Business Case



Edinburgh Napier University Personal Development Tutor Training Website

Business Purpose for doing the project

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| This project piqued our interest due to the concerns expressed by staff and students at Edinburgh Napier University in a recent evaluation of the current Personal Development Tutor (PDT) system, stating that the PDT system has not been consistently delivered across the University. For example, staff have stated that there was insufficient support for Personal Development Tutors, and that it was unclear how to respond or direct students to appropriate services. These concerns have drawn us to this project with the goal of improving usability, increasing interaction & ultimately assisting lecturers in better understanding the responsibilities of being a Personal Development Tutor. |

Expected Benefits

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| There are certain expected benefits to our client if our group were able to complete this project:   * The client would receive a new, cost efficient, interactive and engaging PDT system. * PDTs would have easier access to information and material * PDTs would be able to conduct the refresher training in their own time * PDTs will be better trained to handle student situations and either assist them or be able to direct them to appropriate services, thereby, improving students' experience at Edinburgh Napier University |

Expected Dis-Benefits

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| There are certain expected dis-benefits to our client that may occur if our group were to complete this project:   * Certain lecturers may not use the new system as they cannot accept change * The new system may not be engaging and influential enough on existing PDTs to increase awareness * Lecturers may not use the system due to time constraints * Certain PDTs may be dis-interested in the system and may not pay attention during the refresher training & possibly never reuse the system again   There are also certain dis-benefits to our client if our group is not able to complete this project. Since the new system would be incomplete, our client would be forced to remain with the current system, due to our client’s lack of funding to develop a new PDT system themselves, and due to the issues addressed about the current system, our client’s current situation may evolve into discouragement of tutors into becoming PDTs & perhaps the Personal Development Tutor programme developing a bad reputation. |

Expected Cost

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| Non-Applicable |

Major Risks

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| PDT programme discredit:  If our team were not to take on this project, one potential risk to the client is that, due to the issues with the current system, without a new system to better train Personal Development Tutors, student awareness of the PDT programme may not increase, or the PDT programme may begin to develop a bad reputation, therefore, students may not want to contact their PDTs, believing them to be unreliable or unhelpful, possibly hindering students’ experience at the University.  Lack of funding:  Another risk to our client is due to the fact that our client lacks the funding and time to develop the desired system themselves. If our team were not to take on this project, our client would still be lacking in both these areas and would most likely never be able to develop the new system.  Discouragement of future PDTs:  Another risk to our client if our team were not to take on this project would be that, due to the issues with the current system, tutors may begin to think that the role of a Personal Development Tutor is a burden or a hinderance, and may be put off becoming a PDT. |