

Data Protection & Recording Interactions in StREAM

Information Governance Team, *November 2021*

The guidance below has been written in conjunction with Legal Governance and Services and Digital Transformation in SLAR. StREAM is the University's Learner Analytics platform. The use of Learner Analytics is designed to support all students in maximising their chances of success and realising their potential. This guide will look at how to use StREAM and take you through some of the practicalities of using it.

This is general guidance on handling data as a result of personal tutoring and conversations with students for all schools for staff accessing StREAM. Guidance on using StREAM can be obtained from our Learning Systems team via elearning@tees.ac.uk and your Information Governance Officers within your School.

You will find further guidance on getting started with StREAM [here](#).

1. The UK General Data Protection Regulation (UK GDPR) requires that personal data is adequate, relevant and limited to what is necessary for the purpose. This is known as data minimisation and is a core principle in protecting individual privacy and complying with the law.
2. It is therefore necessary that staff understand the reason they are recording personal data and are confident that it is recorded in the correct place for the correct purpose to ensure access by the correct people.
3. StREAM is designed to support students in realising their full potential by analysing a variety of engagement and interaction information such as attendance, device logins and interactions with staff.
4. To enable this and to best support students, StREAM is accessible to a wide range of staff as defined in section 3 of the StREAM User Guide, as well as to the individual student themselves.

5. For these reasons, staff should limit what they record to the fact that an interaction has occurred and the general nature and type of interaction so that this can be incorporated into the student's engagement profile. It is not necessary or appropriate to detail everything that was discussed. For example, a discussion about a student being absent due to complex mental health issues may be recorded in StREAM as 'personal issues which are impacting attendance'.
6. Special Category or other very personal or sensitive data should not be recorded in the free text areas in StREAM.

Don't:

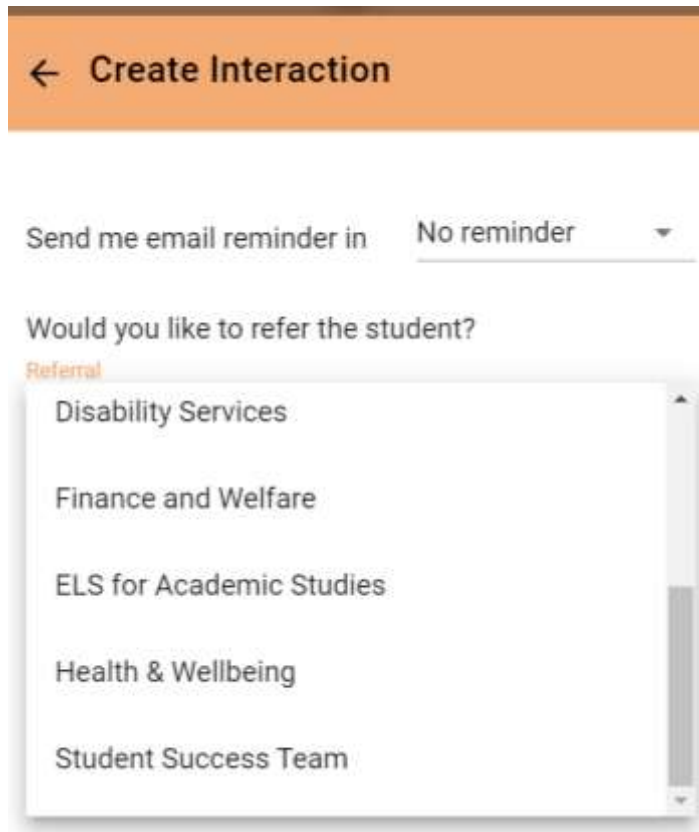
Joe Bloggs attended a personal tutor session and we spoke about his attendance. He told me that he is currently suffering from mental health issues following the death of his father. He voiced that this had led to some out of character behaviour, relationship breakdowns and that he is not focussing and giving minimal attention to Dr Persons modules as they don't get on.

Do:

Joe Bloggs attended a personal tutor session about his current attendance and engagement. We discussed a number of personal issues that Joe feels are currently impacting his studies. We discussed potential referrals to support services and have agreed that I will refer him to Wellbeing services and the Student Success Programme to support his studies.

7. Where an individual student interaction warrants referral for additional support, the staff member should contact the relevant support service for advice. We must emphasise that referrals are made within StREAM. The Referrals in StREAM guide provides some useful information on the referral services available within the University.
8. To create a referral, go to the new interaction tab on StREAM, and after inputting any information about the meeting scroll to the lower sections of the interaction

select the service you wish to refer to, and give a summary of the reason(s) for referral. Be aware of the publicness of the information. If additional sensitive information needs to be sent this should be done directly via secure staff email/EMS



The screenshot shows the 'Create Interaction' form. At the top is an orange header bar with a left-pointing arrow and the text 'Create Interaction'. Below this is a section for email reminders with the text 'Send me email reminder in' followed by a dropdown menu currently set to 'No reminder'. The next section is titled 'Would you like to refer the student?' and features a 'Referral' dropdown menu. This menu is open, displaying a list of services: 'Disability Services', 'Finance and Welfare', 'ELS for Academic Studies', 'Health & Wellbeing', and 'Student Success Team'.

9. In many circumstances, Interaction entries made in StREAM can be deleted immediately by the personal tutor or other member of staff with access to the student record. If an error is identified immediately, then deleting the interaction and starting again will be the best course of action. In a limited range of circumstances, entries made in StREAM can only be edited/deleted by SolutionPath, the product vendor. These circumstances are as follows:
 - If an Interaction is marked as Complete by the personal tutor or other member of staff.
 - If the entry is a Comment added to an Interaction, and it is not possible / desired to delete the entire Interaction.
10. As long as an interaction has not been marked as “Complete”, then staff will still be able to edit the main “Description” of the interaction, or to delete the interaction

entirely. If an issue is identified immediately, then deleting the interaction and starting again is probably the best course of action. However, some elements cannot be edited / deleted by staff. Interactions marked as “Completed” or Comments added to an interaction cannot be deleted or edited without the support of the software provider SolutionPath. Where a completed interaction is added to the wrong record, or includes special category personal data, staff must report as follows without delay to ensure that corrections can be made to prevent a potential data breach.

- Contact elearning@tees.ac.uk with ‘Potential data breach’ in the email subject, and full details of the student and staff record in the body of the email
- At the same time, contact dpo@tees.ac.uk to report as a potential data breach

Under our existing StREAM Service Definition, resolution for a Critical/P1 service ticket is anticipated within 8 working hours.

11. All staff using StREAM must undertake training to ensure proper use of the system. Guidance and training is available from elearning@tees.ac.uk. Queries about the level of information to record should be directed to your School’s Information Governance Officer.