

# The Resident Tutor Service

## Requirements for an Online Organisation System

Martin Brain

University of Bath

February 14, 2006

**1** The Resident Tutor Service

**2** Online Organisation System

# Aims of the Resident Tutor Service

- Ensure residents health & safety
- Provide welfare support
- Keep discipline

# Staff

- About one RT per 100 students (varies with hall).
- Are also full time members of staff or postgraduate students.
- On call 6pm to 8am, one night a week and one weekend in four and holidays.
- Team is very diverse, distributed and generally very busy.

# Tasks

## Anything and Everything!

- Home sickness, social problems, relationship problems, ...
- Cooking, illness, fire safety, ...
- Alcohol problems, drugs, noise, violence, ...
- Mental health, emergencies, ...

# Colleagues

Thankfully we have some support:

- Security
- Housekeeping
- Residential Services

... and departments, AWARE, the international office, learning support, the SU, medical center, ...

1 The Resident Tutor Service

2 Online Organisation System

# The Current System

- Based on BLACKBOARD an e-learning system  
<http://www.blackboard.com/>
- Has greatly simplified a number of things
- But not ideal...

# Contents

- Documents - policy, guides, procedure, maps, etc.
- Information - Rotas, contact details, events calendars, posters, minutes, equipment logs, etc.
- Log books
- Ticket sales

# Other Things That Go via E-mail

- Meeting announcements
- News updates
- Some incident follow up
- Some organisation

# Users

At the moment...

- RTs
- SRTs
- Residential Services
- Security

# Challenges

- Confidentiality
- Ease of use
- Supporting a distributed team
- Maximising usage of time

# Questions?

Any questions?

This presentation was made using only Free Software