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Role of Administration Staff

- How we look after/help students in a way academics cannot do
- Based on observations
- How we have implemented procedures and protocols



My Main Roles are:

- Centre Manager
- Individual Students' modules programme
- Timetables
- Procedures
- Monitoring students' module results and collating information for exam board

Different Foundation Years

- **6 month course**
 - Accelerated International FY (AIFY)
April to September
- **One year courses**
 - International & General FY
- **4 or more year courses**
 - Humanities, Social Science, Science & Health for home, EU and overseas students (integrated – once passed the year automatic progression to their degree)

Administrative Staff

Jill – full time

Jayne – part time working with September to May cohort of students

Dianne – part time mainly working with the Accelerated International students who come in April

EXPERIENCE: Worked in other Schools, Records, Accommodation, Conferencing. Therefore have a wide knowledge of how other areas of Keele work and have contacts across campus.



Types of Students

- Overseas – one year courses, integrated courses
- Accelerated course (April to September)
- Disabled – visually impaired, Aspergers, dyslexia
- Under 18s
- Those that have been in care
- Those from WP backgrounds
- Mature
- At home – live nearby or commute long distances
- EU
- Traditional students who live both on and off campus (25%)



Admin Team Role

- Helping students to settle into University life
- Helping students cope with being away from home
- Dealing with students' everyday problems with their course
- Instilling into them good practices to help them in their futures years at Keele



Admin Team Role

- We are normally the first point of contact
- Students come to the FY Centre for information or help
- We are open 9-5 Monday to Friday
- There may not be any academic staff available (due to teaching and half our staff do not work during vacation periods)



First Week at Keele

- Module Programme
- Give talk to students on procedures
- Communication
- Sessions (both academic and social) involving both students and all staff



Procedures

- Form Filling –
filled out correctly with relevant details
- Protocol when sending emails –
especially from phones
- Submission of work -
with correctly filled out submission form



Support

- Guidance to students – module programme
- Advice to students – personal problems such as finance, health issues, bereavements, accommodation, personal issues
- Academic problems – not coping with their work load. We help them to try and organise what they need to do, in what order, what deadlines they might miss and how to retrieve the situation
- Monitor Absences – first to spot problems

Mothering Students

Are we guilty of mothering?

- Students are away from home for the first time
- They are learning to take responsibility and organise their time
- There are hard lessons to be learnt such as deadlines and the consequences of missing them
- We get to know the students very well
- Can gauge if they need 'mothering' and push them in the right direction.
- A lot of students have dyslexia which can involve disorganisation

Overseas Students

- Culture and Language
- Visa regulations – we supply information they need to obtain their visas
- Provide local information – what's on
- Shopping Trips
- Local Bus Services
- General information about the university
- Absences – we make sure they are not violating their visa regulations.

Students who start in September have a lot of this supplied by the Students' Union and International Student Support



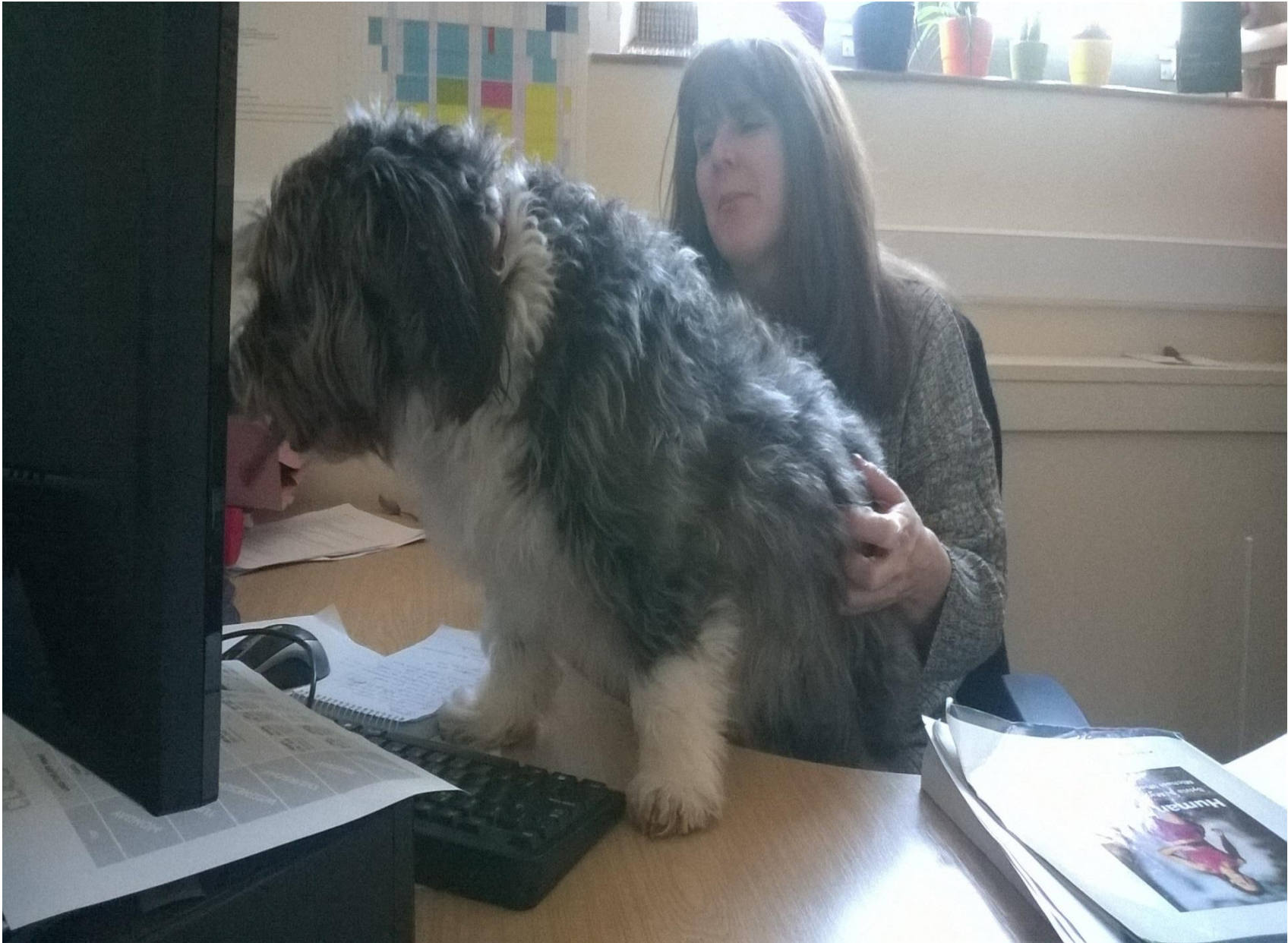
One Year Course

- Students have to apply to UCAS for a place at Keele or another university
- Workshops – guide students through the application process and check personal statements
- Track the applications and offers – what students need to meet those offers
- Provide module information/mark schemes etc.

Advantages

- We can pick up on things early on and either address them direct with the student or bring them to the notice of Personal Tutors or module tutors.
- We can give advice to students
- We can teach the students about procedures and what is the best way of managing their time
- We save the academics time
- Provide a 'safe haven' for students to come and talk about problems whatever they are
- We are a centre for information

We also pride ourselves with looking after our students over and above what is expected





Disadvantages

- Too much support during the Foundation Year which they come to expect
- Once they progress to their degree programmes they will only see their personal tutors about twice a year and they will only have the bare minimum of interaction with the admin staff of their School

However, if we have instilled the skills they need in order to cope with university life they should be able to deal with their courses – we do have evidence that academically they fare just as well as students who enter directly into the first year



Conclusion

- The Admin staff provide a non-traditional role during this transitional year
- There must a holistic view to meet the needs of the students
- Academic and Admin staff must work in a cooperative manner to achieve ends
- Continual interplay between them focussed on the daily issues as they arise