The Academic Support Office (ASO) contributes to the enhancement and quality assurance of learning and teaching across the University. We are primarily a staff-facing service but we provide a range of support directly for students, particularly in the area of academic skills.

We work closely with the Pro-Vice-Chancellor for Learning, Teaching and Students, the University Teaching Committee (UTC), the Learning and Teaching Forum, colleagues in academic and administrative departments, and students.

The ASO has five 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) / and our **Administrative Support Team** (led by Janet Barton).

### Technology-enhanced learning support

We have wide-ranging expertise to help departments to develop curricula 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.

### Managing programmes and collaboration

- 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.
Developing your teaching

- 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.

Support services for teaching

- We support the development of skills through a programme of workshops and ‘transition’ resources including material specifically for international students.
- We work with departments on the development of online ‘transition’ resources for new undergraduate students.
- We deliver and develop the Academic Integrity tutorial in partnership with other colleagues.
- We project-manage the use of Turnitin software to support students formatively in developing awareness of academic integrity and good practice in academic writing.
- We run 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.

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.

Developing your teaching

- 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

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.

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

University committees and groups

https://www.york.ac.uk/staff/teaching/contacts/committees/

Rewarding teaching excellence

https://www.york.ac.uk/staff/teaching/reward/

Reviews and visits

https://www.york.ac.uk/staff/teaching/procedure/review/

Developing your teaching

https://www.york.ac.uk/staff/teaching/develop/

Assessment and feedback

https://www.york.ac.uk/staff/teaching/assessment/feedback/

Support services for teaching

https://www.york.ac.uk/staff/teaching/support/funding/

Project funding

https://www.york.ac.uk/staff/teaching/support/funding/