



RDI QUALITY ASSURANCE DOCUMENT QA 9 – STUDENT MONITORING AND SUPPORT PROCEDURE FOR ONLINE PROGRAMMES

FOR PROGRAMMES SUPPORTED THROUGH THE MOODLE VIRTUAL LEARNING ENVIRONMENT

GENERIC

1. The role of the remote tutor is to provide help and support to distance learning students as they progress through their study on a specific module. This support is to be delivered by a number of means including Virtual Learning Environment, email, discussion boards, chat sessions and telephone as appropriate.
2. Each module will run multiple times per year, to coincide with the intake points. Unless otherwise state in the student handbook and programme timetables, modules on all programmes will run on a 3-monthly cycle, with a new iteration of the module 4 times per year.
3. At the start of each module iteration, discussion forums for the previous iteration will be archived (but still visible to students and tutor alike) and new blank discussion forums will be generated. Students who have completed the module will have access only to archived discussions. New student joining the module and students continuing the module into the next iteration will have access to both new and archived forums.

TUTOR RESPONSIBILITIES

4. A list of Tutor responsibilities are outlined below and will be undertaken in line with Quality Assurance Document QA 8 – Online Tutor Guide:
 - To regularly monitor student progress
 - To proactively encourage and support students through their learning
 - To enhance the learning experience by setting activities and providing appropriate feedback to students' activities and observations
 - To ensure that each student has gained an appropriate understanding of the key concepts and theories in the module



- To use appropriate methodologies to monitor understanding and misunderstanding and deal with it appropriately

TUTOR ACTIVITY CHECKLIST

5. For each iteration of a module, the tutor should undertake to:
 - Email all students as they join a module to welcome to the module and introduce themselves as the module tutor (on or in advance of the start of each iteration of the module).
 - Generate appropriate discussion threads/tasks/additional reading on the module discussion forum for students to participate in. Each discussion thread/task should have a specified timeframe within which students should respond and after which the tutor may no longer monitor postings. Tutors should generate a minimum of 1 task/discussion thread each month for students to work on and respond to. For HNC/D programmes, the frequency of the tasks/discussion threads should be every 2 weeks.
 - Monitor student postings onto the discussion board and provide feedback as appropriate.
 - Respond to emails from students regarding their progress on the module.
 - Comply with RDI's 48-hour response policy and notify both RDI and students of instances when this timeframe cannot be met.
 - Keep a record of all communication with students outside of the VLE and report to RDI on progress.
 - Follow RDI's Escalation Procedure, as appropriate.
6. A more detailed description of tutor activities is provided in the On-line Tutor Guide.

STUDENT SUPPORT RESPONSIBILITIES

7. Responsibilities that are performed by Student Support are as follows:



- To be the first point of contact for students for all non-academic matters, including administrative, logistical and pastoral matters and to offer timely and helpful support to students on these matters, or escalate as appropriate.
- To comply with RDI's 2 working days response policy.
- To deliver administrative and logistical support to tutors, as appropriate.
- To make all necessary resourcing, administrative and logistical arrangements relating to the assessment cycle and release provisional and confirmed grades to students in a timely manner, in line with the appropriate published timeframes.
- To monitor student progression and offer proactive support to students that will encourage them to engage positively with their programme of study.
- To maintain accurate student records and data.
- At the start of each study period for the module, to make available to tutors a list of students currently studying a module indicating which are new to the module and which are "continuing", i.e. have been enrolled on the module during the previous period, but have not yet attempted assessment.