



OfLA Project  
2018-1-UK01-KA203-048090

# Appendices Document

NTU: Staff Reflective Diaries Study

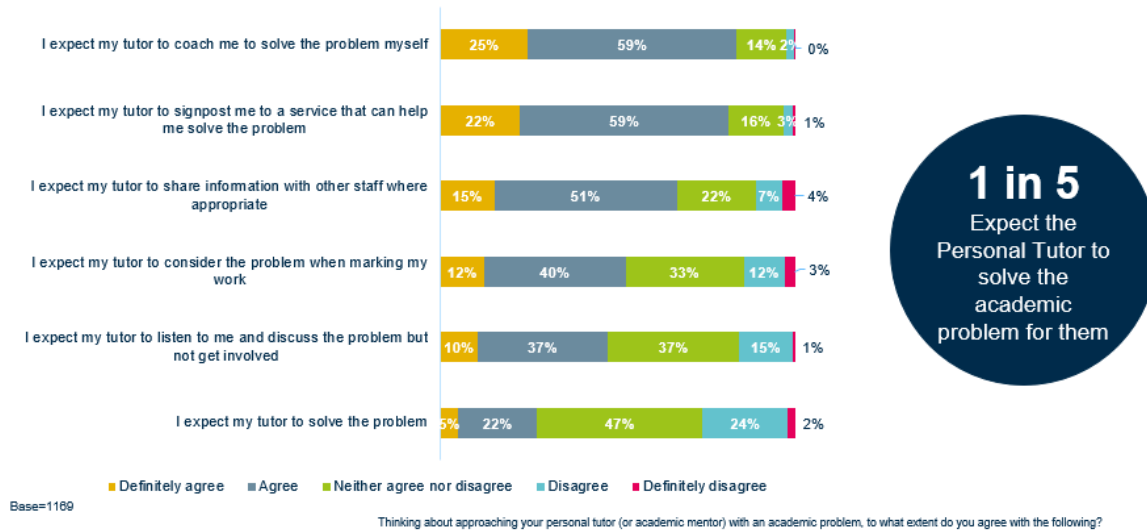
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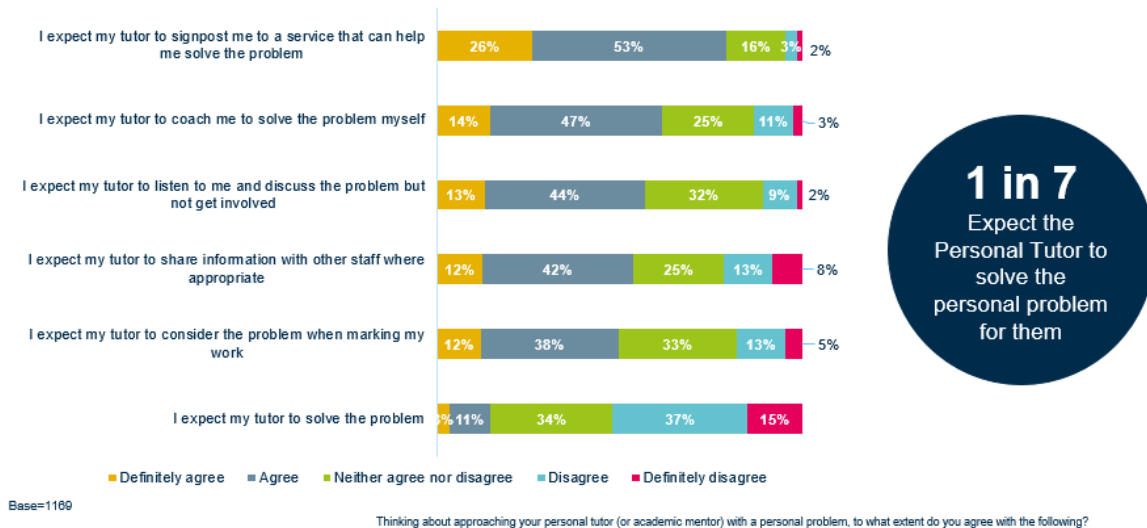
# Appendix A: STS Slides

From the STS 2020, detailing expectations from students of their personal tutors.

**When it comes to academic problems, the expectations are largely that the Personal Tutor will act as a coach and signposter.**



**When it comes to personal problems, the expectations are largely that the Personal Tutor will act as a signposter.**



## Appendix B: Term 1 Journal Structure

### OfLA - Staff Reflective Diaries (live)

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#### Page 1: Introduction

Thank you for completing this diary. This will not only help you in your reflections but will give us invaluable information about how staff currently support students for the OfLA project.

Please give your honest reflections on your experience of supporting students over the last two weeks, or since your last diary entry.

Please give us as much detail as possible.

You may return to the diary if only partially completed, by clicking 'Finish Later' on the bottom of the page. In order to come back to the incomplete diary, you **must** save the URL link, or have the URL link emailed to you. Once the entry has been submitted, it is not possible to edit or amend it.

If you have any problems, or wish to know more, please contact Pete Crowson (Peter.Crowson@ntu.ac.uk)

1. Your name: \* Required

2. Reflection period (date range - for example 1st Oct 2019 to 15th Oct 2019): \* Required

## Page 2: The Diary

3. Over the past two weeks, or since your last diary entry, please select the support that you have been involved in:

- Responding to alert(s)
- Using data (such as attendance) to identify students at risk of failure/withdrawal
- Supporting students in a 1-1 session
- Supporting students outside of 1-1 sessions and normal teaching
- Supporting a student that has been identified as at risk of failure
- Other

3.a. If you selected Other, please specify:

4. Please describe your experience in supporting students over the last two weeks. Please detail specific examples if possible.

5. Please describe your reaction to the issues raised. Please give details about your feelings specifically.

6. In your own self-evaluation, please tell us what went well in this/these supporting situation(s), and why?

7. Please describe what information/staff/data could have helped you in your support over the last two weeks, and why?

8. Please tell us what have you learned or concluded from this/these situation(s).

9. Please describe the next steps to be taken with the students you have supported in the last two weeks.

10. Please could you provide any other information or details regarding the support you have given to students that you think is relevant.

11. Is there anything else you would like to tell us?

Thank you for completing this diary. If you would like to complete and submit the diary, please click 'Finish' below on the right.

If you would like to come back to the diary and finish this later, then please click "Finish Later".

If you would like any other help or support, please contact Pete Crowson (email [peter.crowson@ntu.ac.uk](mailto:peter.crowson@ntu.ac.uk)).

**If you would like a copy of your responses for your records, please access these via the 'My responses' link above.**

You will not be able to download your responses once you leave this page.

If you are unable to retrieve your responses, please contact Pete Crowson ([Peter.Crowson@ntu.ac.uk](mailto:Peter.Crowson@ntu.ac.uk)).

Thanks again for taking part in this research project.

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## Appendix C: Term 2 Journal Structure

### Page 1: Introduction

Thank you for completing this diary. This will not only help you in your reflections but will give us invaluable information about how staff currently support students for the OfLA project.

Please give your honest reflections on your experience of supporting students over the last two weeks, or since your last diary entry.

Please give us as much detail as possible.

You may return to the diary if only partially completed, by clicking 'Finish Later' on the bottom of the page. In order to come back to the incomplete diary, you **must** save the URL link, or have the URL link emailed to you. Once the entry has been submitted, it is not possible to edit or amend it.

If you have any problems, or wish to know more, please contact Pete Crowson (Peter.Crowson@ntu.ac.uk)

1. Your name: \* *Required*

2. Reflection period (date range - for example 1st Oct 2019 to 15th Oct 2019): \* *Required*

## Page 2: The Diary

3. Please describe your experience in supporting students over the last two weeks. Please detail specific examples if possible.

4. Please describe your reaction to the issues raised. Please give details about your feelings specifically.

5. Please tell us **what went well** in this/these supporting situation(s), and why?

6. Please describe what information/staff/data could have helped you in your support over the last two weeks, and why?



7. Please tell us what have you learned or concluded from this/these situation(s).

8. Please describe the next steps to be taken with the students you have supported in the last two weeks.

9. Is there anything else you would like to tell us?

Thank you for completing this diary. If you would like to complete and submit the diary, please click 'Finish' below on the right.

If you would like to come back to the diary and finish this later, then please click "Finish Later".

If you would like any other help or support, please contact Pete Crowson (email [peter.crowson@ntu.ac.uk](mailto:peter.crowson@ntu.ac.uk)).

**If you would like a copy of your responses for your records, please access these via the 'My responses' link above.**

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Thanks again for taking part in this research project.

# Appendix D: Initial Focus Group Questions

## Part 1: Learning

- **Explain** your current approach to support
- **Tell me** what you learned about your practice
- **Describe** what how you might change this in future
- **Describe** your recommendations for supporting students

## Part 2: The Reflective Diary Process

- **Describe** how we could recruit staff for next term.
- **Tell me** how you feel about the pilot.
- **Describe** how easy or challenging you might find the process of completing the diary
  - **Why?**

## The Questions

- **Tell me** about how suitable you feel the questions are
  - Do they capture everything?
  - Are there any specific questions that were good/bad and why?
- **Tell me** if there are any other questions that we may want to include.

## Wrap up

- **Describe** what parts of the process might you find difficult?
- **Describe** what do you think will go well

# Appendix E: Follow up Focus Group Questions

## Initial reflections

- **Tell** me how you found the pilot.
- **Describe** how and when you completed the diary.

## The Process

- **Describe** how easy or challenging you found the process of completing the diary
  - **Why?**
- **Tell** me about the reminder emails
- **Describe** what worked well.

## The Questions

- **Tell** me about how suitable you felt the questions were
  - Did they capture everything?
  - Were there any specific questions that were good/bad and why?
- **Tell** me what questions we could or should include for next term.

## Feedback-specific

### Learning

- **Explain** your current approach to support
- **Tell me** what you learned about your practice
- **Describe** what you may do differently going forward
- **Describe** your recommendations for supporting students

### Changing the process

- **Describe** how we could recruit staff for next term.
- **Tell** me what whether more frequent or less frequent feedback would be useful?

### Wrap up

- **Describe** what parts of the process you found difficult?
- **Describe** what went well
- **Describe** what we could change to improve it for next term



