

The Student Services Research Project

Effective Approaches to Retaining Students in Higher Education



Directory of Practice

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The Student Services Directory was initiated and funded by the Department for Education and Skills and was created to accompany the recently published Student Services report *Effective Approaches to Retaining Students in Higher Education*.

The report and the directory have been produced by the research team of the Institute for Access Studies at Staffordshire University.

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The Institute for Access Studies at Staffordshire University is a research centre, focusing on widening participation in post-compulsory education and promoting lifelong learning amongst non-traditional learners.

The Institute is a national and international centre of research, and consolidates and disseminates information on widening participation to those people who might not otherwise view learning as an option, or who may be discouraged by social, cultural, economic or institutional barriers. The main activities of the Institute include:

- undertaking applied and academic research;
- disseminating research and good practice through publications, conferences and seminars, meetings, networking and electronically;
- encouraging scholarly activity in the field.



This directory of practice is a supplement to the Universities UK report *Student Services: Effective approaches to retaining students in higher education* which was published in 2002. The research explored the key roles that student services play in supporting all students to succeed in higher education, irrespective of their background or previous educational experiences. As part of the research an invitation was issued to the English higher education sector to provide examples of good practice in relation to student services supporting student success. An excellent response was received from all over the UK. As part of the research process guidelines for good practice were developed through a literature review, and these were used to select ten examples for more in-depth research, which subsequently informed the refinement of the good practice criteria. It was recognised however that this database of student service practice was a unique resource, and thus it forms the basis of this directory.

This directory is part of a series of publications produced by the Institute for Access Studies to disseminate research carried out nationally and internationally to widen participation in post-compulsory education.



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