

ENHANCING TEACHING PRACTICE

Reimagining the open door policy.

Jill Will and Diane Brands

The ability to contact staff when needed is considered in the National Student Survey data (Discover Uni 2022). The work of Bell (2021) asserts that students value the availability of academic staff for both academic and pastoral support. The experience of multiple emails between staff and students to identify a mutually agreeable time to meet will be familiar, particularly as students typically juggle commitments beyond their studies and do not have access to staff diaries. The Microsoft (2022) Bookings application presents an opportunity to reimagine the open-door policy for the contemporary learner, in a way that increases access and is responsive. It is an opportunity to embrace working “smarter not harder”. The bookings application allows others to identify a free space in your diary, book an appointment, create a microsoft teams link and send reminders. This presentation will share how the technology works, innovation in embedding the link as well as sharing the staff and student experience. The open door provided by bookings has wider application for service colleagues too. This is an exciting enhancement with potential to positively impact the experience of staff, students and external colleagues.

BELL, K., 2021. Increasing undergraduate student satisfaction in Higher Education: the importance of relational pedagogy. *Journal of further and higher education*. [online]. Available from: <https://www.tandfonline.com/doi/full/10.1080/0309877X.2021.1985980> [Accessed on 13.03.2022].

DISCOVER UNI., 2022. National Student Survey Results: BScNursing- Adult. [Online] London: Discover Uni. Available from: <https://discoveruni.gov.uk/course-details/10005500/UBSFTNU-AD/Full-time/> [Accessed on 13.03.2022].

MIRCOSOFT., 2022. Microsoft teams video training, create and manage bookings. [Online] Redmond: Microsoft. Available from: <https://support.microsoft.com/en-us/office/what-is-bookings-42d4e852-8e99-4d8f-9b70-d7fc93973cb5> [Accessed on 13.03.2022].