

ual:

Academic Support Digital Developer Background Information for Candidates, 2018/19



Central Saint Martins at Kings Cross

University of the Arts London is a world-leading university for teaching and research in the fields of arts, design and communication with a particular academic ethos based on its practice-led tradition. It consists of six colleges: Central Saint Martins, London College of Communication, London College of Fashion, Camberwell College of Arts, Chelsea College of Arts and Wimbledon College of Arts. The total student population is c19,000. Programmes of study are offered at FE, undergraduate and postgraduate level, plus the University has a vibrant research culture.

University level leadership for Academic Support is located within the Library and Student Support Services Directorate which is part of Academic Development and Services (ADS). Other departments within ADS include Student Marketing and Recruitment, Academic Registry, the University Awarding Body, FE Development and Quality Assurance, Outreach, the Teaching and Learning Exchange, Research Management and Administration, International Relations, University Central Planning Unit, Corporate Governance and Legal Services.

The Library and Student Support Services Directorate was formed in 2017 by bringing together Academic Support, International Student Experience (including Language Development), Library Services and Student Services to provide a joined-up and holistic approach to student support. Extensive academic liaison and student engagement underpins the ongoing development of all these offers. In particular the Academic Support teams work closely with colleagues across the University on college-based and university-wide initiatives associated with curriculum development, academic

enhancement and improving the student experience.

Academic Support is delivered by four College-based teams and one UAL-wide team, and aims to support students at all levels of study from pre-enrolment through to graduation.

Academic Support is tailored to the creative characteristics of UAL and its diverse student communities, and contributes to improving retention, continuation and attainment as well as student satisfaction. It is delivered through face-to-face activities such as tutorials, workshops and pop-up events as well as through Academic Support Online (ASO). ASO is a highly innovative multifunctional digital platform that is both a searchable resource bank for bespoke curated materials and a media channel for sharing viewpoints on approaches to learning. It also operates as a booking system for Academic Support events and a tutorial record system.

For a brief overview of Academic Support Online (c. 2018), please see our current demonstration video:

[Link to Academic Support Demonstration Video](#)

The popularity and impact of Academic Support has grown significantly in recent years. In 2017/18 c37% of UAL students engaged with Academic Support through attendance at tutorials or group-based activities. In turn, Academic Support Online received over 350,000 page views during 53,780 sessions by almost 20,000 users (staff and students).



Academic Support Online: overview of resources

The Strategy for Academic Support 2013-2016 was incorporated into the Library and Academic Support Strategy 2016-2022. Work is now underway to develop a Library and Student Support Strategy to reflect the new Directorate. This will align with the current University Strategy 2015-2022 and the new Academic Strategy 2018-2020, plus the Learning, Teaching and Enhancement Strategy and Research Strategy. In particular the Library and Student Support Strategy will respond to the Academic Strategy's aspiration to "provide students with integrated academic and pastoral support to enable the

development of creativity and resilience so they can fulfil their potential and get the best from their university experience”.

For further information on Academic Support see:

<https://www.arts.ac.uk/students/library-services/academic-support-and-research>

For the Library and Academic Support Strategy see:

https://issuu.com/artslondonlibraries/docs/ual-library_strategy-6_issuu

For the University Strategy see the UAL website: <https://www.arts.ac.uk/about-ual/strategy-and-governance/strategy>



Lego Serious Play Workshop delivered by the UAL-wide Team