**<Admin only: Series of 3 emails/forum posts for ACADEMIC STAFF>**

**<Email 1 / staff forum post 1>**

Dear <Staff first name merge>

Even with The University’s exceptional student support services, we are seeing increasing demand from students out-of-hours, late-nights, weekends, and over semester breaks for academic literacy, numeracy, and bridging support.

In fact, you might have seen this trend reflected in your own email inbox.

The University wants to meet this rising demand, when students do not have access to their teacher/lecturer or on-campus support, which is becoming the norm rather than the exception with our rising online enrolments.

That’s why ‘YourTutor’ is now accessible via Blackboard. It is personalised, live, online help from an exclusively trained network of experts, available free for all The University’s students.

I encourage all staff to communicate the YourTutor option to each new intake of students, particularly at the start and middle of semester/trimester when students can be vulnerable and under pressure, yet show no outward at-risk signals.

Students should familiarise themselves with the YourTutor link inside Blackboard <direct link to access page>. For the start of trimester/semester, there is also a powerpoint slide here to include in your student induction.

Kind regards,

<Head of Department/Faculty>

More information for staff can be found here:

http://www.yourtutor.edu.au/unistaff

http://www.yourtutor.edu.au/tafestaff

**<Admin only: Email 2 / staff forum post 2>**

Dear <Staff first name merge>

You heard recently that The University is using ‘YourTutor’ to support students with academic literacy and core concept help after-hours.

**How does it work?** Students can choose to drop off a file 24/7 and collect constructive literacy, structure, grammar, and referencing help less than 24 hours later.

Or, the online YourTutor staff are waiting on-demand for students’ immediate academic literacy enquiries, with a one-to-one chat and live whiteboard connection, 3pm – midnight.

**Who are the online tutors?** The online tutors are highly experienced specialists in their field, and must pass stringent testing to gain a place in the YourTutor network. Further, all help provided is strictly academic literacy, numeracy, core concepts, and bridging support. This means all student enquiries related to course-specific content will be always referred back to you, their teacher/lecturer.

I hope it will help staff as much as students - to help you focus on your course expertise - and avoid the increasing number of writing, academic literacy, numeracy, and core concept student enquiries that come in online after-hours, weekends, and during breaks.

Students should familiarise themselves with the YourTutor link inside Blackboard <direct link to access page>.

Kind regards,

<Head of Department/Faculty>

More information for staff can be found here:

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[http://www.yourtutor.edu.au/tafestaff](http://www.yourtutor.com.au/tafestaff)

**<Admin only: Email 3 / staff forum post 3>**

Dear <Staff first name merge>

You might have asked“C*an this support my students, in my particular course?*”

Yes, the support delivered is academic literacy and numeracy for all courses.

However, the online YourTutor staff do not cover your course content. This is always strictly referred back to you.

For example, if your Engineering student requires maths or physics support, the student will log into YourTutor and select ‘Maths’ or ‘Physics’. If your Nursing student needs report writing help, he will log into YourTutor and receive help with his draft in less than 24 hours.

Nearly every course has a writing component, and regardless of whether students are assessed and marked on their writing (for instance, in the sciences or trades), The University believes in preparing students and delivering an exceptional education that will produce career-ready candidates.

Therefore, any student struggling with writing can benefit from the The University’s YourTutor after-hours service by receiving constructive literacy, structure, and referencing assistance that they can think through themselves.

Students should familiarise themselves with the YourTutor link inside Blackboard <direct link to access page>.

You can also include a note with your email signature: “*For after-hours writing and core English, maths, science, and business skills support, you can also connect live with The University’s YourTutor service inside Blackboard, or get help with a writing file 24/7*.”

Kind regards,

<Head of Department/Faculty>

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[http://www.yourtutor.edu.au/tafestaff](http://www.yourtutor.com.au/tafestaff)