PULSE FAQs: Staff

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 do in PULSE?

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

- View programme information relating to your students
- View supervisory meeting records for your students
- Sign Induction Checklists for your students
- Complete and submit Research Plan Approval forms for your students
- Complete and submit proposed supervisory teams for approval
- View your students' timeline of mandatory training that needs to be completed and the deadlines for completion
- Complete a Development Needs Analysis (DNA) linked to the Vitae Researcher Development Framework (RDF)
- View and book RETI training
- View a record of your training and development activities

LOGGING ON:

How do I log on to the system?

- If you are accessing the system via Remote Desktop or a university desktop: Pulse can be accessed via the Research tab on the Portal. Clicking on the PULSE tab takes you directly to your homepage on the system, from where you can access different sections 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. Clicking on the **PULSE** tab takes you 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 staff username and password.

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

Yes, you can access your account on your mobile or any other electronic device via the "Greenwich Mobile" app or a web browser. Our platform providers recommend that you use Google Chrome for the best user experience, but Microsoft Edge, Mozilla Firefox and Safari are also supported.

I am a staff member and a postgraduate research student. Which login do I use?

If you are logging in as staff, log in via the PULSE link on the Portal, research tab.

If you are using your student login you will need to open an **incognito** or **private window** on your browser. Go directly to https://pulse.greenwich.ac.uk/. Click on SSO and enter your STUDENT username @gre.ac.uk and follow the Multi-Factor Authentication instructions.

What do I do if my log in doesn't work?

If you are unable to log on to the system because of an issue with your password, please contact the IT Service Desk at itservicedesk@gre.ac.uk and request a new password.

For all other issues email pulse@gre.ac.uk

I have accessibility requirements to access the forms. What provision has been made for me on the system?

SkillsForge, the company who provide PULSE, are currently working on accessibility developments, such as being able to change the screen background. Further information will be provided to users as soon as these developments become available.

DEGREE MANAGEMENT:

Can I edit a form once I have signed and submitted it?

You can edit a form until it has been signed off by all relevant parties (e.g. you, your student and other supervisors on the team). If a form has been edited, you are then required to sign off on the updated version.

You should be able to view a submitted form in '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 everyone involved and submitted to the Head of School/ Programme Leader for review, it is no longer editable.

The RDA1a/b and c Forms are no longer available in the Research tab in the portal. Why is this?

With the introduction of the PULSE system, all new PGRs are now required to complete their Induction Checklists and Research Plan Approval Forms (formerly the RDA1c and RDA1a&b forms) via this system. The names of the forms have also been modified to reflect the purpose they serve (e.g. an RDA1a/b is now the Research Plan Approval form).

The old RDA1a/b form used to have a section for proposing the supervisory team but there is not a section for this on the new Research Plan Approval Form – why is this?

To ensure the proposed supervisory team is checked and approved by the Faculty Research Degrees Committees (FRDC) as early on in the student's studies as possible, this aspect of the previous RDA1a/b Form in now a separate form, called Approval of Supervisory Team, that is initiated by the First Supervisor once their student has completed their registration. This is to ensure any potential issues with a supervisory team are picked up and addressed as early as possible in the student's programme, to reduce any potential impact/disruption for the student.

How will I know when my student's form has been 'officially' submitted?

Once all required signatories (the student and supervisors) have provided their approval on the form and no further changes have been requested by any signatory, the form is considered complete.

Once the last signatory 'submits' the form, they will be shown a message to say that once the form has been 'officially' submitted, it will no longer be editable. If you, the supervisor, wish to go ahead, you or your student should choose to click 'Yes, Submit Form'. The form will then be sent to the Head of School or Programme Leader for review.

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 signed it. A form is officially submitted once all those required to view and complete the form (i.e. you, your student and other supervisors on the team) agree to the contents of the form by signing it and proceeding 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.

SUPERVISORY MEETINGS:

Why do my students have to record a supervisory meeting and/or contact touchpoint?

Under the University's Student Engagement Policy & Procedure your students are required to record a minimum of one supervisory meeting per month to demonstrate they are engaging with their programme. This was previously being recorded by them submitting their Logbook in Moodle each month, but they will now be expected to record their meetings directly in PULSE. This means they will no longer need to submit their Logbook. However, we cannot transfer their historical supervisory meeting records from their Logbooks into PULSE, so we are recommending they keep a copy of their existing Logbooks for their records.

If there is an exceptional reason why they have been unable to have a supervisory meeting with you one month, they may exceptionally record a contact touchpoint. The contact should normally have been with a member of the 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 it is strongly advised students meet with their 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 a student's engagement, it was also designed as a useful tool for them to use to monitor and record their progress with their research. As a result:

- They can log as many supervisory meeting records and/or contact touchpoints as they wish, provided they meet the minimum requirement set out above.
- They can keep track of when they have submitted work/chapters to their supervisor(s) for review and whether they have received feedback.
- They may find it helpful to record any agreed action points and deadlines for their completion to help them keep track of what they need to do and by when.

- Because you need to sign-off their supervisory meeting records, it ensures that you both have the same understanding of what was discussed and what needs to happen next.
- They can use the contents of their supervisory meeting records to help inform the content of their Annual Progress Report (current the RDA4a Form).

Do I have to approve my student's supervisory meeting records?

As a supervisor, you are required to approve the supervisory meetings that are recorded by your students to ensure they are an accurate reflection of what was discussed and agreed. Both you and your students are required to provide your responses on this form and sign the record. You will be able to view all supervisory meeting records that have been submitted for each of your students.

As a supervisor, can I log a supervisory meeting or contact touch point for a student?

PULSE provides both you and your supervisee the option to record a Supervisory Meeting. As a supervisor, you are able to initiate this form from your end, if you wish to. Once you have completed the required sections, it will then go to the student for their review and agreement. However, it is the student's responsibility to maintain records of their supervisory meetings.

A Contact Touchpoint can only be recorded by a student, as this functionality is only available on the student view, therefore this does not require supervisory approval or initiation. This is because this option was created to assist students to still be able to meet the requirements of the Student Engagement Policy and Procedure if, for some exceptional reason, they are unable to have a supervisory meeting one month but still need to show proof of their engagement.

PROFESSIONAL DEVELOPMENT:

How can I see my students' Development Needs Analysis (DNA)?

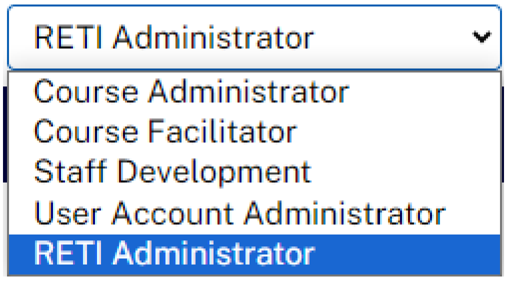
As supervisors, you are given two different views or "roles" – one as a staff member to view your own professional development records, and another as a supervisor to view your students' form submissions, supervisory records, and their training and development information, which includes their DNA. Students can also print/download their DNA and share it with their supervisors.

I am not yet a supervisor but would like to do the supervisor training to enable me to become a supervisor. Can I access PULSE to book onto the training?

Yes. All academic staff have been provided with access to the PULSE system irrespective of their supervision status. You are encouraged to check for the relevant supervisor training under the Professional Development tab by selecting Find and Book Courses. If you are looking for a specific course, this page also lets you filter by dates, event categories and training providers.

I have multiple roles, how do I access the information/forms for each role?

If you have multiple roles as a part of your Faculty, you can toggle between roles next to the top right corner header that says "Current Role". Your view should change depending on the role you have selected, and you should be able to view the relevant content depending on your role.



For booking training on PULSE select Staff Development.

HELP:

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

For password issues please contact the IT Service Desk at itservicedesk@gre.ac.uk.

For general information about using the system, please contact pulse@gre.ac.uk.