

THE AOG - PART 4C

PROCESS TUTOR AND STUDY ADVISOR HANDBOOK



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1 Introduction

All students are allocated a “Process Tutor” at bachelor's level or a 'Study Advisor' at master's level. Congratulations on being selected as a Process Tutor/Study Advisor (PT/SA). Your selection as a PT/SA is indicative of the confidence that the management of Wittenborg University of Applied Sciences (WUAS) has in your ability to assist the university of applied science’s efforts to provide academic support to students. We sincerely hope you will enjoy both the challenges and rewards that will come from this position to which you have been recruited. In agreeing to become a PT/SA, and as someone who has been placed in a position of trust, we encourage you to maintain the highest levels of decorum and integrity in your interaction with the students under your supervision.

2 General Tutoring

2.1 What is Tutoring?

Tutoring is the process whereby students are provided with the current, relevant information to enable them to navigate smoothly and effectively through their different academic programmes, from admission to graduation. The tutoring process is there to facilitate timely intervention - as and when necessary - in the academic programme of students to enable them to set and achieve realistic, defined, academic goals.

WUAS has an open-door policy, which means that students find all PT/SA easily accessible during office hours on the days they are working (by appointment or walk-in).

2.2 The Relevance of the Tutoring Process

Process Tutoring is one of the most effective interventions to help orientate students in their new academic environment and to help them navigate through the processes and procedures necessary to integrate properly into the WUAS system. We receive students from very varied backgrounds, cultures, and levels of competency. Therefore, we are conscious of the fact that for some this may be their first exposure to complex and abstract concepts. The tutoring process endeavours to take out the complexities within the school academic environment by helping the students with planning, organising and evaluating their academic activities, as well as providing necessary and relevant academic information as the need arises.

2.3 How the Process Tutor/Study Advisor System Works

2.3.1 Assigning Students

On admission to the university, all students are assigned to a PT/SA by the admissions administrators, based on programme and/or specialisation. This information is saved in Osiris. When students have been assigned to a PT/SA, they are also allocated the correct tutor group at the [Process Tutor Areas](#).

2.3.2 Receiving Students

PT/SAs receive students, who have studied at WUAS and have been guided by the new student supporter for the first 2 blocks already, in Week 3 of each block. These students will be well-equipped and no repeat of introductory sessions will be necessary. Once a student has been assigned to a PT/SA, the tutor is obliged to send a welcome email introducing themselves and formally inviting the student for an initial meeting. During this meeting, the signed Study Advice is reviewed. We advise that once the first formal biannual meeting has been held, the PT/SA assigns the student the responsibility of requesting and setting up the next formal meeting to fulfil the biannual requirement.

2.4 Responsibilities of PT/SA

2.4.1 Main Responsibilities of PT/SA

The following are the duties of a PT/SA:

Wittenborg University of Applied Sciences
Academic & Operations Guide
Process Tutor and Study Advisor Handbook

1. **Hold formal PT/SA meetings:** Each academic year, all PT/SAs are required to hold two formal PT/SA meetings with each student in their tutor group. The first meeting should be done preferably within the block in which they were assigned to the group, and the second meeting falls after 6 months (3 blocks). In these formal meetings, the study plan is discussed. They also review the signed Study Advice (with the Study Agreement), which serves as a study plan for the student. This plan is reviewed and updated with each subsequent formal tutor meeting in which a new plan is created.

The Study Advice is a formal document which is signed by both the student and the administrator on behalf of PT/SA.

To avoid scheduling problems, it is advisable that tutors set up a time-schedule plan which can then be made available to the students (digitally or otherwise). The students can then schedule a meeting within one of the available time slots via the Office 365 calendar.

2. **Keeping records of the meetings held:** The PT/SA is responsible for keeping records of meetings held with a student. This could be in the form of an email where the finalised meeting is summarised as minutes. The confirmation email will also serve as a reminder to the student of the content of the meeting. In case of any questions arising from the sent email, a student is advised to send back an email within 3 days after the meeting for clarity. These records may prove useful in future instances.
3. **Communication of sufficient EC requirements:** PT/SAs are obliged to inform students that they are required to achieve a minimum of 30 European Credits (ECs) by the end of each academic year. Failure to meet this requirement will result in deregistration from the university. In addition, the EU/EEA students' status will be communicated to the Dienst Uitvoering Onderwijs (DUO). For non-EU/EEA students, the Dutch Immigration and Naturalisation Authorities (IND) will be informed, leading to a revocation of the student's residence permit.

The registrar will be responsible for flagging students with less than 30 ECs and the Management Team will take a collective decision to deregister students where and when necessary.

4. **Communicating curriculum and timeline to students:** The PA/SA ensures the assigned students are well conversant with the curriculum and the timeline, Part 3 of the EEG. This helps set the right expectations for the students.
5. **Replying to correspondence:** PT/SAs are required to reply to all correspondence with their tutees within three working days. This could be a full reply or an acknowledgement with a commitment to send a full reply later.
6. **Student deregistration:** Whenever a student decides to stop their studies, the PT/SA is responsible for arranging a meeting with the student to clarify the issues behind the deregistration. PT/SA can direct students to registrar@wittenborg.eu once the student has decided to stop their study at WUAS. There is also a Deregistration Form (provided by the Student Registrar) that students need to

fill in before their departure and return to the registrar. Please keep in mind that the student's academic situation at departure should be organised and finalised.

7. **PT/SAs should familiarise themselves with the EEG**, as this is the central reference point for all guidelines and procedures employed within the university. Thorough knowledge of the EEG contents will substantially increase the ability of the tutor to function in this capacity. In addition, most of the Frequently Asked Questions ([FAQ Studying@Wittenborg](#)) have been made and posted online to enable easy access to most of the responses students may need to know. As a PT/SA you are required to direct them to those access points.
8. **Change of policies impacting programmes:** Where students raise concerns of changes that impact their programmes, the PT/SA is required to take up those cases and address them with the Head of Process Tutors/Study Advisors first. Thereafter, the decisions taken will be communicated to the student via the PT/SA.
9. **Exams and retakes:** PT/SA are to be well conversant with the examinations at WUAS, which range in rules and regulations according to the exam types in each module. These are always updated in the EEG and in the case of amendments during the year, the PT/SA will be informed by the announcement posted in the [Teacher Resources](#). For further inquiries, PT/SA can contact examresults@wittenborg.eu.
10. **Student harassment:** In situations where a student reports a harassment case by other students, it is the responsibility of the PT/SA to take up the case, have a meeting with the student and collect the support information needed, e.g. text/message, picture, video, etc. Refer to EEG PART 11 - The Student Code of Behaviour and clearly indicate which point the case falls into. Report to the Head of Process Tutors/Study Advisors with a summary of the case via email.
11. **Students having teacher/staff conflicts:** The PT/SA is responsible for ensuring any conflict/clash between a student and teaching/non-teaching staff is resolved. In case of any challenges then the PT/SA should consult with/refer the issue to the Head of Process Tutors/Study Advisors on how to handle this further.

2.4.2 Directing Students to the Right Department/Team

Special cases and disabilities

Students with special cases and disabilities should have discussed their individual situation prior to the admission process and made agreements on the individual support that can be provided, in line with Dutch law and individual insurance policies. Therefore, if a student approaches a PT/SA independently on this matter, it is essential that they are referred to the Student Registrar.

Checking of grades and credits

All exam results are accessible to students in Osiris. The PT/SA should direct students to check the grades and progress overview themselves. In the case of any missing results, the student should send an email to the Examination Administration Team (examresults@wittenborg.eu).

Accessing individual module online area

The module enrolment key gives students access to modules they take each block. The keys can be accessed via [Process Tutor/Study Advisor Areas](#) in the specific pathway/programme. In the case of not being active for 21 days, the student is automatically locked out and needs to enrol again.

Not able to access the Moodle/student email

- Blocked account: If a student is not able to access the online area or student email, refer the student to the Student Registrar as in most cases it is either blocked for fees arrears or the student has deferred studies.
- Technical issues: In cases where a student is experiencing technical issues then refer the student to Front Desk for further support.

Work placement

Students are directed to Part 7 of the EEG to read the prerequisites of the Work Placement module. Thereafter, they need to fill in the [Work Placement Request Form](#) for further handling by the Work Placement Coordinator. The Work Placement Coordinator also handles a [Work Placement Waiver Request](#). Students need to fill in the Work Placement Waiver Request Form once they have consulted with the PT/SA and prepared the required information/documents.

Allocation of Academic Supervisors

When students are approaching the end of their study (180 ECs for bachelor's students or master's students have received approval on their research topic) they must take the module Graduation Assignment/Final Project (GA/FP). Being the final stage of a student's study journey, they are responsible for the process and must manage this from beginning to end. WUAS allocates an Academic Supervisor (AS) who monitors and guides the student during this process. The PT/SA instructs the student to read Part 8 of the EEG for detailed information, and thereafter the student is to fill in the [Academic Supervisor Request Form](#) for further handling by the Head of Academic Supervisors.

Special seats for retakes

On condition that a student has mitigating circumstances and/or a minimum of 210 ECs (bachelor's) or 50 ECs (master's), a request can be made for a special seat if the remaining module is not within the block(s) prior to graduation. Special Seat requests are made not later than Lesson Week 1 of the block before the planned special seat, e.g. for a special seat of Block 2, the request has to be made in lesson Week 1 of Block 1. A maximum of 2 modules can be requested. These requests are made via the Special Seat Request Form for further handling by the Exam Department.

Book lending

Students are to be informed of the right department to collect books as process tutors/study advisors are not responsible for issuing books or making any agreement regarding books. Students should be directed to the book-lending department/library.

Module/Class-related questions

PT/SAs ensure that students are advised to raise any module or in-class-related questions with the Module Teacher. This helps to ensure that a question is resolved promptly and the student has clarity. Unless deemed fit, the PT/SA is not to interfere with the decision of the Module Teacher.

Expiry & renewal of student permit

When a student reports expiry of the residence permit, the PT/SA should direct the student to the registrar's department (registrar@wittenborg.eu) for assistance.

Change of specialisations/programme/study location

In cases where students request to change their specialisation, the PT/SA should advise the student on the possible repercussions, e.g. the specialisation modules to be taken, possible delay in their graduation, change of tuition fee if the specialisation/programme location has changed. The student is then referred to the registrar's department for a decision. If the registrar approves the change, then the PT/SA will prepare a transfer of the student to the responsible PT/SA as per the new specialisation. This is done by ensuring there is a proper handover, making sure that all details of the student are transferred and any other important information related to the student are made known to the new PT/SA.

Finance-related questions

Students approaching PT/SAs regarding financial-related issues should be referred to the student registrar.

Health-related issues

- **General illness/sickness:** When a student reports general sickness to the PT/SA, refer the student to the Front Desk who will make an appointment with the General Practitioner. Students are informed of this procedure during the introduction week.
- **Psychological/Psychiatric issues:** In situations where a student needs support due to psychological/psychiatric issues, the PT/SA should refer the student to a General Practitioner. Students can ask Front Desk to assist with making an appointment with the General Practitioner/family doctor. Note that some students do not have an insight into having any psychological/psychiatric problems. Should a student exhibit such signs, then the PT/SA should refer the case to Head of Process Tutors for advice.

2.4.3 Responsibilities of Students

1. **Inform PT/SA:** Once students have been assigned a PT/SA, they are required to send an email to inform the PT/SA.

2. **Schedule PT/SA meetings:** Students are required to come for all scheduled PT/SA meetings. If for any reason they are unable to come for a scheduled meeting they should communicate this in a timely manner to the PT/SA. If this requirement is not met, the PT/SA should note this, and attach to the note that the tutee was unwilling to comply with the process.
3. **Prepare up-to-date transcript (EC list):** Students are required to bring their latest, updated EC list to all formal tutor meetings. This is easily accessible from Osiris. It is advisable to remind the student to do this before the scheduled meeting to avoid a situation where students come without any knowledge of the total ECs they have.
4. **Being conversant with the curriculum:** Students are required to be aware of the curriculum of their specialisation and follow it accordingly. They can find this in Part 3 of the EEG.
5. **Read all communications sent via Process Tutor forums/emails:** Students are required to read the communications sent out to them to avoid delay or missing out on important information.
6. **Use of the standard WUAS Timetable & Year Planning:** Students should ensure they follow the times allocated to their lessons via [Timetables](#) and the Year Planning via [WUAS planner](#).

Important Note:

To measurably enhance your ability to fulfil your role as a PT/SA it is important that as a PT/SA you are conversant with the FAQs posted online and visible to all students. It is advisable that for all correspondence to students you use the standard email templates available in the [Process Tutor/Study Adviser Team](#).

Please follow the standard procedure and guide students to FAQs or the EEG specific part as much as possible. If you are not sure about any policy/rules/regulations, please consult with the Head of Process Tutors before answering any student.

3 Student Support

3.1 Education Support

There are 2 specific types of student support: educational and non-educational. This is well explained in the **EEG Part 4 Practical Information Guide**.

3.2 Students with Disabilities

Students with disabilities will have discussed their individual situations during the admission process, and made agreements on the individual support that can be provided, in line with Dutch law and individual insurance policies. Read further in the **EEG Part 4 Practical Information Guide and EEG PART 10 The Student Charter**.

3.3 Complaints (and Enquiries) Procedure

Students should present complaints to their PT/SA in writing in line with the procedures in the **EEG Part 4 Practical Information Guide, Page 48**.