Guidelines for ES (Educational Supporters) System

The Guidelines for Educational Supporters (hereinafter referred to as "ES") System are established for the purpose to enhance the educational capability of Ritsumeikan University by stipulating the roles, responsibilities, and authority of ES, the instructors and the administrative office in charge of the ES System by maintaining the smooth operation of the ES system.

1. Purpose and Functions of ES system

The ES System allows students to learn from each other with educational support from instructors/staff members. ES shall take on the role of assisting classes as well as assisting students outside of classes, and the ES System aims to contribute to the growth of each ES member through the ES activities. The ES System has the following three functions:

1) Class Support to assist students' learning in a class;
2) Learning Facilitation to assist interactive class operation; and
3) Study Support to assist diversified learning outside of scheduled class times.

To implement Budget for Enhancing Educational Capabilities (Kyouiku-ryoku Kyoka Budget), a supporting effort to effectively realize the above three functions is our most important focus. We will continuously work on the Ritsumeikan Trust Mid-term Plan and the undergraduate education by enhancing the ES System and by continuously improving the quality of ES members.

2. Eligibility Requirements

Regular students who has enrolled in the undergraduate program at Ritsumeikan University are eligible to be ES members.,

Students whose enrollment status is "Leave of Absence" are not eligible. However, this does not apply if the candidates are determined to fulfill all the stipulated work requirements in the class by the instructors in charge, the College or Graduate School and the College Faculty Council.

In addition, students whose enrollment status is "Study Abroad" are not eligible to be the ES members under any circumstances.

Students who are now taking the said class or multiple courses offered in the said class are not eligible to serve as ES for the class.

3. ES Duties

With guidance and assistance from instructors/staff members, ES take three duties for operating three functions stated in point 1. above: 1) Class Support, 2) Learning Facilitation and 3) Study Support, in and outside of classes. Specific work in each function is described in the below Table 1. Also, the following are included in

the duties.

(1) Discussions and meetings before and after execution of duties

(2) Training (including that offered by the Division of Academic Affairs and each college/academic institution either jointly or separately)

(3) Work involving overnight accommodation (accommodation expenses will be provided in accordance with the "Ritsumeikan Regulations on Disbursement of Transportation Expenses" by the College/ organization that hires the ES)

Table 1 ES Duties

ES function	Coverage	Duties	Example in online classes
Class support	In class	Support Q&A before and after classes	· Respond to questions on the manaba+R bulletin board or Zoom chat
		Show examples of basic operation of experiments/practices	
		Organize tools or apparatus used in experiments/practices	· Guide for the usage in the server used for experiments online
		Advise on instructor's class operation or teaching material creation	· Assist class operation for the online classes
		Other activities in classes	· Host zoom meetings by creating a breakout session · Process entry permission in Zoom or help students who cannot join the Zoom meetings
Learning facilitation	In class	Advise on group work or experiments in classes	· Advise in group discussions in the breakout rooms
		Lead students in interactive classes	· Lead group work in the breakout rooms
		Show examples for presentations	
Study support	Outside of class	Support Q&A out of class hours	· Respond to questions from students or consult with students using an online communication tool.
		Assist study outside of classes such as report writing or preparation/review	
		Assist study outside of classes such as preparation for presentations	
		Other activities relating to assistance for study outside of classes	· Exchange meeting in classes using Zoom · Input comments on the submissions from students
		Other activities relating to class preparation assistance Ex: Prepare an agenda based on the guidance from the instructors, prepare digital teaching materials based on the guidance from the instructors	· Ensure proper uploading of the (digital) materials for the class uploaded by instructors · Confirm whether the materials or movies uploaded by the instructors can be correctly downloaded or viewed. · Create an answer sheet for a questionnaire used in classes. · Establish appropriate WEB environment for smooth correction/editing work on the submission

4. **Addition and deletion of ES Duties**

   Adding or removing an ES duty must be confirmed by the Academic Affairs Committee.

5. **Report Obligation from ES**

   ES must submit "ES Final Work Report" upon completion of their duties (basically at the end of each semester).

6. **Treatment for ES**
   1) Salaries and allowances for work both in and outside of classes shall be subject to "RITSUMEIKAN TRUST REGULATIONS CONCERNING SALARIES OF HOURLY NON-TEACHING STAFF"
   2) The approximate ES working hours for the duties outside of classes shall be specified in the job description.
   3) Working hours shall be subject to "RITSUMEIKAN TRUST WORK REGULATIONS FOR HOURLY NON-TEACHING STAFF."
   4) The payment standard for the commuting allowance (transportation expenses) shall be subject to "RITSUMEIKAN TRUST REGULATIONS CONCERNING SALARIES OF HOURLY NON-TEACHING STAFF."
   5) Business trip expenses related to the duties for classes off-campus, etc., will be provided in accordance with the "Ritsumeikan Regulations on Disbursement of Transportation Expenses." Any other expenses related to those duties will be paid at cost.

7. **Role of Instructors/Staff Members**

   The instructors/staff members working with ES shall observe these guidelines, and perform the roles stated below. They shall guide and support the ES, based on a complete understanding of the purpose, function, and operation of the ES System.
   1) Clarify and specify the ES duties when planning a curriculum for a course. The responsibility of classes always lies with the instructors.
   2) Give job instructions to ES during and out of class hours.
   3) Organize the classroom jointly with ES for a healthy class environment to improve class quality.
   4) Operate and manage classes so that ES can perform their jobs comfortably.
   5) Hold meetings with ES as necessary during the period of employment on class schedule, lessons or lectures in class, duties, and work outside of classes.
   6) In the classes to which a member of ES is assigned, let the students know the ES's role and involvement with the students.
   7) Manage ES for their attendance and performance, and approve the work results by compiling "ES Monthly Report & Invoice."
   8) After completing the job (at the end of the semester), submit "ES Utilization Report".

8. **Operation Management of ES System**

The dean of responsible colleges/academic institutions which introduce ES or implement study support outside the classes shall manage the operation of the ES System after understanding these guidelines.

The colleges/academic institutions shall systematically work on establishing the ES Utilization Policy and the job description, analyzing the goals of the activity (and drawing up the academic summary and the program outline for the subsequent year), and summarizing "ES Final Work Report" and "ES Utilization Report".

If the prescribed operation management is not satisfied, the ES budget shall be reduced, or no subsidy shall be granted. ES employment shall be performed by the office of the responsible college or the secretariat of the academic institution for the class to introduce ES, or the office of the college or the secretariat of the academic institution providing learning support outside of the classes.

9. **Decision on the Curricular Courses to Introduce ES**

The class subjects or the study support activities outside of classes to introduce ES shall be determined after reviewing the purpose and operation of the assignment by the College Faculty Council in charge of the courses and/or the academic institution's plenary meetings.

10. **ES Recruitment**

ES shall be recruited based on the "ES Application Guidelines" and in accordance with "9. Decision on the Curricular Courses to Introduce ES." The colleges/academic institutions shall confirm whether the job description is consistent with the ES duties, the utilization policy, and recruitment rules stipulated in these guidelines.

When a part or all of the classes are subcontracted to a company outside of the university through a business consignment agreement, the employer of the outsourced classes cannot directly task an ES. Accordingly, in classes where all are subcontracted, ES cannot be hired or utilized. If the classes are partly subcontracted, ES can be utilized for the part that is not subcontracted.

[ES Utilization Policy]
1) Support the study of students mainly in classes ("Class Support function")
   ・To enable instructors to provide more detailed instruction, utilizing students who have taken the same class subject or have specific skills such as IT literacy.
   ・To support from the students' perspective in order to enhance .educational effectiveness.
   ・ES should be utilized in the classes that encourage active student participation, such as active learning.
2) Assist interactive class operation ("Learning Facility function")
   ・ES should act as an intermediary between instructors and students to mutual communication.
   ・To enable instructors to provide more detailed instruction , utilizing students who have specific skills such as presentation or facilitation.
3) Assist various studies outside of classes ("Study Support function")
   ・Instructors should provide detailed instruction to each student through assistance individually.
   ・In order to enhance .educational effectiveness, support from the students' perspective needs to be expected.

11. <u>Job Description</u>

 (1) The colleges/academic institutions shall specify the ES job description for each class subject (or a specific group of subjects) or each activity in the study outside of classes. The job description shall be prepared by the instructor who is responsible for the class by using a standard template. The job description shall be tied to the ES duties and operations stipulated in these guidelines.

 (2) The following items shall be clarified in the job description:

　　1) Class subject, Number of applicants, and the Name of the instructor of the class

　　2) Description of work (to be described specifically with examples)

　　3) Qualification and Required skills for application

　　4) Description of work expected outside of the class hours, and working hours

　　5) Conditions and compensation*1

　　6) Application method and period

　　7) Selection process and result disclosure

　　8) Administrative office and contact information

　　*1 The rules stated in "RITSUMEIKAN TRUST WORK REGULATIONS FOR HOURLY NON-TEACHING STAFF" and "RITSUMEIKAN TRUST REGULATIONS CONCERNING SALARIES OF HOURLY NON-TEACHING STAFF" shall be cited.

 (3) The college/academic institution shall store the job description for one (1) year.

12. <u>Notification of Labor Conditions</u>

 (1) In order to employ ES, the Ritsumeikan Trust and the ES shall execute an employment contract.

 (2) The college/academic institution shall prepare "Notice of Employment" (separately defined) and notify the ES.

13. <u>Attendance Management</u>

　　The college/academic institution shall collect "ES Monthly Report & Invoice" from each ES on the specified date of every month to check the attendance and for payroll calculation.

14. <u>Cancellation of an Appointment</u>

　　The cancellation of an appointment shall be subject to "Ritsumeikan Trust Labor Regulations for Hourly-based employment Staff."

15. <u>Orientation Training</u>

　　The college/academic institution shall perform orientation training targeted to the ES jointly with the Division of Academic Affairs, according to the educational characteristics of each college.

16. **Problem Management**

(1) Problem management system

  1) When any problem occurs, the instructor of the class shall be responsible for making efforts toward speedy resolution as well as adequate reporting.

  2) When an ES has any problem with other students in the class while performing a duty, the ES shall consult with and report it to the instructor of the class. The instructor shall immediately report the situation to the college/academic institution responsible for ES introduction to the course.

  3) When ES has any problem with the instructor of the class, the ES shall consult with and report to the college/academic institution responsible for ES introduction to the course.

  4) The college/academic institution shall report the situation to the executive department of the college/academic institution and the supervisory office. The college/academic institution responsible for ES introduction to the course, shall establish a support desk where at least one contact person shall be located. Also, in the supervisory office, the contact person to manage the entire ES operation shall be located.

  5) The executive department shall seek action as necessary, after consultation with the college/academic institution. For problems caused by the relationship between ES and the instructor of the class, respond with consideration to the relationship between them.

  6) The above 2 to 5 shall be inapplicable to the harassment case stated below.

  7) Regardless of the above, when any problem requiring a contingency plan such as incidents or accidents arises, the instructor of the class shall give proper directions to the ES, and notify the closest office immediately. The office shall immediately inform the executive department of the college/academic institution and the supervisory office of the situation, and also inform Ritsumeikan Medical Center as necessary. The instructors (multiple persons) shall expedite information as quickly as possible from the scene and collect critical information such as the emergency contacts for the students who have been affected.

(Steps for reporting problems)

	Problem occurred	
Instructor of the class	← Report	ES
Report		(When problems with the instructor of the class)
Executive department of the college/academic institution in charge	←	Report
Report	Report	
Executive department of the college/academic institution in charge		Supervisory Office
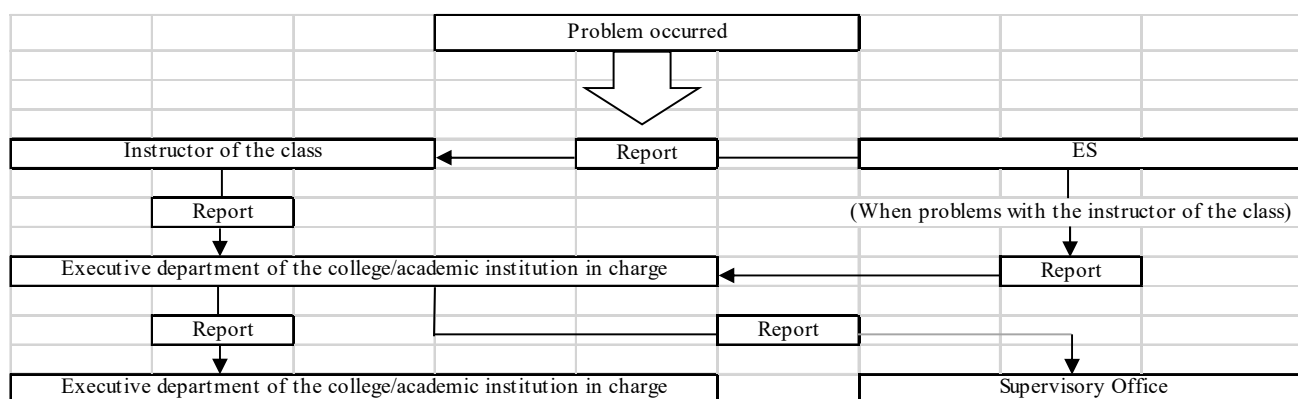
(2) Harassment

1) Instructors of the class shall be familiar with the "Ritsumeikan University Harassment Prevention Guidelines" and take care to ensure that their words, actions, and be careful not to commit any acts of harassment through their speech and behavior.

2) If the instructor in charge or the ES witnesses or becomes involved in any acts of harassment, they shall immediately report/consult on the incident to the appropriate contact desk of the Ritsumeikan University Harassment Prevention Committee.

（3）Supporting students with disabilities

When support is necessary for students with disabilities, the college/academic institution and the Disability Resource Center shall jointly take actions based on the "Ritsumeikan University Policy on Support for Students with Disabilities" provided by the Disability Resource Center.

（4）Personal Information Protection

1) ES shall not use personal information obtained in their duties, such as students' grades and contact information, for any purpose other than ES duties.

2) ES shall submit a separate written pledge regarding the protection of personal information at the time of employment.

3) ES may only use personal information in classrooms, administrative offices, private laboratories of class instructors, or other limited on-campus facilities. However, even on-campus, they may not process the information on their personal computers. In addition, the information may not be taken outside the university, such as home, by any medium or method. When handling information containing personal information, it must be done under the permission and direction of the instructor of the class, and the storage location must be under the control of the instructor of the class.

17. **Obligations**

To appoint an ES, the following shall be observed.

(1) No duties other than stated in "3. ES Duties" shall be assigned to ES.

(2) No duties that involve academic records that can identify individuals shall be assigned to ES.

(3) The following shall not be independently assigned:

・Assistance in class such as material distribution or collection of submissions

・Organizing submitted materials

・Creating or compiling in-class deliverables such as presentation summaries

*The above can be assigned when combined with the duties stated in "3. ES Duties," when such duties can be comprehended as an education activity in which the ES's themselves can grow and learn. (agreed by Academic Policy Conference, March 15, 2004)

(4) Especially in online classes, the workloads of ES tend to increase than in the face-to-face classes. In order to avoid excessive workloads on ES, efforts must be made to comply with the rules 1), 2), 4), 5), 6), and 7) stated in **"7. <u>Role of Instructors/Staff Members</u>**" of this Guidelines.

18. **<u>Information Sharing on the ES System</u>**

The Supervisory office shall summarize in a performance report targeting the ES and the opinions given by students, and share the goals of the ES System as well as observed improvements within the entire university.