tutoring and advising? What ideas do you have to make our processes better? Do you have examples of good practice working collaboratively between academic and professional services? We would welcome presentations that are co-presented by academic and professional services staff.

# Keynote Speaker



David Grey, CEO of UK Advising and Tutoring Association (UKAT)

David is an experienced academic with a demonstrated history of teaching in higher education in the fields of Computer Science and Academic Practice. He is passionate about personal tutoring and academic advising, and has led institutional personal tutoring change programmes. As an active researcher, he is primarily focused on personal tutoring and academic advising, academic practice and leading educational projects.

## Impactful Personal Tutoring

9:55am

This session explores the purpose of personal tutoring and how it can be made more impactful so that it benefits all students, enabling them to flourish and succeed. Participants will be encouraged to reflect on what current personal tutoring provision seeks to achieve, and explore approaches which can make it more purposeful, student-centred, and growth focused.

# Lightning Talks

## MS Teams & Personal Tutoring

Julie Mundair, Greenwich Business School (GBS)

10:45am

Academics are time poor and its difficult to get 1-2-1 appointments in face to face at suitable times to suit both parties. This talk will look at how using MS Teams can be effectively used for connecting with students and provide personal tutoring to them.

## Empowering Personal Tutors: Navigating Challenging Situations and Fostering Growth

Mohammad Sakikhales, Faculty of Engineering and Science (FES)

11:00am

In the world of academic advising and tutoring, the ability to adapt and respond effectively to a wide range of student scenarios is paramount. This talk will look at some complex personal experiences they have faced as a personal tutor, and the lessons learnt through them.

## Developing Multifaceted Students through Group Tutorials

Erin Freeman, University of Greenwich International College (UGIC)

11:15am

Looking at the personal tutoring system used at UGIC, this talk will show how the use of group tutorials are crucial in developing students as multifaceted citizens and equip them with important skills for study, work and life.

## **Consumer attitudes, personal tutoring and being part of the problem**

Victoria Adkins, Faculty of Liberal Arts and Sciences (FLAS)

11:30am

Reflecting on their experience as a personal tutor, this talk will explore the consumer attitude towards personal tutoring and looks at how breaking free from it starts with realising that you too might be part of the problem.

## **Supporting non-traditional students at a post-1992 university through personal tutoring**

Genevieve Marie Breau, Faculty of Education, Health and Human Sciences (FEHHS)

Linda Cole, Faculty of Education, Health and Human Sciences (FEHHS)

11:45am

The student body at post-1992 universities in the UK, including the University of Greenwich, is increasingly diverse, including students from non-traditional backgrounds. However, there is very little academic literature on how to support these students in a UK setting. This talk will look at the initiatives introduced by personal tutors in Public Health, and how through the collaborations with other services they have helped support their diverse student body.

## **Who is OSKAR?: Solution-focused Coaching conversations and personal tutoring**

Amy Austin, Faculty of Engineering and Science (FES)

12:35pm

At times it can be our instinct as personal tutors to see ourselves in the role of problem solvers in the first instance but are unaware of how our actions may form hierarchy or a barrier in students become independent thinkers. In this talk it will look at how personal tutors can take on the role of a coach to provide a structure for students to determine their own actions and learn from them.

# Fly High and Do Look Back: Evidence and Reflections upon Tutoring Chinese International Students at the University of Greenwich

Mingchu Wang, Greenwich Business School (GBS)

12:50pm

Chinese international students are an indispensable asset to the University of Greenwich, contributing to the university community's enrichment through their diverse perspectives. This talk identifies some of the challenges Chinese students face and looks at how offering tailored personal tutoring can empower and support them to success.

# Creating socio-academic integrative moments to enhance personal tutoring and develop learning communities for student success: Case of the Business Breakfast Events

Kenisha Linton, Greenwich Business School (GBS)

Scott Tindal, Student from Greenwich Business School

Jabed Jabed, Student and Academic Services (SAS)

1:05pm

*“Personal tutees who refuse every single invitation to a 1-2-1 just turn up and greet me like a long-lost relative!”* - This talk looks at how using events like the Business Breakfast introduced in the School of Business and Management, can enable staff to connect with students who may be harder to reach, forging stronger relations between tutors and tutees and the wider learning community.

# Tutoring in Welcome Week - a Strategy for Success

John Morton, Faculty of Liberal Arts and Sciences (FLAS)

1:20pm

This talk will outline a strategy for tutoring focusing on Welcome Week, outlining suggestions for ways in which tutors and programmes might engage students as soon as they arrive on campus, in order to avoid the consistent problem of students claiming not to know who their Tutor is and feeling disconnected from University support as a result.

# From Red Tape to Real Talk: How Administrative Reports Can Revolutionize Tutor-Student Resit Conversations While Saving Time and Boosting Impact

Katherine Leopold, Greenwich Business School (GBS)

1:35pm

Maximizing personal tutor time for impactful student engagement is crucial for academic success, yet often this time is consumed by administrative overload. But what if there were a streamlined way to target and assist students who are truly at risk? This talk delves into an innovative process established between Academic and Professional Services on the use of a pragmatic toolkit for personal tutors to deliver tailored support with agility and precision.

# ALL tutees are 'personal' to me

Nevin Bayoumi-Stefanovic, Greenwich Business School (GBS)

2:10pm

This talk reflects on experiences of being a personal tutor, the lessons learnt along the way, and how applying personal tutoring approaches to the classroom can create stronger and impactful connections with students.

# Personal tutors: managing our own mental health and wellbeing

Nevin Mehmet, Faculty of Education, Health and Human Sciences (FEHHS)

2:25pm

As personal tutors, we are increasingly faced with supporting students who are experiencing a crisis and this is very often at the end of the day, late at night or a Friday evening. All of which can impact on our own wellbeing. This talk will explore how personal tutors can effectively support students within their scope and role whilst creating boundaries to ensure they are impactful and supportive whilst maintaining their own mental health and wellbeing.

## Personal Tutoring as the Authentic Voice of Wellbeing

Michael Wynn-Williams, Greenwich Business School (GBS)

2:40pm

The crucial element of personal tutoring is the building of a relationship with the tutee based on empathetic trust. This takes time but it gives rise to a deep understanding that cannot be found elsewhere in the university. This talk explores how a personal tutor can gain an authentic voice with their tutees and the positive impacts this allows.

## Expert Panel Discussion

David Grey, CEO of UK Advising and Tutoring Association (UKAT)

Jenny Marie, Pro Vice-Chancellor Education

Michael Talbot, Student Success Strategic Project Lead

3:10pm

Our panel will discuss their views on personal tutoring looking at the three themes of the conference; impact, inclusion, and collaboration. They will also take questions from the audience on these topics, and collectively look at the hopes for the future of personal tutoring and how we can achieve them at Greenwich.

# Schedule

Time	Event
09:30	Coffee morning
09:35	
09:40	
09:45	Welcome speech
09:50	
09:55	Keynote: Impactful Personal Tutoring David Grey
10:00	
10:05	
10:10	
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10:25	
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10:40	
10:45	MS Teams Personal Tutoring Julie Mundair
10:50	
10:55	
11:00	Empowering Personal Tutors: Navigating Challenging Situations and Fostering Growth Mohammad Sakikhailes
11:05	
11:10	
11:15	Developing Multifaceted Students through Group Tutorials Erin Freeman
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11:25	
11:30	Consumer attitudes, personal tutoring and being part of the problem Victoria Adkins
11:35	
11:40	
11:45	Supporting non-traditional students at a post-1992 university through personal tutoring Genevieve Marie Breau, Linda Coleman
11:50	

11:55	<b>Session Reflection</b>
12:00	
12:05	<b>Lunch</b>
12:10	
12:15	
12:20	
12:25	
12:30	
12:35	<b>Who is OSKAR?: Solution-Focused coaching conversations and personal tutoring</b>
12:40	
12:45	
12:50	<b>Fly High and Do Look Back: Evidence and Reflections upon Tutoring Chinese International Students at the University of Greenwich</b>
12:55	
13:00	
13:05	<b>Creating socio-academic integrative moments to enhance personal tutoring and develop learning communities for student success: Case of the Business Breakfast Events</b>
13:10	
13:15	
13:20	<b>Tutoring in Welcome Week - a Strategy for Success</b>
13:25	
13:30	
13:35	<b>From Red Tape to Real Talk: How Administrative Reports Can Revolutionize Tutor-Student Resit Conversations While Saving Time and Boosting Impact</b>
13:40	
13:45	<b>Session Reflection</b>
13:50	
13:55	<b>Coffee Break</b>
14:00	
14:05	

14:10	<b>ALL tutees are 'personal' to me</b> Nevin Bayoumi-Stefanovic
14:15	
14:20	
14:25	<b>Personal tutors: managing our own mental health and wellbeing</b> Nevin Mehmet
14:30	
14:35	
14:40	<b>Personal Tutoring as the Authentic Voice of Wellbeing</b> Michael Wynn-Williams
14:45	
14:50	<b>Session Reflection</b>
14:55	
15:00	<b>Coffee Break</b>
15:05	
15:10	<b>Expert Panel Discussion</b> David Grey, Jenny Marie, Michael Talbot
15:15	
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16:00	<b>Closing Speech</b>