Digital tools to help students
The UCLL Student Tracking System

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A new UCLL-Student Track System

A UCLL-team of IT and Student support colleagues has developed an entirely new student track system (SVS) over the past two academic years.

Why? What are the goals?

- To develop an online Student Track System

- For more efficient support and coaching of each student
  - By providing all relevant coaching information to the student and his coaches
  - Not with another supplementary system, but through integration of the different existing systems in SVS
  - In order to have smoother procedures (referrals, internal appeals, etc.).

- An application for each UCLL-student and employee.
Study Programmes working with SVS

- **2019-2020: three pilot programmes**
  - Remedial Education
  - Office Management
  - Teacher training

- **2020-2021: all study programmes at**
  - Graduate level (5)
  - Bachelor level (6)
  - Banaba level (6)

Basic Principles (1)

In the development of SVS, all fundamental aspects of UCLL study and student support were integrated:

- SVS reflects all roles of our UCLL-Coaching continuum: student coach, track coach, language coach, etc.

- **Transparency**
  - student has an overview of all his individual coaches and thus finds the coach he needs very easily
  - student reads who has access to his individual data
Basic Principles (2)

- The student information is made accessible on a **need to know-basis** and **differs** according the coaching role that is fulfilled

- SVS enables **equal** student coaching across all study programmes in our university college

- SVS respects the UCLL-**deontological code**, developed for all coaches involved in study and student support
Basic Principles (3)

SVS = GDPR-proof

A lot of thinking about
- **what** a coach is allowed to see in his role and what he is not?
- **whom** a coach is allowed to see in his role and whom he is not?
- **grace period**: how long should student data be accessible and saved?

Who has access to what?

- Student
- Student coach
- Track coach
- Language coach
- Study coach
- Student office
- Support team
- Ombuds services
- Psychosocial services
- Student administration
- Lecturer
- Programme Director
- ...
SVS in the coming years

More functionalities will still be developed:

- Language coach
- Student Coach
- Students who have not enrolled yet (but intend to)
- Psychologists
- ...
To sum up: SVS

A system for each UCLL-employee and student

Respects fundamental rules on how to handle information: need to know information only GDPR-proof

Gathers relevant information of an individual student for individual coaching in one system - a ‘student file’

SVS in practice