The Academic Support Office (ASO) is part of Student & Academic Services, which also includes Careers and Placements, Student Services, Open Door and Disability and Colleges. The ASO plays an important role in helping to ensure that the University maintains its reputation for high quality teaching and learning. The Office is responsible for coordinating processes for assuring the quality of educational provision and for supporting a wide portfolio of activities aimed at enhancing teaching and learning practices.

In delivering these responsibilities, ASO staff work closely with the Pro-Vice-Chancellor for Teaching, Learning and Students, the University Teaching Committee, the Learning and Teaching Forum, the Standing Committee on Assessment, staff in academic and central departments, and student representatives.

The ASO has six teams:

- **E-Learning Development** (led by Richard Walker / Learning Enhancement (led by Cecilia Lowe) / **Academic Quality** (led by Jane Iddon) / **Academic Practice** (led by Duncan Jackson) / **CELT** (led by Paul Roberts) / and
- our **Administrative Support Team** (led by Julia Hampshire).

**Supporting programme and module design and development**

- We advise staff on the development of programmes and on the University’s formal processes for approving new/modified programmes and modules, to facilitate good practice and UTC approval (each department has a named contact in the Academic Quality Team).
- We advise staff who are considering collaboration with other institutions, including joint PhD programmes with European partners, and programmes delivered through the Erasmus Mundus scheme. These bring particular opportunities for staff and students, but also potential risks to the University. We
- quality assure all such provision.
- We work with programme and module leaders to explore aspects of design and delivery to ensure an outstanding learning experience for students. This includes advice on the adoption of the York Pedagogy.

We have wide-ranging expertise to help departments to enhance student learning through the use of online tools and resources including:

- e-learning: the E-Learning Development Team manages the University’s VLE, Yorkshare. The team works with staff
- across the University to develop e-learning and blended learning provision, and with departments to develop their strategies for technology-enhanced learning;
- distance learning;
- broadening the modes of teaching and learning, such as through in-class polling and online assessment;
- managing the Replay lecture recording service and promoting its pedagogic opportunities.

**Technology-enhanced learning support**
york.ac.uk/staff/teaching/support/technology

**Managing programmes and collaboration**
york.ac.uk/staff/teaching/procedure/programmes
Assessment and feedback

- We have particular expertise to help departments to develop their assessment and marking practices and to explore ways of enhancing the quality of feedback to students.
- We support facilities for e-assessment and online handling of assessed work, including provision of feedback.
- We provide both structured and informal opportunities for professional development:
  - Postgraduate Certificate in Academic Practice (PGCAP) and Postgraduate Certificate in Teaching and Supporting Learning in HE;
  - York Professional and Academic Development Scheme (YPAD);
  - Programme Leaders Course;
  - Scholarship of Teaching and Learning Network;
  - Technology enhanced learning workshops;
  - Workshops on a range of learning enhancement topics;
  - Learning and Teaching Forum: workshops, conference and magazine for sharing practice

Helping students to study effectively

We complement the support that is embedded in programmes and modules by:

- A programme of workshops and ‘transition’ resources including material specifically for international students.
- Working with departments on the development of online ‘transition’ resources for new undergraduate students.
- Delivering and developing the Academic Integrity tutorial in partnership with other colleagues.
- Project-managing the use of Turnitin software to support students formatively in developing awareness of academic integrity and good practice in academic writing.
- Running a Maths Skills Centre and a Writing Centre, with drop-in facilities and bookable appointments, to complement departmental provision.
- The Centres are open to all undergraduate and taught masters students seeking advice on maths and statistics, or on academic writing.

Developing your teaching

- We provide a range of learning and teaching projects on behalf of

University committees and groups

- We provide administrative support for the University Teaching Committee and its portfolio of work, Standing Committee on Assessment, HYMS Joint Senate Committee, and for related bodies such as the Learning and Teaching Forum, Postgraduate Taught Special Interest Group, Co-ordinating Group for Supplementary Programmes and the Distance Learning Forum.

Project work

- We manage an ongoing suite of learning and teaching projects on behalf of

Rewarding Teaching Excellence

- We help staff to achieve recognition for excellent teaching in a variety of ways: supporting the Vice-Chancellor’s Teaching Awards and helping staff to prepare nominations for the National Teaching Fellowship Scheme.

Reviews and visits

- We are committed to maintaining and enhancing the quality and experience of our programmes:
  - managing the cycle of Periodic Reviews, advising departments and panel members, and drafting reports on reviews for University Teaching Committee;
  - liaising with departments regarding the Annual Programme Review process;
  - the validation of programmes delivered by partner institutions;
  - taking a key role in analysing results from the National Student Survey, Postgraduate Taught Student Survey, and Postgraduate Research Experience Survey, working with departments to interpret the results and plan actions to address issues arising.
  - we monitor national developments relating to learning and teaching, such as requirements from the QAA and HEFCE, and support their evaluation and introduction as appropriate.

Project funding

- We project-manage funding schemes such as the Rapid Response Fund and the Learning and Teaching Strategic Projects Fund to which departments can bid to support curriculum development.
- We assist academic colleagues with bids for external funding for Learning and Teaching initiatives.

University Teaching Committee, such as the introduction of the York Pedagogy, and provide overall project-management support for the Learning and Teaching Strategy.