



# **Personal Academic Tutoring**

**Student Survey Report  
2016-2017**

[www.northampton.ac.uk/ilt/academic-development/personal-academic-tutoring/](http://www.northampton.ac.uk/ilt/academic-development/personal-academic-tutoring/)

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## Report Highlights

From 576 completed surveys (a response rate of 7%):

1. Approximately 58% of students met their PAT at the very beginning of the academic year. This is down from 64% in 2015-2016.
2. Approximately 38% of respondents indicated that they had not yet met with their Personal Academic Tutor, an increase of 17% on the results for 2015-2016.
3. Approximately half of students met with their PAT at least once in the first term and approximately a quarter met with their PAT at least once per term, but only a quarter reported that they had met with their PAT more than 3 times.
4. Approximately 61% of respondents indicated that Personal Academic Tutoring made a difference to their University experience. 18% disagreed or definitely disagreed with this statement. This is an increase of 25% on the 2015-2016 survey.
5. Approximately 63% of respondents reported that they reviewed progress towards their own goals during a Personal Academic Tutoring session. This is a rise of around 20% on the 2015-2016 results. 18% of students disagreed with this statement.
6. Approximately 69% of students indicated that it was really important for them to have a personal development plan (an increase of 15% on the 2015-2016 survey findings). Only 9% of students disagreed with this statement.
7. 73% of students actively engage with other members of University staff (e.g. module tutors) when they need support. This is an increase of 18% on the 2015-2016 survey results. Approximately 11% of students said that they didn't receive support from other members of University staff.
8. 85% of respondents consider that it is really important for students to have a Personal Academic Tutor, up from 72% in 2015-2016. Only 6% of students didn't consider the PAT role to be important.
9. Approximately 60% of respondents considered that they had been effectively supported with pastoral and personal issues. This is up from a figure of 36% in 2015-2016. Approximately 20% of respondents did not feel effectively supported in pastoral and personal issues by their PAT.
10. Approximately 66% of respondents agreed that they had been effectively supported in academic issues by their PAT, with 18% of respondents disagreeing with this statement. This is 28% higher than the results from 2015-2016. Approximately 16% neither agreed nor disagreed.
11. Group meetings had taken place for 40% of respondents.

## 1. Introduction

The Personal Academic Tutoring scheme at the University of Northampton is a core component of the University's approach to supporting student success. The annual PAT survey is conducted during April of each year to provide a sense of how the scheme is working and being received from both staff and student perspectives. The findings from the surveys provide a mandate for action-oriented approaches to quality enhancement of the PAT scheme.

This is the 4<sup>th</sup> year in which the PAT staff and student surveys have been conducted. The results of the 2016-2017 PAT Student Survey are presented in this report. To find out more about the Personal Academic Tutoring scheme, and to access past survey reports, please visit our [PAT web area](#).

## 2. Method

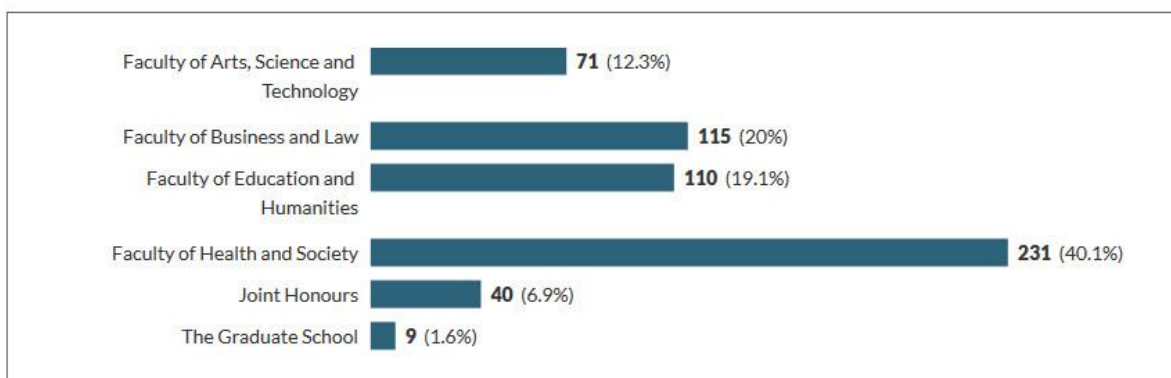
In line with previous surveys, the PAT Student Survey 2016-2017 was conducted using an online survey tool. The survey was sent via personal email to 7,520 students on Levels 4, 5 and 7 of UN academic programmes. 576 students responded – a response rate of 7%. This means that 76 more students responded to the survey this year, but the response rate is broadly the same as in previous years.

Students in their final year of their undergraduate programme of study are not included in the PAT survey as their opportunity to provide feedback on the support received while at University is via the National Student Survey. Students studying at PhD are supported through their PhD supervision team and thus this survey is not applicable to this particular demographic.

## 3. Survey Respondent Characteristics

### 3.1 Participation by Faculty (n=576)

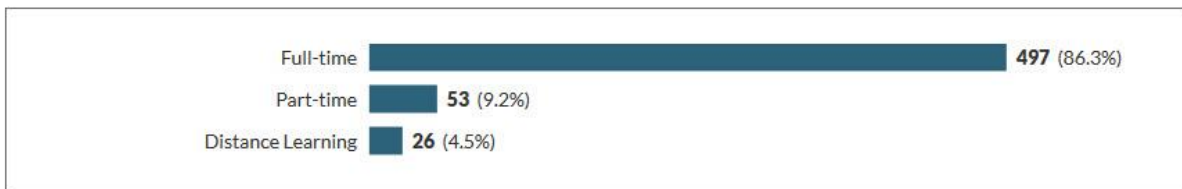
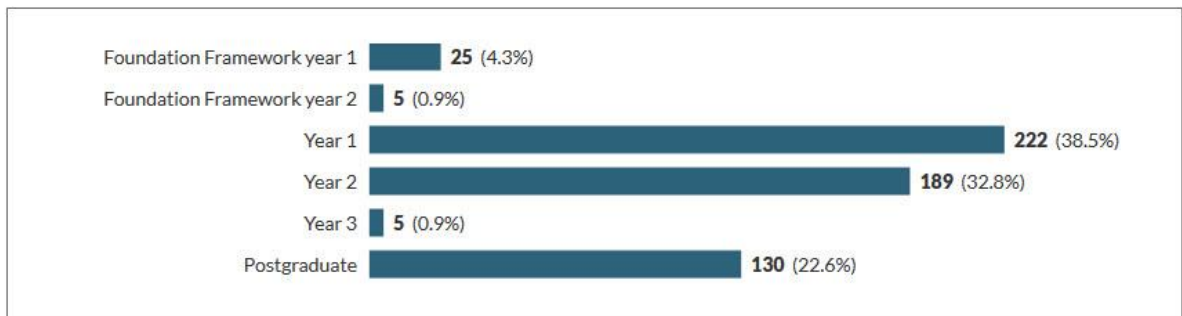
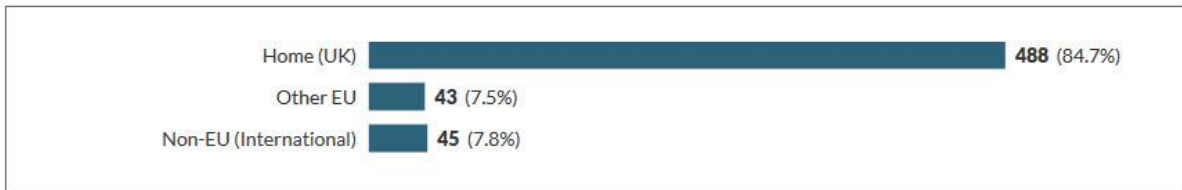
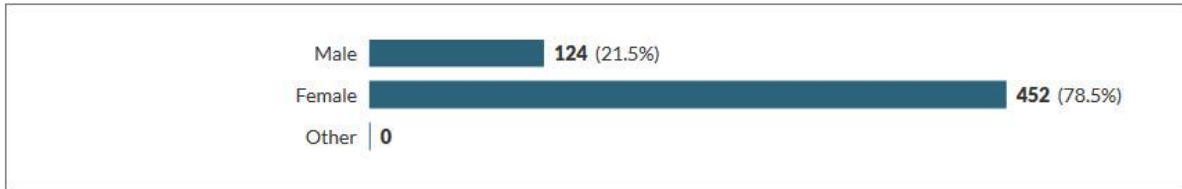
The majority of students responding to the survey are part of the Faculty of Health and Society (40.1%) – more or less double the response rate of any other Faculty. Around 20% came from both the Faculty of Business and Law and the Faculty of Education and Humanities. Just over 12% were from FAST, just under 7% identified as Joint Honours students and 1.6% identified with the Graduate School.



### 3.2 Participant Characteristics (n=576)

The following results provide an overview of the survey respondents. Nearly 4/5 of the respondents were female, nearly 85% were Home (UK) students with the remainder being split more or less equally between Other EU and Non-EU (International) students. Just over 61% of respondents were

in Years 1 or 2 of study, nearly 23% of respondents were postgraduate students and just over 5% of students were on the Foundation Framework. Over 86% of students are studying full-time at Northampton, just under 10% are enrolled on part-time programmes and just under 5% are studying via Distance Learning.

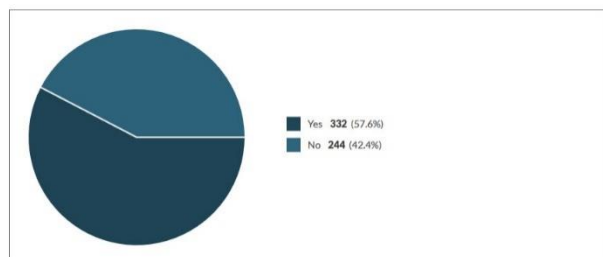


## 4. PAT Student Survey Results

The pie charts display the results for 2016-2017.

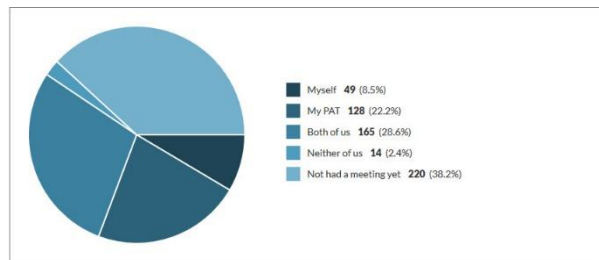
### 4.1 'I met with my Personal Academic Tutor at the very beginning of the year (i.e. during Welcome Week or shortly thereafter) (n=576)

Nearly 58% of students met with their PAT at the start of the 2016-2017 academic year.



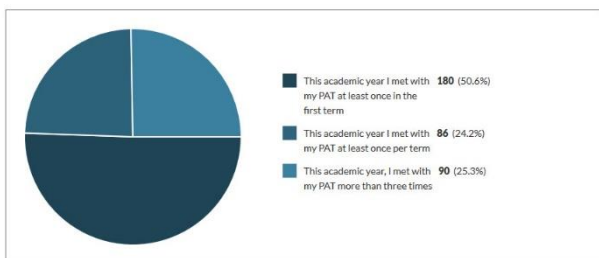
#### 4.2 Initiators of Meetings (n=576)

Just over 38% of respondents indicated that although it was April, they had not yet had a meeting with their Personal Academic Tutor. Of those who had had such a meeting, 8.5% of respondents indicated that they had been the one to initiate the meeting and just over 22% of student respondents said that the meetings were initiated by the PAT. Just under 29% of meetings were jointly initiated, suggesting that there was a mix between who organised or asked for the meetings to occur.



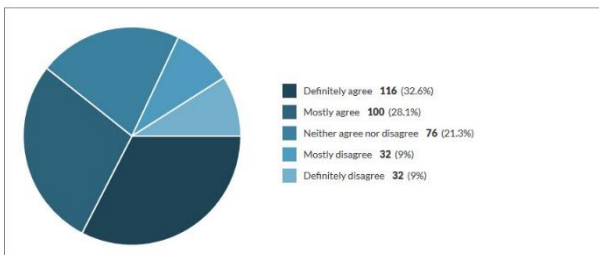
#### 4.3 Frequency of PAT Meetings (n=576)

Half of the respondents reported that they had received their full entitlement of meeting with their PAT at least once a term. Of these, half had met their PAT more than three times in total over the duration of the academic year. The other half of respondents reported that while they had met their PAT at least once in the first term, they had not had at least one meeting per term.



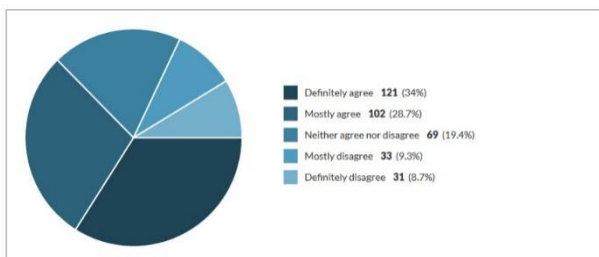
#### 4.4 'My sessions with my PAT have made a difference to my university experience' (n=576)

Over 60% of respondents indicated that their sessions with their PAT had made a difference to their University experience (a 24% improvement on the 2015-2016 findings). Only 18% of students disagreed with this statement – an improvement of 14% from 2015-2016.



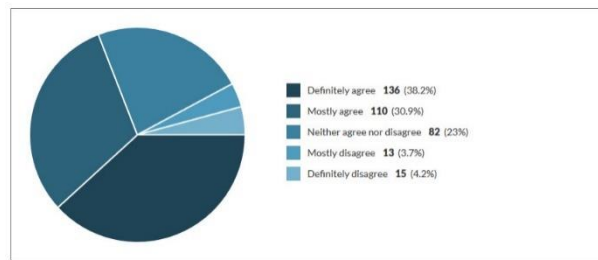
#### 4.5 'During the sessions with my PAT we review my progress toward my own goals' (n=576)

Approximately 63% of respondents indicated that they reviewed progress towards their own goals during the PAT sessions – an increase of around 20% on the results from 2015-2016. By contrast, only 18% of students disagreed with this statement – down from 32% in 2015-2016.



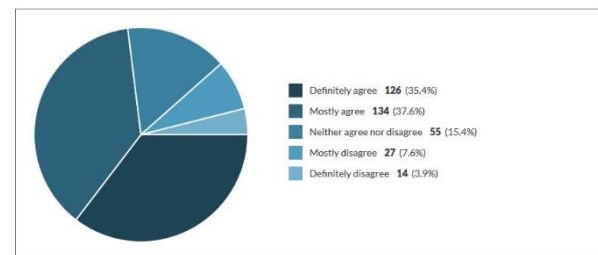
#### 4.6 'It is really important for me to have a personal development plan' (n=576)

Over 69% of respondents considered it important to have a personal development plan in place. This is up from 54% in 2015-2016. The number of respondents disagreeing with this statement was approximately 50% lower than for 2015-2016 (8% compared to 15%).



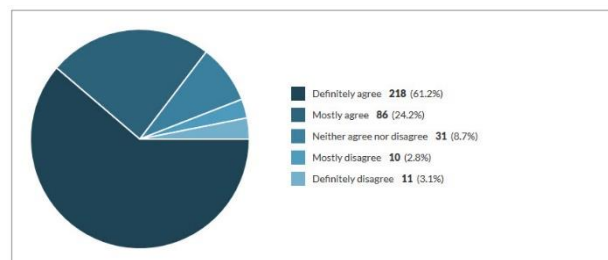
#### 4.7 'I actively engage with other members of University staff (e.g. my module tutor) for support' (n=576)

73% of respondents actively seek support from other members of University staff when they need support. This is up from 55% in the 2015-2016 survey. The number of respondents disagreeing with this statement is down from just over 18% in 2015-2016 to 11.5 this year.



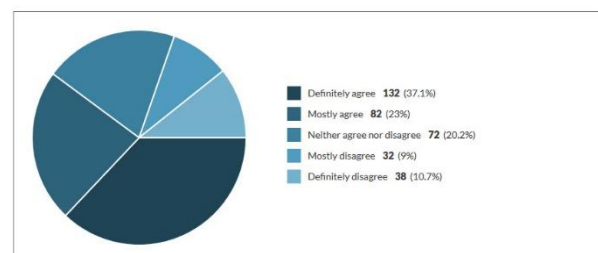
#### 4.8 'I think it is really important for students to have a Personal Academic Tutor' (n=576)

85% of respondents considered that having a Personal Academic Tutor was really important. This is up from 72% in 2015-2016. Only 6% disagreed with this statement, compared to 11% of respondents in the 2015-2016 survey.



#### 4.9 'I have been effectively supported in personal/pastoral issues by my Personal Academic Tutor' (n=576)

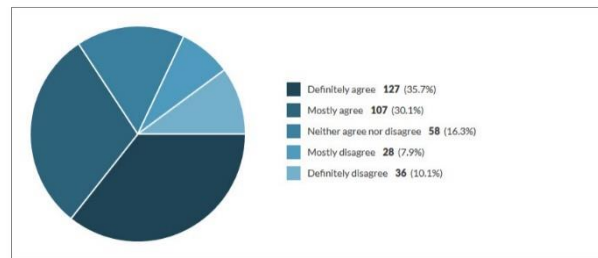
Approximately 60% of respondents reported that they had been effectively supported with personal and pastoral issues by their PAT, up from 36% in 2015-2016. The number of respondents disagreeing with this statement was down to just under 20% from around 37% in 2015-2016.





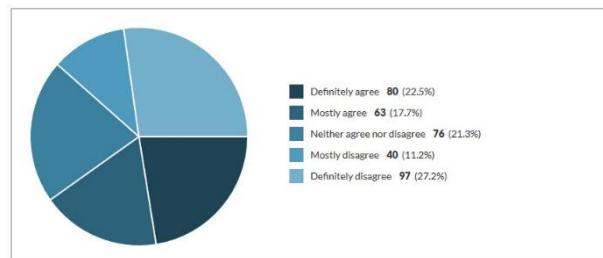
#### 4.10 'I have been effectively supported in academic matters by my Personal Academic Tutor' (n=576)

Nearly 66% of respondents agreed that their PAT had effectively supported them in academic matters. This is an increase of around 28% on the findings of the 2015-2016 survey. 18% of respondents disagreed with this statement, - a fall of around 50% from the 2015-2016 figure of around 37% of respondents.



#### 4.11 'I have had some group meetings with my PAT and other students' (n=576)

Finally, around 40% of respondents reported that they had participated in group PAT sessions.



## 5. Free Text Responses

At the end of the survey, students were asked what they value most about the PAT system and also if they had any further comments. 240 students responded to the 'value most' question and 288 to the 'additional comments' question. The comments have been broadly categorised below. Where comments from 1 respondent fell into more than 1 category, the relevant parts of the comments were included in the respective categories.

### 5.1 'What do you value most about the PAT system?' (n=240)

#### Support/Guidance

- Having someone to help support trainees during their placement and they offer excellent advice for development
- Having someone that you can trust to talk to, someone who is exceptional at their job, and cares about their students
- Having someone to talk to that has a genuine desire for you to succeed and the tools to help you do that
- My PAT has been a continued support, whether this being a personal or academic issue
- That you can talk to them about anything and get advice
- Having individual support and feeling happy when leaving the sessions due to Stuart being so helpful and supportive
- Support and guidance it gives
- listening and very supportive

- The support she provides, not only academically but pastorally too. She is great with advice and I feel confident expressing concerns or issues relating to my course or elsewhere with her
- At a point in my course when I had a huge change in personal circumstances and was considering dropping out, my PAT not only offered me emotional support but also practical support in referring me to university services that I had previously not know about. I wouldn't still be on the course if it weren't for her
- The support provided to ensure you are on the right track and feel more confident
- Having someone to help with portfolio and CV's
- I value the fact I can trust them with any personal issues I have and I can talk to my PAT without fear of judgement
- Constructive feed back
- The ability to have support with academic and family issues
- Helps me to confide in my tutors a lot more and give them an understanding of my issues
- Timely support with assignment drafts, and knowing that they are available to offer support
- Possibility to complain or to get advice on any issue
- Assistance with direction of work. Guidance with books/artists I should look into
- The extra support and having a lecturer who knows you better
- One to one directed guidance and support
- Emotional support
- Support in my specific dissertation area from an expert
- PATs are extremely helpful, understanding and encouraging. I think it is very important to maintain the PAT system as personal tutors ensure students are on the correct path, as well as give professional guidance when necessary. It also proves that lecturers are not only astonishingly intellectual, but are also humane
- Support and encouragement I don't get from outside university
- Meetings and academic support
- Guidance throughout the coursework
- Support, encouragement, advice
- The support during placements
- The support and the knowledge that my tutor provides
- Support when you most need it. E.g. going through bereavement and staying on the course
- The support
- The PAT may need to support us students all round academic and placement times. I would be happy to be supported academically by my PAT and also if he could mark the progressive assignment that he has supported and thus will help me to see my progress
- The Tutors are extremely dynamic and positive. They are very engaging and the supportive guidance and their expertise has been invaluable to my studies
- The support it gives if needed
- It has been a real source of support to me to have the continuity of the same PAT to monitor my progress, address concerns and to be able to talk to

- As an international student I deeply value the support and understanding from my PAT. She has shown me all the relevant aspects of my program and has been open to my suggestions and various inquiries
- Having somebody with the knowledge to help guide me
- The support network
- the PAT system gave me extra support in my academic learning and my personal life and supported me in continuing my studies full time
- My PAT was very supportive. Though any issues I encountered were impassable by the university
- Tailored support
- How supportive and positive Gary is
- It has been important to give feedback to my PAT and to have her support at a difficult time for me
- the support
- The support and the one person that know you as a person, academically as well as your goals. For me I felt comfortable confiding in my tutor with issues on placement. Felt very supported
- Support
- The help and support
- Personal Interaction/guidance
- having the support and a open door policy
- The understanding and support both personally and academically
- Emotional Support
- The help and support provided when needed
- As my course is 50% placement based, I think a PAT is essential to ensure I am on track with my practical and academic goals. I can be away from uni for months at a time whilst on placement, which in itself can be very isolating. Having a PAT that knows you fairly well makes a huge difference. Having a designated person to address problems on placement (such as bullying) makes the whole process a lot easier
- The support and how available my tutor makes himself (via e-mail and face-to-face)
- The time and the support given to me
- The support being given to students
- the ongoing support and care about my home and work life
- Support
- PAT system considers each person as an individual. I really appreciate my PAT's input into my development and every advice and support received
- The support and advice

#### Availability/Personalisation

- One to one support
- It provides you with someone you can talk to
- The chance to have regular one to one meetings with a member of staff for support
- That I can go to them with a problem and we can sit down and come up with a solution. My PAT has been a massive support during my studies

- I like having a tutor to go to for general problems
- That I was able to phone and have the help needed and that we both agreed on time and dates for our meetings
- Knowing someone is there for support when needed
- Having somebody I can go and speak with academically and personally. I know I am not alone and have support to develop and further my education at university
- It's really nice to have someone you can go to, to talk about anything, even if it's not academic based
- Always here for help and can get answers to questions easily
- The ability to talk in confidence about personal issues without judgement and to provide sound counsel, advice and guidance
- the one to one guidance
- Reassuring and approachable. Finds out answers/information on my behalf
- regular meetings
- Having someone to go to at any time who can either help or direct me where to get help from
- It is very good, PAT's are approachable and friendly
- Personal time-which I haven't been able to have yet
- Knowing there was someone I could discuss personal issues with was very reassuring
- Knowing you have someone to talk too at need
- To have someone there if needed that you can contact about any issues that come up
- Having a tutor there who has the time to help and support when you need it and you know you can rely on them
- Always there for any problems you have
- I never used it but I guess it'd be everyone has at least someone they know they can reach out to and that's powerful
- It's one-to-one so my PAT can focus on me, my targets, give support etc. in the meetings rather it being a group meeting. With group meetings tutors can't necessarily give you all the time and attention but by doing it with just me and the tutor I am able to talk through things in confidence
- Being able to go somewhere for personal guidance
- Support and knowing that I have someone to turn to if needed
- Nice to know who to talk to for support
- That someone is always there if you need guidance or support
- The availability of my PAT when issues arise and when I am concerned about academic and personal matters - I know that she is very happy to listen and try and support me in any way she can. I can ask for advice, and it is given freely and with concern for me and my academic journey
- Someone to talk to
- Having someone to contact even if they can't help, they know who to send you to
- My tutor encourages me to meet her even if I do not have any problems or issues
- Provides a Point of contact
- Having meetings with no problems- so we have an understanding of where I'm at as a student, and what I can do to improve

- The fact that students don't always know what right person to go to for certain things and having a PAT is reassuring knowing that there's always someone there to guide you (to an extent obviously)
- I value the personal touch to which it creates with the uni. Allowing you to have a port of call for all issues and to talk things through. They are very much a signpost as if you are unaware where to go they will assist in every way possible
- I think it's really good, so if you need to speak to someone then they're there for you, both academically and on a personal level
- Able to have someone to talk to. Helpful advice and guidance. Someone to get in touch with if you have a problem
- Good way to touch base and make sure you're going in the right direction
- having one person who is constant
- I think it does and can help students to meet with a member of staff on a regular basis or when required to discuss any issues they may have. It's an opportunity to get advice and support
- I'd say I value the personability of my PAT, making me more comfortable to discuss what I'm feeling
- Having someone there to talk to if i have any issues
- That i have one allocated person to be able to go to whenever i need any assistance
- I can go with any problems that I have
- One to one readily available support for ALL my concerns, academic and other personal matters that impact my studies
- One to one support
- An assigned person to go to when problems arise. Better than having a list of different people to contact
- Having someone who teaches on our course who knows us, and can assist in any way across our degree
- It is good that you have somebody to go to for support, but I would prefer to go the lecturer
- It's good to know exactly which member of staff to go to if you experience any problems
- They're extremely approachable and it is easy to get in contact with your PAT as they tend to be a lecturer of your course
- I really value the link PAT because they take time to see me in practice and therefore any issues that I might have are dealt with timeously
- Having someone who knows the system and can offer advice on every aspect of the course outside of pre-arranged meetings
- Opportunity to discuss things in person
- Knowing that there is someone there if I need advice or am struggling on the course
- Really great to have a point of contact who can follow your own personal journey especially being a mature post grad student
- That there is always one individual that you know you can contact no matter what the issue
- The opportunity to discuss my own personal experience of the course and to build a relationship outside of the assessment system
- The personal contact which is very important, the way he provided feedback
- Being about to have a 1 on 1 conversation with my PAT and discussing any issues I may have

- The pat system allows 1:1 support
- Having someone to talk to when I need it
- Having someone you know you can talk to whenever you need them
- That they are always on hand to support you if needed
- If you have any issues or need any sort of guidance, you know that you can go to someone. Even if you don't use them all the time, it's nice to know that there is somebody you can go to if you ever need to
- If support or assistance is required I would contact my PAT in the first instance
- Being (Confidence) able to talk about my progress on the course and a general friend to help motivate me for future progression
- one-to-one support when needed
- Interest in how we are doing in our course, help available
- Having someone to go to that knows you a bit better
- The support is very individual based on your own circumstances
- I think it is a great idea to have somebody for support but they are not always necessarily available
- That it is available
- If any issues occur I have someone to go to directly and not go through a channel of tutors
- Knowing there is someone there for support who knows you and gets to know your background
- That they listen to you and remember what you have previously said
- That I know someone will be available to answer my questions as I feel that without this the course would be very disorganised and most people would not know what they were required to do
- A point of contact is important when you are part time
- That I have a 'go-to' person for everything
- The one-to-one approach
- That there was someone there who could provide advice if I ever needed anything
- They are available for whenever you need them and for whatever you may need them for
- A chance to discuss issues with someone else who shows some care
- The knowledge that there is someone to support you
- They're there if and when you need them
- Being able to have a point of contact with the university throughout placement if needed. Being able to review my progress and steps needed to take to get achieve targets
- To have individual help and advice. To be able to build a professional relationship so that your PAT knows you and you aren't jumping from one person to another who has no idea who you are or what you are about
- The opportunity to discuss my placements with someone who knows
- I find it useful to have someone to turn to when I am having difficulties with completing coursework due to my medical conditions and to have an advocate when dealing with module leaders, etc
- the fact that PAT is someone who is not teaching me but still can help me with my studies via his experience with university studies and his different perspective on the studies subject
- The fact there is support out there if you are struggling with coursework and/or deadlines

- Someone who is there for me
- The confidentiality, being able to talk to them about your problems in a safe environment
- Individual too talk to about anything on course
- The one on one time, where you can relax and discuss what might be the best academic move for myself and how I might be able to achieve it
- An advice or support to seek if necessary
- You can ask questions that are specific to you and make things clear
- Having someone to approach when I need help both academically and personally
- Is an important to know who to get advice from some who will know a bit more about you not only the Academic but personal
- Always having someone to go to
- The ability to have 1:1 time and discuss development
- Just the support of a member of staff, and knowing who to turn to when getting stressed or behind
- An official outlet of someone to talk to about issues
- that you always have a go to person that can be a friend when you need it
- Knowing that I have a specialist to talk too academically if I need support
- They are there is you need them and that is really important. You may not need them but it is good to have a process in place as post graduate study can be very stressful
- Knowing that XXX is always there and can answer any questions or concerns is very reassuring. At PG level, I am a mostly independent learner, but it's always good to know that the team are there
- PAT is there to give support at any given situation
- Personal advice from someone who knows me well
- Having an allocated contact which is extremely important during this course
- It's great to know someone is interested in how you are feeling and is there to support you
- If you need someone whether personal or academic they are usually there and a great support mechanism
- You know you've got a designated person
- That someone is there to talk to and help with academic and personal problems that affect my work
- Opportunity to talk about a range of things relating to my course with someone who has got to know me well
- Meetings to fit around availability as much as possible
- The ability to talk one-to-one in order to analyse my personal progress, then set out the next steps together
- having someone that knows you well, on an academic level

### Issues

- Nothing. Have only seen my PAT twice this year and haven't heard from him since
- It works in Education not in Business
- I have had a negative experience relating to my PAT, she didn't turn up for a planned meeting and I haven't heard from her since! So I see no value in the system at all
- I'm not sure that all tutor are suitable to be a PAT

- I have no experience of it
- Only met them once - so nothing
- Well I can't comment as I have had little support from my PAT
- I ONLY MET WITH MY PAT DURING WELCOME WEEK AND THAT WAS IT
- They seem to be useless
- I had only one meeting with my PAT and that was a group meeting so can't make any compassion
- Well I have only had one meeting when I first started at the uni but never heard anything since. I guess she might be available if I needed her but otherwise I haven't experienced anything valuable yet
- Having a pat that isn't knocking you back every time you see him... hence why I never attend his classes now... have I been model student... no... but the 2nd time I ever asked him a question during question time he refused to help forcing me to become childlike and storming out never to speak to him again... sorry but pat shouldn't be professionals that clearly hate where they are at in life
- I have had hardly any involvement with my PAT
- This has totally failed. The tutor has never been available, does not reply to emails and I have been completely left to my own devices. I have never been contacted by or met with my PAT in any formal sense
- My PAT is off-site so I have nothing to value because I can't go to them whenever I want, email isn't the same
- If it works it will help students to progress. But I had no support from my tutors side
- It is nice to have a named person but we only had 2 meetings quite near the beginning of the course and none since. I think our meetings are based around our placements
- I have only had one PAT meeting this year, the first since I started in 2014. I failed my first year and struggled in my second, neither year did I know, nor was I informed who my PAT was. My PAT never attempted to contact me
- I would value it if I felt my PAT had any interest in me but I don't think she does. It would be good to feel supported by her but I don't find her approachable
- I think it's good. But student should get more support from their PAT. Some tutors seem too busy for students
- I really like the PAT system, however, mine is unapproachable and I have replayed on my Link tutor
- I cannot comment at this stage as I am yet to see my new PAT

#### Praise

- Our PAT tutor XXX works very hard to make sure she sees us throughout the week and checks us progress regularly and it is really effective as she constantly pushes you to always do better
- XXX is my PAT for podiatry, she is amazing and always makes you feel motivated
- Very modern efficient and easy to use
- Fantastic Experience
- Genuine caring from all members of the team
- Communication and versatility



- An issue addressed is treated with interest and patience. XXX really cares about the student development
- I feel like when talking to my PAT, he really cares about me, my health and wellbeing. As well as wanting me to reach the highest point I am able to go
- Personalised feedback and advice on where and how to improve or tips on reading materials
- Feedback and response time
- Individual approach, welcoming atmosphere, helpful environment, understanding and caring personality, practicality considering academic skills development
- I built a relationship with them that follows me throughout the three years I'm at university. Doing a children's nursing course I feel like I need that someone to talk to when I have concerns or when times get tough. My pat has always been there for me and I don't know how I would of got through the two current years without her
- The PAT system and idea will be very good if you can have dedicated one and they will have time to meet with you if you are having problems
- PAT system is very important and even more when it does not happen
- XXX has been exceptionally supportive throughout my year so far. Without his support and motivation I would have found it very difficult. Having someone who believes in me and my ability has been invaluable
- My PAT (XXX) is a highly experienced professional from the sector in which I will be working. His direction and support have been excellent
- Safe, confidential place to talk to an honest trustworthy individual. I would be lost without my PAT, both with academic and personal life. They listen and understand! Truly amazing!
- XXX not only wonderful tutor also mentor and guldens. I can always pop in to see her if I needed. She always stops and have chat with us at Naseby. I felt welcome at Northampton University because of kindness. Thanks XXX

## 5.2 Any further comments about the PAT system? (n=288)

### Praise

- My PAT has been fantastic, very helpful, professional and supportive. He has helped set and guide targets to support my progression as a teacher and I feel he has good knowledge of the course and of the teaching profession
- My PAT XXX is a great example of what a pat should be
- My PAT is very good at supporting students with their academic skills and experiences
- It has been so amazing and beneficial to have a personal tutor that is supportive and understanding. That I know I can go to if I need help
- I joined the programme in the second year through the APEL module. I have spoken with my PAT via phone and email and he has been very helpful regarding any issues I have raised
- My personal tutor was and is very supportive. I am very pleased to have him as my tutor
- My PAT tutor works very hard to ensure I am always working to where I should be and helps me develop if I am not. It is great having a PAT as passionate as it really encourages you to want to do even better and work harder all the time. XXX is always around to chat and give advice when it's needed and boosts moral on the course
- XXX is always there if anything is wrong either work related or personally
- XXX has been fantastic, offering support throughout my course academically and on placement. I feel very well supported through my studies
- Thank you so much XXX, your help was highly appreciated

- It's helpful helps to get things in the open, great to go over things you don't understand, you get more of an understanding after and if not you can go back more times
- My PAT really helped me with deciding on how to proceed with my studies when other members of academic staff were not helpful at all XXX really reassured me
- His a brilliant tutor and pat and glad I have him
- XXX has been a great PAT and has been really supportive throughout. She has helped and supported me to become more confident throughout my training. If I ever email for support or clarification I usually receive a reply within 24 hours which really makes a difference
- I am really pleased with my PAT
- Almost don't meet enough with my PAT - exceptionally helpful
- It's been an intriguing journey so far and I have really enjoyed every step of the journey. I have had extensive support from my PAT during a very difficult period
- XXX is ace
- I have really appreciated my PAT and gone to him a few times and he's helped me where possible
- XXX is great
- Very approachable and supportive
- Can be invaluable when there are challenges ... Helps with motivation
- As much as it is important to have a PAT and know exactly who to turn to first, I must also say that the English department are very supportive as a whole. XXX has been my module leader this term and she has been particularly supportive and helpful, so the combination of XXX and XXX's support and encouragement has been very beneficial to me. It's great to know that the whole team are there for me, not just the one PAT
- Just started with XXX as my PAT this year, last year I had XXX who has now left but so far in comparison XXX is better, he replies to emails quicker, is able to help if I have concerns etc and has met with my during my most recent placement
- I would never off made it this year without her support. You would never know if she was snowed under as she makes you feel like you are the most important student there. she is concerned with our welfare too, and always happy to offer advice. she is always so happy, and it is clear that she wants us all to reach our goal
- PAT has been in contact via emailed and offered a meeting face to face should I ever require it, not felt the need for this meeting yet this year though
- my personal Tutor is fantastic as she supported me when i was unwell
- Very professional and supportive
- XXX has been fantastic, I can't show enough appreciation
- My PAT XXX is extraordinary she always has time for me even when she is snowed under with work, she's helped me through so much with uni and the move away from home , not being close to home was tough for me and I have had many factors effect me while being here since October . Being in hospital Prior to coming for an emergency operation and also whilst here being extremely ill with my own Health . Going through family deaths and also with other factors including death threats she has assisted not only with my uni work but personal wellbeing and pastoral care. She really is a huge credit to the university
- I am doing a distance learning course so I have only ever chatted on Skype to XXX which is fine as I don't attend the university. He is available to help whenever I have asked
- I am extremely pleased with my personal tutor. I feel supported not only academically but also personally at every stage of my personal development. My tutor makes me feel relaxed during the tutorial and therefore I do absorb the necessary information without feeling under pressure. It is very easy to contact my personal tutor at the times I need some support. I could not be more thankful

- I would like to take this moment to praise my tutor as a whole. She is very professional in her mannerisms, however has the ability to show empathy when it is due. In the pat meetings, she thoroughly goes through each module discussing how it has been and what I could possibly do to improve my grades. I can't stress enough how good she is not only as a tutor but as a lecturer as well. She is organised, fair, and engages with the class very well. Overall, she is the perfect lecturer/tutor, all lecturers should aim to be at her standard
- My PAT has always been supportive and very good with communicating with myself
- Having a Personal Tutor and also an excellent Module Leader has made Distance Learning a lot easier than what I expected. I am a very self-motivated person, but Distance Learning is a first experience. The constructive feedback and innovative methods from my Tutor and Module Leader to stay in communication and provide assistance has helped me progress in my Studies with very little difficulty. The study aids and advice through the NILE, chat groups, skype and even WApp has broken all barriers of maintaining a link my my Tutor and Module Leader. But all credit should be to them for being enthusiastic about their students and supportive beyond expectancy
- As this was the first year that history and the foundation framework had been combined, there was an issue with getting me correctly integrated into the NILE system for my history tutors at the beginning of the year. This process was made easier to rectify with the ability to meet with my PAT on a regular basis
- My personal tutor is a lecturer that I frequently see during lectures, workshops & seminars. Whilst I have not had any formal meetings with her in second year, she is available to speak to during these contact sessions and I am very happy with this
- I have had support from all my module tutors and program academic support staff especially XXX. He is an asset to the program. The open door policy is excellent and all the members of the program are very welcoming and helpfully
- XXX is a responsible and respectable individual who is very passionate about how his student learn and takes matters into his own hands to make sure facilities, resources and tutors are available at all times
- My PAT has been there for me not only by email, over the phone but also in person. She has given me great support that I have really needed and I have always felt I could approach her with any problem
- My PAT has been excellent- I feel very well supported by her. She responds to my concerns and answers my questions promptly and she is always willing to make time for me. I feel as if she is always in the background watching my progress and supporting me in any way she can. Thank you XXX
- My personal tutor has been invaluable and amazing. She very much understands the processes, pressures and issues that can be and are encountered
- Couldn't have asked for better support! I really appreciate how approachable and supportive XXX is
- XXX has been a great support to me during my course and has offered advice on all manner of things linked to my course and has also been a valuable source of knowledge for my future career because of his background
- My Personal tutor is XXX. He is extremely helpful, supporting and positive every time we meet. During placement visits XXX makes me feel very at home and not nervous in the slightest. When I have any worries or concerns XXX would be the first person I feel I can talk to. He is such a genuine person and brilliant as a PAT
- XXX was a great personal tutor, although I didn't arrange to meet with him we always knew he'd be there if needed
- I think personal tutoring is really beneficial for students
- Only had one session during welcome week as I didn't need further support but it's a decent structure to have in place, certainly doesn't do any harm

- Very important to have!, I think one or two organised PAT meetings a term are sufficient
- At present we have not managed to have a face to face meeting due to my homelife commitments and staff illness etc. However, XXX teaches me each week and promptly answers any questions I have via email and reminds me constantly that we need a meeting. However, a windows of opportunity has not a risen where we can schedule a meeting. This I feel is not an issue as I feel very well supported , I studied with the OU before, so I am use to having email support etc
- As I am on a distance learning course my PAT keeps regular contact with me by email and knowing he is there to provide support when required is invaluable
- Personal tutoring is an essential and effective part of being on a university course. It alleviates concerns and problems before they have a chance to engulf your confidence, study time and academic success Thank you to my PAT for helping me settle in at University and being there to help when I have needed pastoral support even with your busy schedule. It is most appreciated
- I think it's essential for every student to have a one to one w their personal tutor
- Necessary and valuable especially in 1st year when new to Uni and to course structure Tutors can guide and encourage, actions that can make all the difference to a student
- I appreciate to have somebody to talk about (mostly) academic stuff
- My PAT helped me every time I needed, we communicated through email
- My PAT is very friendly and helped me within my first week. If I wanted to talk to him I know how to get in touch and think I could arrange a meeting quickly
- XXX couldn't be better – she responds quickly and she is full of amazing ideas to help me with my dissertation
- I think that the PAT system is good and effective. More regular meetings would be good
- I wish I had XXX beginning of the year when I requested. I resume as a late comer it took bit of time for team to arrange personal tutor for me. But I am glad that, that person was XXX.
- Mostly my experience was very positive and I felt like the meetings with my PAT were productive. At times I felt like my tutor was a little unaware of other course requirements e.g. Assignment deadlines and sometimes did not seem to understand the struggle with placement expectations versus university expectations particularly with paperwork. Unfortunately I felt as though my tutor perhaps did not fully support me when ill during my last week of placement along with the aspect that I had been meeting with a counsellor at the university weekly alongside placement. My PAT spoke to my course leader about me being unable to take positive praise or feedback well however I think there was a misunderstanding of the pressure I was under and this added to the pressure when my course leader then spoke to me about my lack of commitment to the course
- My PAT is generally helpful and knowledgeable about the course and the requirements. However as there is little consistency in how much the PATs know, some students get less information and help and then feel this is unfair
- Personal tutoring is good source of ready support to students
- I think is very good to have personal tutor. In case of any enquiries (e.g personal or financial problems) it is a very helpful to know that there is a support from my PAT. I think it also puts less pressure on students
- I have not met my PT but we always communicate by email and telephone as and when need arises. I get whatever help I need and I am therefore okay
- Brilliant tutor very helpful and knowledgeable in his field
- I have just e-mailed my PAT with some inquiries and gave me helpful feedback
- I feel my PAT is very helpful
- He is a really nice man who does his best to help
- I find the PAT ready to listen to you and is someone you can relate to and seek help from

- Its very necessary for a student to achieve their highest potential. My PAT has supported me in various situations even at a time when I felt like giving up - he motivated me and helped me to make wise decisions. I m back on my feet now ready to carry on and work as hard as ever
- Personal Tutors should continually engage students Academically and proffer genuine advices were necessary. However , My Personal tutor is XXX and she is a very nice person
- It is a good way to maintain communication between the students and staff. Engages students in decision making. Helps to achieve joined aims that satisfy both, tutors and students
- My personal tutor has been brilliant. Whenever I have a problem or a question about something, my PAT is nearly always available to support me
- I think personal tutoring is very important especially during the first year as student where you are taught everything you need to know during the first few weeks at Uni and it becomes confusing. Personal tutoring then comes in handy in explaining them as we go along. They have a vast experience in the field and really good to help
- I feel that is very useful. the PAT is a more personal to yourself then as a group and I feel that if I was to have any problems that I could go to my PAT at any time for help or support
- Jane has been wonderful in supporting me myself and my cohort with both personal and academic issues. The PAT is a good system and wish it was promoted more at the start of the university experience and each academic year
- XXX is helpful and always is able to assist me with my questions
- My PAT is very proactive and contacts us via email asking if we have any problems
- I believe my PAT has made a difference because of her knowledge, experience and warmth. She has been committed and clear. I see her as a role model
- It has been invaluable to me when I needed support
- I feel that it has made a great difference to me and has helped me stay the course and overcome difficulties. I feel listened to and supported in a way that is not possible as one of a crowd where the most outspoken dominate proceedings
- XXX is extremely supportive. I regard myself as extremely lucky to be working with him on my PhD
- Both my PAT's have been very supportive. (XXX and XXX)
- I am thankful for the support

### Lack of Engagement

- No comments - not had a meeting yet
- Never been in contact with my personal tutor
- I was not given a personal tutor until this afternoon. This is the first time I have had one in my two years of study. The program is awful and neglects joint honours students completely
- Need more frequent meetings and contact
- Very little contact with my PAT this year. Only met with him twice, one at the beginning of the year and one at the end of my placement before Christmas. Haven't heard from him since
- In my first year, I only had 3 one to one meetings, this year not only was the one to one aspect removed, the meetings themselves never took place, in other universities tutorials are something that happen every 2 weeks, it's pathetic really
- We have not seen our tutor this year nor have we had any support from other lecturers
- I tried to arrange a meeting with my tutor at the beginning of this year, however none of my emails were answered
- Had no communication from my PAT all year, which I don't think should be right. It's hard to reach out for support if you've not had an initial introduction

- I don't know who is my personal tutor as I haven't received any information about it
- I never knew who my personal tutor is. It was never announced and I do not know the role or what to expect from them
- I have received no help from my personal tutor
- Non-Existent. Lack of Support. Failure to respond to emails constantly. Overall extremely poor experience and no value for the money I have paid on the course
- I haven't had a single tutor meeting since I started at the university. I'm not entirely sure who my tutor is for this year
- I did not know about the PAT scheme
- Have not used for PAT for anything
- Haven't found it that useful due to only ever having one PAT meeting at the beginning of my first year and never seen them since
- I came to know about my personal tutor when my course was about to finish
- I have not been assigned a tutor or have not been informed of who my tutor is
- I would like my PAT to be more accessible and supportive
- Unfortunately my year group are struggling with the lack of engagement and clarity of expectations from our PAT tutor
- Not had any meetings with my PAT and I have no lessons with him either, so I do not feel I could approach with issues as I do not have a rapport with him which I feel is important. I usually speak to the module leader with any issues
- PAT are a great idea if implemented properly, but considering that I've only met mine once - half way through 1st year - and haven't heard from her since, not even on the NILE site she created, it's obvious that's not happening. PATs need to be more proactive about letting students know who they are and how to contact them
- I can't say I find the system very helpful as we very rarely meet. Due to this I feel like my PAT is making little impact on my education and if I didn't have one it wouldn't really make a difference to my education. Despite this I feel like the scheme could be effective if we met with the PATs maybe once each term for them to really understand how we are doing at university.
- Not had any contact with the tutor
- As there was problems with the admissions I started the course a month late so I do not know who my PAT is, i was never contacted about it
- I have only had one meeting with my PAT this year on a one to one basis so I would have liked to have had more
- I've been studying at the University for the past 6 years and have never had a meeting with a PAT. This partly explains why the University is somewhere near the bottom of the Uni. league tables
- Never had the tutor try to contact me for a meeting at the start of the academic year. Was never provide any contact information for my tutor, after speaking to many other students on my course I found that they were in the same boat. I think a tutor in really crucial and I was so disappointed and underwhelm by the university
- I don't have a PT
- I think it would be nice to have more meetings with my PAT as I have met up with her twice and they were near the beginning of my uni experience. I believe as time goes on during uni your goals and targets do change so meeting maybe in the beginning, middle and end of the year would be beneficial
- Only had one need more then one throughout the year
- This whole time I've been struggling with my grades and didn't know someone could help

- Met at first during the beginning of my first year but haven't met since. Not really had problems to discuss but don't feel comfortable approaching them as the reason why we probably haven't had another meeting is due to them being busy
- I have never met my tutor. In year one he had a group session in welcome week because he couldn't be bothered to have individual meetings. He probably doesn't know I exist
- This is the first time I have heard of the personal tutor
- Personal tutor is not supportive at all. I never see her never get any reply back when I need her support
- I have no idea who my tutor is, no one on my course had met with one either. The scheme doesn't really exist
- Firstly, I was not informed about who my personal tutor is, neither have I had anyone contact me about being my PAT. Can this be improved and looked at, to make sure every student is awarded a PAT
- I honestly don't see the point of them... they are either always on holiday or too busy to arrange a meeting
- I had no idea that I had a PAT until I received this survey. I couldn't say for certain whether any correspondence I have received from the university mentions this service. Probably of more use to undergraduates, as I would approach any tutor directly if I had a problem
- She didn't do any help really, literally nothing. Some PAT meetings with her were just to have as a part of the job
- I have not found that having a personal tutor helps. I have emailed in the past and not received a response. I tend to just go to workshop tutors if I need help
- I don't believe I have a personal tutor allocated to me
- Have not met with personal tutor, only at welcome week
- I've never heard of the scheme
- I like the idea of knowing that I can contact my personal tutor but because I've only had the initial meeting with my PAT, I'd probably talk to my individual lectures first
- Mils is the lead for my course and we have been in touch via email. I will be assigned a PAT once I commence the next phase of the course
  - It would be good if there were more frequent meetings.
  - It would be great if the staff were allocated enough time to do it - From what I can see - which is admittedly little- they are over-allocated and everyone is losing out. My tutors - the same people - are meeting me in evening hours to help- so I am very appreciative of their efforts - but there seems to be something wrong with the overall system and tutor resourcing
  - Not sure if PAT and research supervisors are the same thing. If so, I am very happy with the support I get from my supervisors. If not, I have not (to my knowledge) been allocated a PAT and I am just about to start my 4th year
  - Wish we had more sessions with PAT
  - I am unaware of the service and what it offers
  - I was not aware that personal tutoring was available and have only spoken to course lecturers and other students on my course
  - I have only met once with my PAT briefly and haven't heard from her at all since... the meeting was around the end of first time, but this is the only time a meeting has been arranged by the PAT, she said there would be follow up meetings to help us with specific subjects that we asked for help on, but I never heard anything
  - I have never personally heard from my personal tutor and do not feel as though I've been supported in any way, I am not happy with my PAT and feel that she didn't do anything to help us get used to university

- I've only met my tutor once in a group meeting so I haven't actually had a 1 to 1 meeting since starting uni in September
- I wasn't assigned one and if I did have one they have not reached out to me
- Never seen him he won't even know my name
- I don't even know who my tutor is let alone had any form of contact from them. My whole course is extremely unorganised and I am very dissatisfied
- I have no idea who my PAT is
- I don't know what are personnel tutor help becoz i havent got any idea and he dont care to meet or introduce himself and give us sime ideas. What he is there for us
- I am pretty sure my pat cannot remember who I am
- Overall I have been very happy with my PAT; however, recently I found it difficult to get engagement from my PAT following difficulties experienced whilst on placement, and am left feeling somewhat isolated by other members of staff. In fact, I am receiving far more support and advice from academic staff who have no formal tutoring connection with me, to the extent that I feel I can only connect with my PAT more formally than I have previously
- PATs should be far more engaged with their groups, contact them and make themselves available from the very start of the year
- I know nothing of a PAT
- I didn't get one
- I do not have a personal tutor; if I do I have not been informed
- I only met my PAT once in my first year. She doesn't communicate with us at all
- I do not know who or how to find out who my PAT is
- To my knowledge I have not been assigned a PAT
- I do not appear to have a PAT assigned to me
- I don't know who they are
- I haven't seen him as a personal tutor since the initial week. I honestly forgot the scheme even existed
- nobody on my course has a clue who their personal tutor is which is a joke as when we need help we don't have anyone to go to
- I tried to find out my PAT but had no luck and got told they would contact me but I haven't received anything
- I do not know who my personal tutor is but the course leader is always approachable

## Issues

- Not sure it worked in this case
- Tutors should be aware of students in their PAT groups and arrange at least one meeting per term and offer extra meetings if students feel the need
- Unfortunately every P. A. T I have had has left their post. I don't have a very positive experience of this at all
- He was not very good with my mental health. He also doesn't respond to emails and doesn't give much help if needed. Because of this I go to XXX instead
- My personal tutor left half way through the year and we never had meetings, new guy is great but has too much work as old tutor left abruptly, feel unsupported and have been struggling with my mental health but felt like there was nobody to tell that this was affecting my work
- It's pointless and unhelpful
- Having two personal tutors as being a joint honour student can be difficult
- As previously stated I don't feel my PAT is interested in me and do not find her approachable
- We don't need it. Sorry



- Tutor group too big-hindering one to one sessions
- Very helpful with any queries, however had no meetings only questions after lessons
- It's ok. Could be better. Not enjoying my course whatsoever at the minute and kind of wish I went to Nottingham Trent university instead to get a better education and to be on a more supportive and fun course
- My personal tutoring has not lived up to my expectations. The meetings have felt scripted, rushed and a lack of care has been palpable throughout. There has been no sense of a personal meeting, instead it felt as if it was a box ticking exercise. As such I would certainly not feel comfortable approaching my PAT if I had any issues, academic or personal
- When I started my course, i so much needed the support from PAT. I had sent an email asking for help to my PAT, but was completely ignored saying 'Not sure how he can help me' & was directed to my course leader...which was not much of help too. In fact response received is more scary, demotivating & not satisfactory. I still have issues & don't know whom to ask. Student centre is extremely unhelpful & say visit university website for whatever question we ask for. As a International student there no point if contact which takes you in confidence & help
- I feel PATs vary so much, however my PAT doesn't even know who I am and didn't want to help me with my assignments as she wasn't the marker
- I met with my PAT tutor once, he is also one of my lectures but I find him very uncaring and not helpful at all so I would not go to him with any issues I may have
- XXX recently took over from XXX after Christmas, I guess that he is my PAT because XXX was? XXX has little understanding and I believe he doesn't know that he is our go to, in general he's tutoring and teaching skills are poor and as a degree we have recently followed this up with a complaint to XXX
- I think it could be better when a student is off ill. Especially in Business
- Would like to meet more than once every time
- I had one group meeting with my PAT but have not had a meeting with her since. I have had a particularly awful time at Uni so far so could've done with some support. This was severely lacking unfortunately
- I APEL from MKUH so this is my first year at UoN I did email her as soon as I knew who must PAT was she did reply asking me about availability but I am still awaiting a reply this was over 3 weeks ago not the best start I suppose
- It's non existent. However, I would rather talk when I want to talk and talk to whoever I want to talk to rather than being assigned somebody
- It is very frustrating for me to get in contact with anyone to give me guidance on the course outline. The only time I get response, is when it relates to fees collection. I have sent several email to my program leader and have got not once reply. It is very discouraging
- Have yet to properly meet this person, do not know their name. Can you call this PAT as that stands for Portable Appliance Testing
- I connect better with a different tutor so i tend to see them about any issues i am having whether it be about uni or personal issues
- Lots of change to who peoples PATs were some due to staff leaving the university, other changes for unknown reasons. Very disruptive as many now don't have a relationship with there PAT. If I need my PAT I can contact them and they are always available to help but no scheduled meetings have been arranged that I know of
- I am not even sure of my tutors name. I did meet with her at the beginning of the year and I wrote her name down somewhere but where that is I don't know! I wouldn't even know how to find out her name. I have 3 young children and am constantly trying to win the battle of being a student and mum so just haven't had time to look into this. I have needed to contact her a few times as my attendance has been quite bad this term, owing to children's

illnesses and I am worried about this. But other than that I have had no need to speak to her, I am sure if I tried hard enough I would be able to find out her name

- It only works if the personal tutor knows who you are. I have met twice but haven't felt connected to my tutor at all. If I see them around campus they don't acknowledge me. It doesn't feel very personal. They are a good idea in theory but practically it needs more work
- My one and only tutorial with my personal tutor in autumn 2015 was a waste of my time. He asked for feedback on the course but became defensive when I offered some. There has been no sense that meeting with a personal tutor is important on the course, despite the rhetoric in the Course Handbook. My experience is not unusual for this course
- I have not heard anything from my personal academic tutor and I only found out who it was after asking repeatedly after 6 months of being at the university I am highly disappointed at the effort that has been made with regards to information
- though I arranged to meet with my PAT it didn't happen which was a shame as she placed great emphasis on getting to know one another in the two meetings we had in the first year as she said this would be a great help when applying for jobs. However I do feel let down by her as I arranged to meet with her and she failed to show and there was no conscious effort on her behalf to initiate any meeting; though I am aware the programme is more for students use when required it would be much appreciated for there to be a small continuous dialogue amongst PAT and students to discuss anything
- I was not made aware who my personal Tutor was. When I inquired, I was informed by XXX himself that one had not been assigned but one would be and I have not been given any further information since 2016
- I've had to miss exams due to illness, rather than helping me with my lecturers and offering advice he told me that there is nothing he could do or say, that he doesn't know where my tutors are and that I should talk to his boss Honor
- Last year it was good as it was a catch up, could ask questions and get to know your lecturers more. However this year I haven't had a meeting, XXX I haven't been lectured by this year and so haven't needed to see him and XXX retired so I wasn't given a new PAT, so I haven't really had one this year
- I asked my programme leader at the start of the year who my personal tutor was, as I had not been told. My programme leader was unsure if it was himself or someone else so I did not push the issue and have as such never seen or heard from anyone. This is poor when I compare it to my previous college experience where I had regular check ins with my personal tutor and felt well supported. I feel that the university is very much 'fend for yourself' with module tutors being the only people I would be able to ask for advice
- Completely pointless. If you require help the tutor of the subject is normally the best person to go to
- I feel that because it is such a large cohort there is not enough of a personal approach in the support provided
- I get on with every member of the Criminology teaching staff, therefore sometimes I am unsure who to turn to for support; If I am best to go directly to my PAT even if my issue is with another tutor/module
- Not helpful
- The course tutors were meant to assign us personal academic tutors, but for various reasons, the class didn't get one for ages. We were told they would split our class up into groups and we would be each allocated a personal tutor. They said we would have regular group sessions with the tutors, or we could request individual sessions. We were still waiting for a long time to hear who our tutors would be. The course leader was out of the country for a few weeks. A full 2 months into the course, we were still asking who our tutors were - the course leader then said it was him (for the whole class of 25) - no mention of any regular meetings, we would need to email him to make a prior booking and would need to specify in

the email what we needed to see him about. The experience delivered has been completely different to what was originally promised

- Didn't know how to book the appointment
- I have had 3 PATs in the space of 2 years, whilst my PAT was very helpful if I needed help or advice, they weren't aware that I was their student and I had never met them! However my new PAT i do know and has initiated a meeting
- I have had 4 PATs since starting university in September 2015
- PAT was only allocated 8 weeks into the course
- When tutors don't have time to meet, or have very specific time Windows it can be difficult for part time students to take full advantage of the system. Especially when lecture days don't build time in to do this

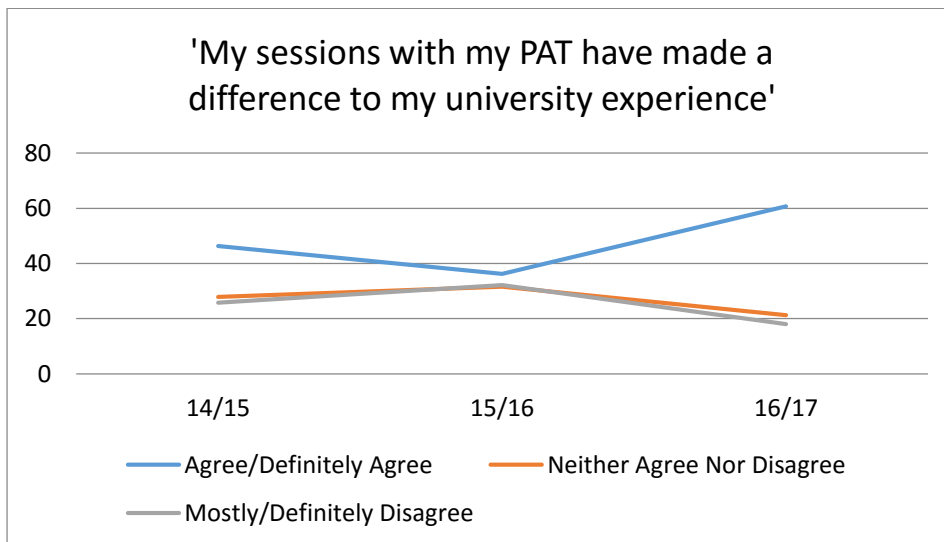
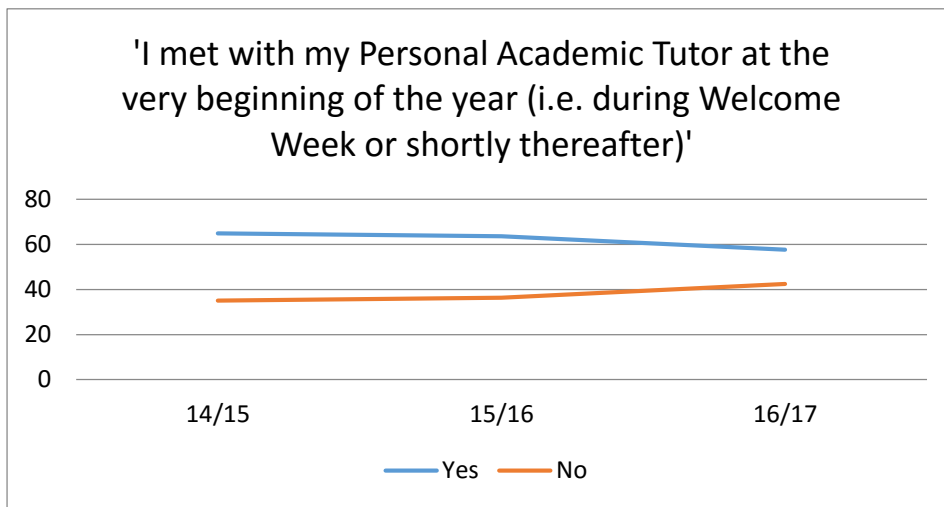
## Ideas

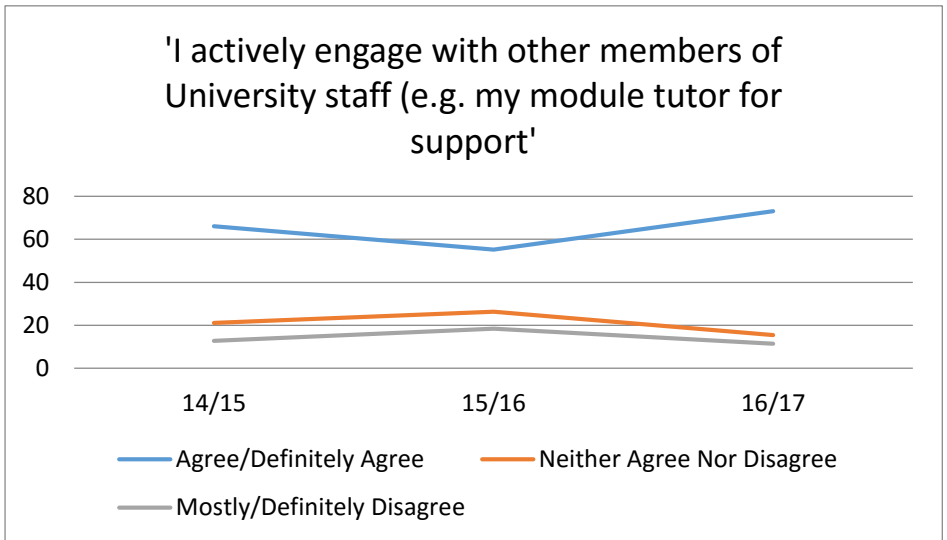
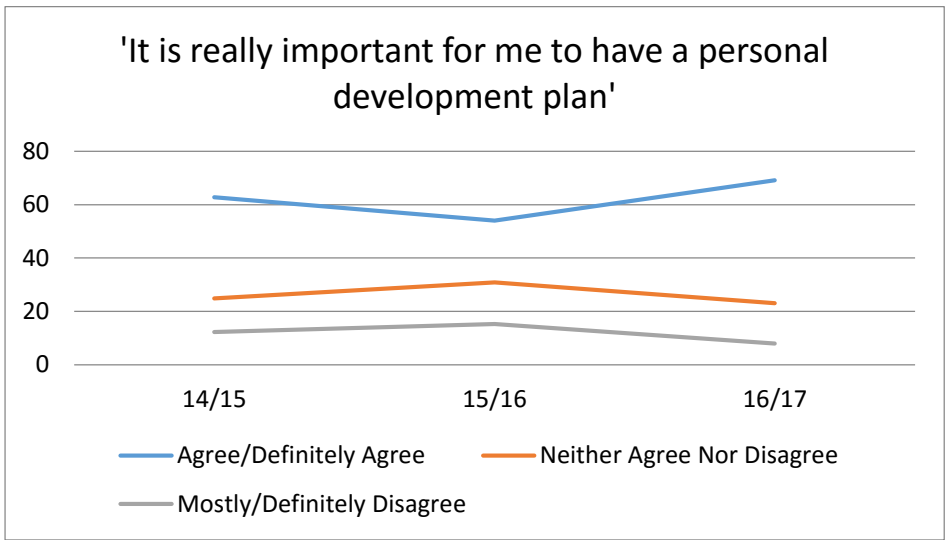
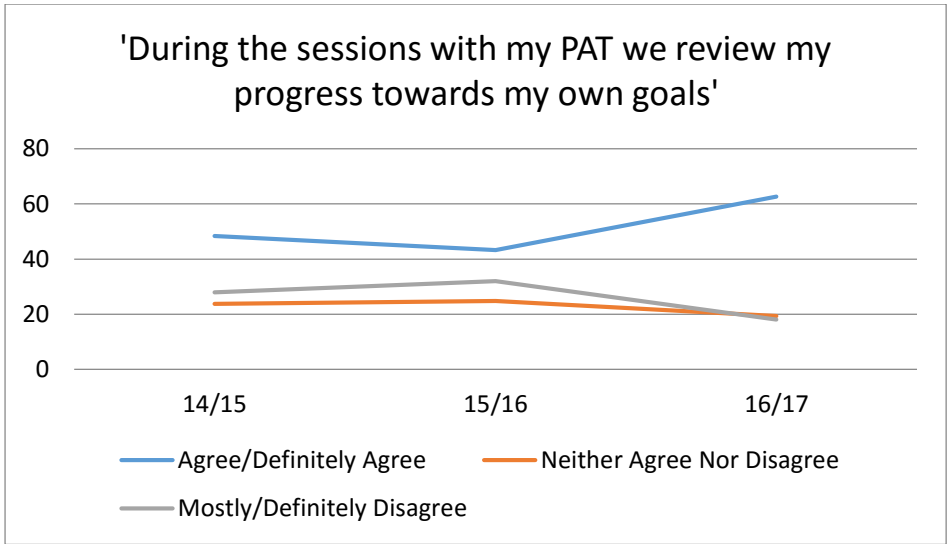
- It might be useful to let the students themselves choose their PATs in the second semester of their first year so they get the opportunity to get to know the tutors and see which one might suit them best
- PAT meetings should be a regular timetabled thing organised by the tutor to ensure progress and keep an eye on personal wellbeing
- I think there should be time during the week where the tutor group assigned to a tutor actually sit down and just chill or catch up and ask questions or something
- I think it should become mandatory for students to meet with tutors once a term as it will help both students and tutors know where they are at and offer help or support
- Strongly recommend seeing them, though I feel it should be mandatory for the first couple of weeks in each semester to round up progress and set new targets
- Would be satisfied with up to date information and ask us via email how we are getting on
- Feel like group tutorials more often could be helpful to discuss issues within the group or areas needing help
- I feel a bit unsure what my PAT is for...? as there is a tutor for each module to go to if needed
- I would like there to be more of a reason to go to personal tutor's as other services at the university seem to offer enough so it is difficult to know what to go to them for. It's also a difficult thing for students with anxiety i.e. Myself to get the courage to go to academic tutors and therefore it would be better to make compulsory meetings say every 2-3 months
- Having a drop in day when Pat is available for consultation/ to meet with students eg on the day we are in University. Pre-booking can be difficult especially when in placement
- Possibly have more regular meetings with tutor in order to discuss how module is going
- I believe there should be better arrangement when your own PAT is off on sick leave as I feel like the other lecturers might not understand me as well as my own PAT
- It would be very useful to have regular meetings
- Would like more group meetings with my PAT, so everyone can help each other as we're going along the three years
- It should be made mandatory to meet with your PAT primarily at the beginning and end of the academic year
- I believe the PAT is a good idea although not utilised enough by many students, sometimes hard to get meetings arranged more availability helpful
- I have had my pat change which I have had difficulty adjusting to due to circumstances , I feel is highly important to keep the PAT consistent for the three years
- I feel as though we as students should have a meeting with tutors once a term to review progress. I think that they should know about troubles i.e. family issues from our previous education and should offer support

- She is professional in terms of understanding what I am doing and how to direct me. But, I feel that I should have more support than what I had to get the maximum benefits of my study. (I am always trying to communicate with her but if I did not, she will not contact me ever)
- Necessary appointment with PAT at least once per term
- PATs should check on students via email from time to time, to find out how they are getting on. By doing so, students will feel confident and comfortable approaching them about their issues
- Possibly PAT should email to say if there are any issues, set up a meeting. If no support is needed, meetings are not useful
- Perhaps regular meetings would be more beneficial
- I wish to change my PAT for my remaining years at university. This is no reflection on the support I'm sure they can offer me. But my PAT doesn't in fact teach me, therefore I don't know them particularly well, and feel I would be more comfortable with a different PAT
- I think this is a vital part of Uni life and I intend to make more use of it in the future. For goodness sake don't get rid of it
- PAT meetings are very important and when they do not happen it is very difficult to identify another tutor in university who can offer support. Instead of making the role of a PAT compulsory they should be voluntary roles open to any tutor who is honestly willing to offer support
- I would prefer if we have more than one or two meetings with our PAT rather than only meeting up with them after every placement
- I think it would be better if my PAT had more involvement in my work and how to help me improve
- Whilst I know it is the student's responsibility to ask for help from personal tutors when needed, I think there should be scheduled times/ meetings at intervals in the year to sit with your PAT and discuss your progress and direction etc
- I suggest more regular interaction e.g. on mail for international students in Africa. My internet connectivity is largely very slow and this delays my studies a lot. A catch up on mail would suffice or sending me manual text books and I read
- Would prefer it if mentors also visited us on placements as moderating tutors as then in the review meeting we would know the complete context of the school

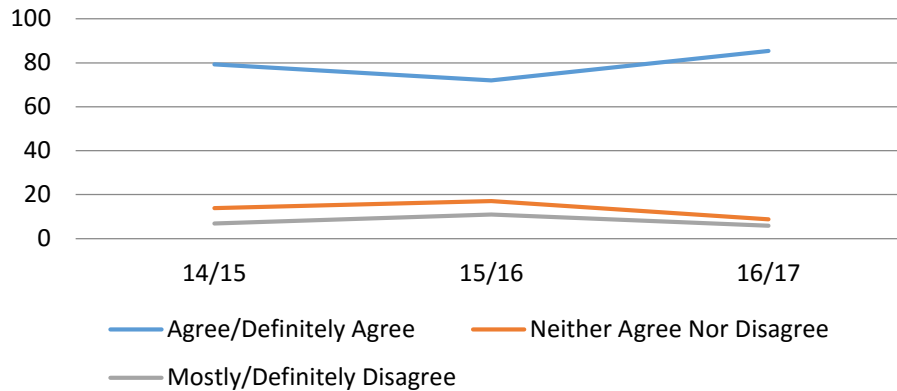
## Appendix 1: Three year trend data

The graphs in Appendix 1 show the trend data since 2014-2015. However, due to an error with the Likert Scale used for 2015-2016, there were only 4 options to choose from: Definitely agree, Neither agree nor disagree, Disagree, Definitely disagree. It should therefore be noted that the apparent marked increase in the 'Definitely agree' position for 2015-2016 is likely to be due to the fact that recipients only had one 'positive' option to choose from.

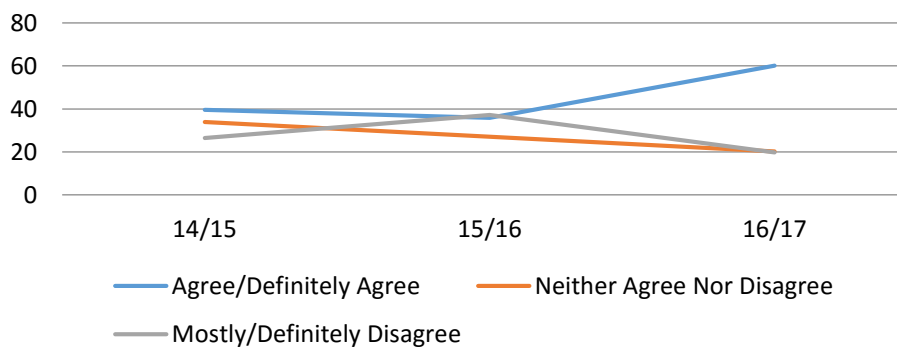




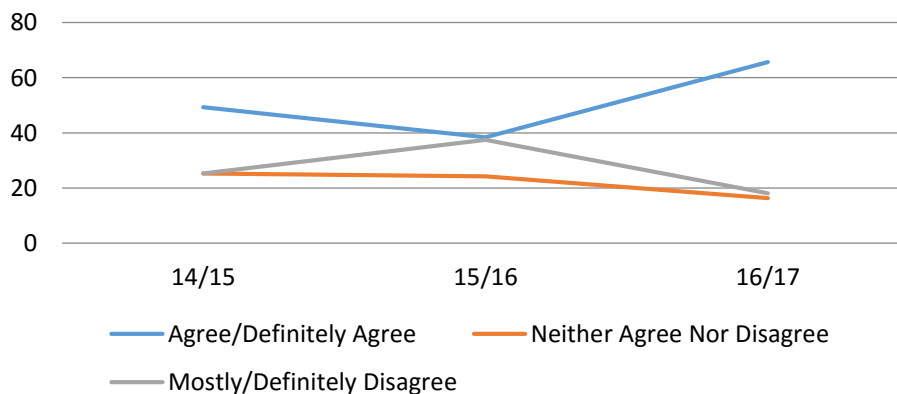
'I think it is really important for students to have a Personal Academic Tutor'



'I have been effectively supported in personal/pastoral issues by my Personal Academic Tutor'



'I have been effectively supported in academic matters by my Personal Academic Tutor'



# 'I have had some group meetings with my PAT and other students

