

Guidelines about data entry into e-portfolio following a one to one meeting, especially where a student is talking about an issue that is distressing them or is sensitive in nature.

There are a number of relevant points from the Data Protection Act with respect to information stored on e-portfolio.

Personal data must be:

- adequate, relevant and not excessive for the purpose collected
- collected and used fairly, stored securely and not unlawfully disclosed
- Individuals have the right to access the personal data we hold about them, by making a subject access request.

(Data Protection Act 1998)

<http://www.ncl.ac.uk/data.protection>

What does this mean in practice?

Enough detail so that a colleague could follow up (if you left post or were on sick leave etc.). It is worth outlining to the student at the end of the session (or the beginning if they raise it as a concern) what you will be recording on e-portfolio.

Objective information without opinion

An example of what happened in the Personal Tutor session:

You have just had a personal tutor meeting with Rachel. Rachel told you that she was having relationship difficulties with her boyfriend as she found out he had slept with a friend of hers and she was finding it very distressing and difficult to work. They had talked about her boyfriend moving out but both were finding this very upsetting to think about. Rachel cried through most of the meeting. She was asking for an extension to her work as she said she could not concentrate, was not sleeping or eating and had not done enough work on her assignment to be able to hand it in. You talked through the PEC process with her and advised her to complete and submit a PEC form.

You talked to her about the Student Wellbeing Service and how to access it and also enquired if you could ask her about whether she had made use of the service next time you meet. As she was so upset you agreed to meet in two weeks' time to see how things were going.

What you might record in e-portfolio:

Rachel described having difficulties in her relationship with her partner and reports that this was having an impact on her ability to concentrate, sleep and eat. As a consequence she has requested an extension to Module xxx which I advised her to put in a PEC for. Also signposted to Student Wellbeing and agreed I could ask about next time. Next meeting agreed xxx.

What to avoid:

Trying to diagnose - *Rachel is obviously very depressed at the moment*

Judging - *Rachel said that there was a lot going on but I think she was making too much of the impact*

Opinion - *It sounds like it would be much better for Rachel if she just made her boyfriend leave*

Stating as fact what has been reported - *Lawrence was attacked when out on Saturday night and so couldn't attend his exam on Monday.* Instead you would write *Lawrence said that.....* (It may well be fact but you do not know it to be so.)

There may be exceptional circumstances where the situation is highly sensitive but more detail is required than it is appropriate to keep on e-portfolio, an example might be where evidence is required for a PEC committee. Any information that is kept outside of e-portfolio should still adhere to the data protection guidelines and should be stored securely.