Tutor Forum: 27 September 2023
Summary of points raised (not in priority order) in answer to the question: "How can we improve our support for new and experienced tutors?"

Points Raised
1. There is a need to help tutors structure and present their material for the class.
2. There is a need to help tutors manage any issues which may arise whilst classes are in session.
3. Tutors need to be made aware of the range of support available to them, including the mentoring system at the beginning. (Is buddying a better description?)
4. U3AC should subscribe to the software which adapts Apple computers using Keynote to PowerPoint/Microsoft. Free for education organisations but not individuals.
5. Get members of the class involved with the technology or in other ways to help with social interaction.
6. Having a co-organiser to deal with the Zoom element for a hybrid class should be encouraged.
7. The title of 'tutor' might be intimidating for some. Using other titles such as facilitator/co-ordinator for example might be a more representative description.
8. The phrase 'friendly but firm' is one which describes the role of the tutor and should be established right from the beginning.
9. There are serious reservations about the intellectual property of any archived tutor materials. Would need to be carefully managed.
10. Offer help to new tutors in the writing of their prospectus entry so that it reflects accurately what they will cover in a course and what level to which the course is aimed.
11. Publish teaching 'tips' from experienced tutors to help new ones.
12. Each new teacher to be assigned a mentor from the very start.
13. Make some YouTube video clips to help new tutors in addition to the help in the Tutor Handbook.
14. Make it clear where tutors should address any problems encountered in classes, ie to the U3AC office or to the CC.
15. Allow adequate time for questions, particularly for Zoom and hybrid courses.
16. Could those large waiting groups for 'non-talk' courses be offered the possibility of forming a new group, assuming that venues are available?
17. There should be a checklist of what is expected of a mentor.
18. It would be helpful to tutors to have a clearer idea of where they fit into the structure, contact and communication lines.
19. It is important to assist/guide tutors on communication with students, how and when is best to get in touch initially and then keep in touch.
20. Tutor Forums are part of the tutor support process.
21. There is the potential, albeit not very likely, for very similar courses to appear in the prospectus.
22. Is it possible for an official email list to be set up for each course, maintained by U3AC, so that the tutor can just send an email to 2023-course-code@u3ac.org.uk and this would be automatically be delivered to each student?
23. Could tutors be given their own webpage to create, edit and maintain for communication with students?