

Video Transcript

by Learning Service

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>> TONI: Okay, my name is Toni Bewley, I am one of the Senior Lecturers in the Faculty of Health and Social Care. I am a program lead for a bespoke program, students are generally students that have access to higher education through the widening participation route. So, they are first time and family members who have ever been to university and a lot of them work full-time, as well as access the final year of the top up.

Some arrive with additional needs some which are already diagnosed and again, perhaps up to fifteen percent undiagnosed. So, once they arrive here if it becomes clear and apparent that they have an additional needs for Learning Support then we access that, and on top of that we have students who study by distance, so accordingly I had to try and access every type of support that I could find that was available to support some of these students outside of the one day a week which is their teaching day.

So, it was basically what do we have that was in the university? I looked at lecture capture, I looked at Panopto. Which again, and has a great benefit for a lot of students, and that wasn't really enough for my students they needed the 1-2-1 contact with me, that they could ask me questions or they could put their work up on screen and I could look at it instantly and explain things to them in a much greater way than I could if it had been just via an email.

Collaborate I found very easy-to-use very easy-to-use, there were certain things that, that I couldn't do with it first of all, and by contacting Learning Services. Because, I did read the booklet, but it wasn't, I'm more, somebody that needs to and do something and be instructed, rather than reading a book.

I think that in 2017 the issues are completely different with the group of students that now access higher education. In 2009 the program was in the main delivered face-to-face. If you're in a situation that I was with students that, of course we need to offer equal access to all students, then I had to seek out ways of actually offering equal access, so I had to find the tool which suited me and the students.

Over the years the increase in communication methods from the students has moved from zero, to every potential mode from Panopto, to Collaborate, to academic Facebook groups...and Blackboard, and the students now can choose their learning style and what suits them, and again you know what's beneficial for their family life. If they want to speak to me when they're at home we preset the time and it suits them and it fits in with my work schedule.

End.