**What does a “good” maths support service look like? (Sunday 10.00-11.00)**

In the view of a student

Easy to find. Visible. Know where to go. Know when it is open.

Tutors should be open, friendly, willing to help. Tutors should be able to solve my problem!

I want you to notice me and welcome me (with a smile).

A relaxed, non-threatening atmosphere.

I want the tutors not to speak to me like a lecture/teacher. (If the MSLS tutors are also my lecturers, I want them to be less formal in a maths support environment.)

I want not to be judged/criticised.

I want a safe space where I can declare my weaknesses. I do not want the tutors to tell my course lecturers all about my problems.

I would like a place where I can work with my friends on maths tasks, knowing that somebody will be available to help if I need it.

It would be good if the tutors can help me immediately. I don’t want to come to the MSLS centre and find it full and tutors have no time for me.

In the view of a new maths support tutor

Would like the centre to be well-attended by students.

Would like support and recognition, especially if tutor is not being paid (working voluntarily).

Want training before starting to work. Or opportunity to watch experienced tutors at work.

Want to be part of a team with different tutor specialisation, so I can refer students to other more experienced tutors if I do not know the topic.

I want to be confident in my work so I feel I can achieve something.

Student tutors should feel they are equally-valued colleagues.

At the beginning of my work as a tutor, I would like to have more experienced colleagues around me (not left to myself at the start)

I would like a checklist – what are the key points for my work, examples of what I can do with students.

A consistent schedule, with allocated times, so I know when I am on duty and I know when my colleagues are on duty so I can refer students to tutors with different specialities.

I want a key to the door! I want to be in control of (or have proper access to) the environment and resources.

Would like a well resourced centre – whiteboard, computers, materials….

Tutors, if staff, wants work in MSLS centre to be recognised as part of my job.

In the view of a faculty lecturer

I need to understand that the MSLS centre can “support/help” my students, but not teach them the maths from the beginning.

I need to be made aware that the MSLS centre is NOT a competitor to me, it is a support open to everyone.

I need to be reassured that the MSLS centre is not going to be seen as a “better” teacher than me. I do not want to be threatened professionally.

I need to know that the MSLS staff are going to approach the maths in a similar way to the way I deliver it.

I need to be sure that MSLS tutors will not criticise me to my students; I expect mutual respect.

(In some centres the MSLS tutors are also the lecturers in the department. But be aware that in bigger or more established institutions the MSLS centre offers support to all departments)

If I am a lecturer in a non-maths department, I would like to know that also my students can attend for maths support.

Tell me the basic information about the centre (where, when, how….) so I can refer my students confidently.

Invite me to visit the centre and meet the MSLS tutor team 😊 so we can create a constructive working relationship.

I would like to be able to invite MSLS tutors into my class to meet my students and explain what they do.

It would help me if the MSLS tutors let me know of any “issues” with my maths classes – for example if several students seek help on a topic – so I can reflect and adapt my teaching to make things more accessible to my students.