PULSE FAQs: PGR Students

What is PULSE?

PULSE is the University of Greenwich system designed to manage all data and processes relating to postgraduate research students (PGR) and supervisors, including researcher training. The PULSE system is being launched in phases, with each phase introducing new functions and capabilities.

What can I currently do in PULSE?

As part of the first phase of launching PULSE, you will be able to:

- View information relating to your student record with the university.
- Record supervisory meetings and points of contact.
- Complete and submit Induction Checklist and Research Plan Approval forms.
- Complete a Development Needs Analysis (DNA) linked to the Vitae Researcher Development Framework (RDF).
- View and book training by the Research & Enterprise Training Institute (RETI).
- View and maintain a record of your training and development activities.

LOGGING ON:

How do I log on to PULSE

Accessing PULSE differs slightly depending on whether you are using a networked device on campus or system such as Remote Desktop, or a personal device.

- Accessing PULSE differs slightly depending on whether you are using a university provided device or system such as Remote Desktop, or a personal device.
- If you are accessing the system via Remote Desktop or a university desktop, PULSE can be accessed via the **Research** tab on the Portal. By clicking on the **PULSE** tab, you will be directed to your homepage. See the navigation panel at the top of the page to access forms, training and other resources.
- If you are accessing the system via a personal device, PULSE can be accessed via the **Research** tab on the Portal. Once you click the **PULSE** tab, you will be taken to a new page where you would be asked to login with your university details via the Single Sign On (SSO) function. Please note that you would only be able to access with your University of Greenwich student username and password for example username@gre.ac.uk.

Can I access my account on my mobile or any another electronic device?

You can access PULSE from your mobile or any other electronic device. Please use your university of Greenwich account (username.gre.ac.uk). We recommend that you use Google Chrome for the best user experience, but Microsoft Edge, Mozilla Firefox and Safari are also supported.

I'm experiencing issues accessing PULSE, what should I do?

If for any reason you are struggling to access PULSE, either by login in directly from a university device or using the Single Sign On (SSO), please contact the IT Service Desk at itservicedesk@gre.ac.uk and share a screenshot with a description of the issue you are experiencing. If you are unable to access any of your university email accounts call 020 8331 8272.

What provision has been made for me on the system if I have accessibility requirements?

The company that provides PULSE, SkillsForge, is currently working on accessibility enhancements, such as the ability to change the screen background and improve overall usability. We will provide users with further information as these developments become available.

DEGREE MANAGEMENT:

Can I view and print my forms?

All submitted forms can be viewed and printed from the page where they were originally initiated. For example, if you would like to print your Research Plan Approval form, you should open the Research Plan Approval page from the Degree Management tab. Next to your saved/submitted form, the Printer logo under Actions lets you print your form or save it as a PDF.

Is there a draft mode option available for me and my supervisors when filling out the forms?

Your form stays in draft mode until it has been signed by all required parties. If any changes are made to the form before it is officially submitted, both you and your supervisor will need to sign the updated version to ensure the revisions are acknowledged and approved. This process ensures that all modifications are reviewed and agreed upon before final submission.

I am currently studying remotely and cannot complete all mandatory sections of the Induction Checklists, what should I do?

If you are starting your research programme remotely and are unable to complete all mandatory sections of the Induction Checklists, please submit an enquiry through the Digital Student Centre. Remember to include details about the specific sections you are having trouble with and any relevant circumstances. The Digital Student Centre will provide guidance and support to help you complete the checklist and address any challenges you are facing.

I have completed the Induction Checklist (Part A or B) but I am unable to sign it, what should I do?

The Induction Checklist ensures that you understand and have been made aware of key areas of your research programme, information about your faculty and university procedures and policies. If you are unable to sign the form after completing, it is likely that you have either missed a question or answered No to one or more questions. You will also get an error message at the end of your form to highlight this. To proceed, please discuss any item(s) where you selected No with your supervisor for completion. Once all answers have been marked appropriately, you will be able to sign the form.

Can I edit a form once it has been signed and submitted?

You can edit a form until it has been signed off by all your supervisors. However, your supervisors are then required to sign off on your most updated version. You should be able to view a form in the Forms that are still to be completed section on your Homepage until it has been signed off by all relevant parties. Once a form has been approved and signed off by you and your supervisors and submitted to the Head of School/ Programme Leader for review, you can no longer edit it.

The RDA1a/b and c Forms are no longer available in the Research tab on the portal, where can I find them?

With the introduction of the PULSE system, all new postgraduate research students (PGRs) are now required to complete their Induction Checklists and Research Plan Approval Forms in PULSE. This includes the forms previously known as RDA1a/b and RDA1c. Please note that the names of these forms have been updated to better reflect their purposes for instance the RDA1a/b is now called the Research Plan Approval form.

The old RDA1a/b form included a section for proposing the supervisory team, but this section is not present on the new Research Plan Approval Form, where do I find this option?

The Faculty Research Degrees Committees (FRDCs) now require your proposed supervisory team to complete the Approval of Supervisory Team form once you have registered on your programme. This is to ensure that your supervisory team is finalised and approved from the time you start your research programme.

How will I know when a form in PULSE has been officially submitted?

Once all required signatories have approved the form and no further changes are requested, the form is considered complete. When the final signatory submits the form, a message will appear indicating that once the form is officially submitted, it will no longer be editable. If you wish to continue with the submission you click the Yes, Submit Form option and the form will then be forwarded to the Head of School/ Programme Leader for review and a date will appear in the Form Submitted column.

When completing a form in PULSE, what is the difference between Submitted and Officially Submitted?

A form is considered submitted when you have completed your responses and forwarded it to your supervisors for review. A form is officially submitted once all those required to view and complete the form (i.e. you and your supervisors) agree to the contents of the form and proceed to submit it to the Head of School/Programme Leader for their sign-off. Once a form has been officially submitted, it cannot be edited.

What can I do if I think my Student Details in PULSE are incorrect?

The PULSE system is designed in a way that it prepopulates your data from your university Banner record on the system. If you notice that any of your details on PULSE are incorrect, please submit a query via the Digital Student Centre with a description of what needs changing.

SUPERVISORY MEETINGS:

What is the difference between Recording a Supervisory Meeting and a Contact Touchpoint in PULSE?

A supervisory meeting record is a more detailed summary of your meeting with your supervisor(s) and the information provided must be signed-off by you and your supervisor(s). Your supervisory meeting records can be viewed and edited by your supervisor(s) who attended the meeting. A Contact Touchpoint records an interaction with a supervisor or, exceptionally, an appropriate faculty staff member such as a Faculty Research Officer or Programme Leader.

The contact touchpoint should not be used instead of a supervisory meeting but can be recorded in addition to a supervisory meeting or when a supervisory meeting has not been able to take place one month, but you still need to record that you are engaged with your programme to meet the requirements of the Student Engagement Policy and Procedure. A contact touchpoint can only be entered and viewed by you and key administrative staff who are required to monitor your engagement.

Why do I have to Record a Supervisory Meeting and/or Contact Touchpoint every month on PULSE?

Under the University's Student Engagement Policy & Procedure you are required to record a minimum of one supervisory meeting per month to demonstrate you are engaging with your programme. This was previously being recorded by submitting your Logbook in Moodle each month, but you will now be expected to record your meetings directly in PULSE. This means you will no longer need to submit your Logbook. However, we cannot transfer your historical supervisory meeting records from your Logbook into PULSE, so we recommend you keep a copy of your existing Logbook for your records. If there is an exceptional reason why you have been unable to have a supervisory meeting one month, you may record a contact touchpoint. The contact should normally have been with a member of your supervisory team, but can exceptionally be with an appropriate faculty staff member (e.g. Faculty Research Officer or Programme Leader).

The above information sets out the minimum requirements under the Student Engagement Policy and Procedure and you are strongly advised to meet with your First Supervisor on a more regular basis, even if it's just to check-in. The recording of supervisory meetings and contact touchpoints was not just designed to monitor your engagement, it was also designed as a useful tool for you to use to monitor and record your progress with your research.

- You can log as many supervisory meeting records and/or contact touchpoints as you wish, provided you meet the minimum requirement set out above.
- You can keep track of when you have submitted work/chapters to your supervisor(s) for review and whether you have received feedback.
- You may find it helpful to record any agreed action points and deadlines for their completion to help you keep track of what you need to do and by when.
- Because your supervisor(s) need to sign-off your supervisory meeting records, it ensures that you both have the same understanding of what was discussed and what needs to happen next.
- You can use the contents of your supervisory meeting records to help inform the content of your Annual Progress Report (currently the RDA4a Form).

PROFESSIONAL DEVELOPMENT:

Can I book mandatory and optional training sessions provided by the Research & Enterprise Training Institute (RETI) directly in PULSE?

Yes, all postgraduate research students including EdD students on their taught phase can book training sessions through the Professional Development tab by selecting ‘Find and Book Sessions’. You can also self-assess your training requirements through the Development Needs Analysis (DNA) tab, which lets you assess your skills in accordance with the Vitae Researcher Development Framework (RDF).

Once you have completed a training session, and your attendance is verified in PULSE by RETI, the system will generate a completion certificate for your records, and you can provide your feedback of the training event through the ‘Session Feedback’ tab.

I was invited to present at a conference and have participated in the Three Minute Thesis (3MT) Faculty Heats, where do I record this in PULSE?

All activities related to Strand 4 and Strand 5 of the Postgraduate Researcher Development Programme (PGRDP) not booked via PULSE should be recorded under the ‘Completed Activities’ tab by adding them under ‘Self-record an activity’. This functionality allows postgraduate research students to provide a description of the activity, reflections, and the Researcher Development Framework (RDF) category/categories it falls under. The form also provides a link to upload evidence of attendance, such as a certificate.

How can I view my complete training records in PULSE?

The Completed Activities page in the Student Development tab is similar to the Professional Development Portfolio that postgraduate research students (PGRs) were previously required to update and maintain throughout their research programme. Through PULSE, your training completions will now be automatically updated under this tab, and you should be able to view a consolidated version of your training, conferences, competitions, extramural activities, etc. all in one place.

Who do I need to get in touch with for more information on PULSE?

For queries relating to Single Sign On (SSO) and how to login, please contact the IT Service Desk at itservicedesk@gre.ac.uk. If you need general support or information about PULSE including how to use the system, please contact pulse@gre.ac.uk. In the email please include the type of support you require or any concerns you may have.