

FOREWORD

The UK Government White Paper *The future of higher education*, published in January 2003, identified the challenges for the years ahead. Top of the list was extending higher education to people from all backgrounds.

For some years universities have been struggling with insufficient resources to meet the needs of a larger, more diverse client group. The funding reforms announced in *The future of higher education* are designed, in part, to properly reimburse universities and colleges for the extra costs in attracting and retaining students from non-traditional backgrounds.

The challenge is a considerable one. Many students come from families with no background in higher education; university and college culture can make it difficult for them to feel at home. Their entry qualifications may not do justice to their ability. Their personal investment is increasing; quite rightly they demand a better level of support across a wider range of services. And there are always some who are in danger of giving up; continuous support is needed to help them complete their studies.

The work of student services is critical. It is they who are often at the front-line in the university's or college's efforts on retention. There are, of course, a variety of ways of doing things; not every approach will suit every situation. There is much to be gained by looking at what has worked elsewhere.

In 2002 Universities UK published a report *Student Services: Effective approaches to retaining students in higher education*. The report included ten case studies of effective approaches. As part of the field work, the consultants were offered information on some 100 approaches. This directory provides further information on those approaches. It will help you identify what has been found to work well and perhaps will give you some fresh ideas for your student services.

Universities and colleges who have been deeply involved in access and widening participation can give witness to the tremendous amount of talent, energy and ability often buried from sight. With the right support and encouragement, our students can exceed our and their highest expectations. There could not be a more rewarding exercise! I hope this directory helps you to meet the challenge.

Professor Christine King
Vice Chancellor
Staffordshire University

Contents

INTRODUCTION	1
ACADEMIC AND LEARNING SUPPORT	2
Assessment of Seminar Performance	2
<i>University of Central Lancashire</i>	
Senior Tutor Role	2
<i>University of Central Lancashire</i>	
Induction Intervention	2
<i>Chester College of Higher Education</i>	
Summer Support Programme	3
<i>Edge Hill</i>	
VALUE Summer School: Value Added Learning in University Education	4
<i>University of Kent</i>	
Central Academic Advisory Service (CAAS)	4
<i>University of Manchester</i>	
Learning Support Unit	5
<i>Manchester Metropolitan University</i>	
English Language and Learning Support (ELLS)	6
<i>Middlesex University</i>	
The Centre for Academic Practice	6
<i>University College Northampton (UCN)</i>	
‘Your Guide to Effective Study’ Study Skills Handbook	7
<i>Northumbria University</i>	
Academic Skills Unit (ASK)	8
<i>University of Portsmouth</i>	
Supporting Students’ Academic Progress and Personal Development Planning Through the Use of Personal Academic Records (PARs)	9
<i>University of Reading</i>	
Monitoring of Student Progress at Faculty Level	10
<i>University of Sheffield</i>	

Contents *continued*

Support for Learning	10
<i>Sheffield Hallam University</i>	
Education Guidance	11
<i>Sheffield Hallam University</i>	
Learning and Development Centre	12
<i>South Bank University</i>	
‘Learning Strategies’ Module	12
<i>University of Stirling</i>	
Learning Support Service located in the Roehampton Educational Development (RED) Centre, <i>University of Surrey, Roehampton</i>	12
ACCOMMODATION	14
Accommodation (Private sector)	14
<i>South East Essex College, a partner college of the University of Essex</i>	
Management of Accommodation	14
<i>University of Teesside</i>	
CAREERS / EMPLOYABILITY	15
Service Level Agreements	15
<i>King Alfred’s College</i>	
Quality Weeks	16
<i>King Alfred’s College</i>	
OPTIMISE	16
<i>University of Leeds</i>	
The ‘Virtual Careers Centre’	16
<i>The London Institute</i>	
Counselling Training Programme	17
<i>University of North London (now London Metropolitan University)</i>	

Contents *continued*

Career Management Skills (CMS)	17
<i>University of Reading</i>	
Student Ambassador Scheme	18
<i>University College of St Mark & St John, Plymouth</i>	
Jobshop	18
<i>South East Essex College, a partner college of the University of Essex</i>	
Careers Service – Statement of Services to Students	19
<i>University of Warwick</i>	
Careers and Student Employment	19
<i>University of Westminster</i>	
Careers and Student Employment Website	20
<i>University of Westminster</i>	
Career Management Skills Module	20
<i>University of Westminster</i>	
Mature Students / Black or Asian Students’ Workshops	21
<i>University of Westminster</i>	
DISABILITY	21
Integrated Dyslexia Policy	21
<i>Central School of Speech and Drama (CSSD)</i>	
Continuing Professional Development Courses	22
1. Inclusive Learning Support in Higher Education (Dyslexia)	
2. Inclusive Learning Support in Higher Education (Disabilities)	
<i>Edge Hill</i>	
Dyslexia Group Support	22
<i>University of Hull</i>	
Learning Agreement for Students with Disabilities / Mental Health Difficulties	23
<i>King Alfred’s College</i>	
System of Disability Representatives in Academic Departments	24
<i>Lancaster University</i>	

Contents *continued*

Support Worker Service (SWS)	24
<i>Northumbria University</i>	
Attitudes to Disability in Art and Design	25
<i>Norwich School of Art & Design (NSAD)</i>	
Disability Discrimination Project	26
<i>University of Portsmouth</i>	
Teachability: Disabled Students and the Curriculum	26
<i>University of Strathclyde</i>	
Support for Disabled Students	27
<i>University of Teesside</i>	
Dyslexia Screening and Assessment	27
<i>University of Wolverhampton</i>	
ETHNIC MINORITY STUDENTS	28
The Impact Project	28
<i>University of Huddersfield</i>	
Minority Ethnic Student Achievement Research Project	29
<i>Sheffield Hallam University</i>	
Raising the Employability of Minority Ethnic Students and Graduates	30
<i>Southampton Institute</i>	
FINANCE	31
Financial Support for Students	31
<i>University of Birmingham</i>	
Non-traditional Entrants to Cardiff University	32
<i>Cardiff University</i>	
Student Finance Centre	33
<i>University of Hertfordshire</i>	

Contents *continued*

Financial Advice and Guidance in a Multi-sited FE/HE Institution	34
<i>The London Institute</i>	
Compact Student Scholarships	34
<i>University of Sheffield</i>	
‘Enough to Learn On’ Scholarship Scheme	34
<i>University of Sheffield</i>	
Administration of Learner Support Funds	35
<i>Suffolk College</i>	
Student Funding Office	35
<i>University of Teesside</i>	
Student Financial Assessment Project	36
<i>University of the West of England / University of Portsmouth</i>	
INDUCTION	36
The Special Interest Group Events in the Orientation Programme for New Entrants	36
<i>University of Glasgow</i>	
Study Skills and Centralised Student Induction	37
<i>King Alfred’s College</i>	
Welcome Programme	37
<i>Leicester College</i>	
INSTITUTIONAL STRATEGIES	38
Supporting and Retaining Students from Widening Participation Backgrounds	38
<i>Cumbria Institute of the Arts</i>	
First Year Interviews with Resident Tutors / Advice and Guidance Clinics / Student Retention Group / Pro-active Role with Vulnerable Groups in Counselling and Finance	38
<i>University of Keele</i>	
Policy on Access, Preparation and Induction	38
<i>Open University</i>	

Contents *continued*

Transitions to HE	39
<i>University of Plymouth</i>	
Student Support Minimum Standards	40
<i>University of Teesside</i>	
Student Retention Strategy	40
<i>York St John College</i>	
MATURE STUDENTS / STUDENTS WITH FAMILIES	41
Mature Students' Support	41
<i>University of Hull</i>	
Mature Students' Forum	41
<i>Sheffield Hallam University</i>	
Families Day	42
<i>University of York</i>	
MENTAL WELLBEING	42
Student Wellbeing Group	42
<i>Anglia Polytechnic University</i>	
Inclusion of a Consultant Psychiatrist as a Permanent Member of the Counselling / Psychotherapy Team	43
<i>King's College London</i>	
Mental Health Project for Staff and Students	43
<i>University of Leeds</i>	
Managing Mental Health Issues	44
<i>Leeds Metropolitan University</i>	
Counselling Service	44
<i>Middlesex University</i>	
Student Mental Health Adviser	44
<i>University College Northampton (UCN)</i>	

Contents *continued*

Student Mental Health Adviser	45
<i>University of Portsmouth</i>	
Mentoring Service to Students with Mental Health Difficulties	46
<i>University of Southampton</i>	
Mental Health Co-ordinator	46
<i>University of Teesside</i>	
OVERSEAS STUDENTS	47
Overseas Families' Support Group	47
<i>Imperial College London</i>	
International Students' Orientation Week and Welfare Support	47
<i>King Alfred's College</i>	
International Orientation Programme for Overseas Students	48
<i>King's College London</i>	
International Society	48
<i>University of Manchester</i>	
'One-stop' Welfare Service for International Students	48
<i>University of Manchester</i>	
Free Five-day Residential Orientation Course and One-day Orientation Courses in January and April for International Students	49
<i>University of Manchester</i>	
Welcome Programme for New International Students	49
<i>University of Nottingham</i>	
Supporting EU Students	50
<i>University of Portsmouth</i>	
Hosting Scheme for International Students	50
<i>Southampton Institute</i>	

Contents *continued*

PEER SUPPORT AND MENTORING	51
Peer Assisted Learning (PAL)	51
<i>Bournemouth University</i>	
Core Mentors	52
<i>Chester College of Higher Education</i>	
M Power Mentoring Scheme	52
<i>University of Edinburgh</i>	
The Student Network	53
<i>University of Glasgow</i>	
Mentoring Scheme in the Office of Part-time Education	54
<i>University of Leeds</i>	
Alumni Mentor Scheme	54
<i>Middlesex University</i>	
Student Mentoring Scheme	54
<i>University of Sheffield</i>	
Buddying Scheme	55
<i>Sheffield Hallam University</i>	
LINK-UP Mentoring	55
<i>Sheffield Hallam University</i>	
Dyslexia and E-support	56
<i>Sheffield Hallam University</i>	
RETENTION	57
Cause for Care and Concern Exercise	57
<i>Canterbury Christ Church University College</i>	
‘Removing the Barriers’	57
<i>University of Glamorgan</i>	

Contents *continued*

Early Intervention Retention Programme	59
<i>University of Huddersfield</i>	
Ongoing Counselling Support for Students Who Need to Withdraw from College During the Academic Year	59
<i>King's College London</i>	
Potential Course Changes – Same Day/Next Day Service	60
<i>University of Portsmouth</i>	
Student Guidance Manager	60
<i>Staffordshire University</i>	
SERVICE STRUCTURE	61
Student Information Centre	61
<i>Edge Hill</i>	
Student Access to Support Services	61
<i>Glasgow Caledonian University</i>	
Student Services Strategy	62
<i>Goldsmiths College</i>	
An Integrated Model of Student Services	63
<i>University of Greenwich</i>	
One-Stop-Shop Approach to Delivering Student Services	64
<i>Leeds Metropolitan University</i>	
The Educational Development and Support Centre (EDSC)	64
<i>University of Leicester</i>	
Student-centred Reception / Advice Service	65
<i>London Guildhall University (now London Metropolitan University)</i>	
Campus-based Student Support Teams under the Management of Campus Deans of Students	65
<i>Middlesex University</i>	
Student Support Centre	65
<i>Newman College of Higher Education</i>	

Contents *continued*

An Integrated Approach to the Provision of Student Services	66
<i>University of North London (now London Metropolitan University)</i>	
Integrated Student Support Centre	66
<i>Nottingham Trent University</i>	
Student Advice Services, Nuffield Centre	68
<i>University of Portsmouth</i>	
Co-ordination of Student Support Services	68
<i>School of Oriental and African Studies</i>	
Integrated Initial Advice and Guidance Service for Student Services Across the Institution	68
<i>Sheffield Hallam University</i>	
Integrated Student Services	69
<i>University of Teesside</i>	
Student Support	70
<i>University of Ulster</i>	
Student Support and Guidance Project	70
<i>University of the West of England</i>	
KISS (Key Skills for Student Survival) Programme	71
<i>University of Westminster</i>	
STAFF DEVELOPMENT	71
Training and Development	71
<i>University of Teesside</i>	
STUDENT WELLBEING	72
ACE Programme: Achieving Confidence in Education Programme	72
<i>University of Durham</i>	
Dealing with Harassment Guidelines	73
<i>University of Essex</i>	

Contents *continued*

Welfare Email Contact	74
<i>King's College London</i>	
UNIQuoLL (University Quality of Life and Learning)	74
<i>University of Leeds</i>	
Counselling Service – A Flexible Response to Students	74
<i>University of North London (now London Metropolitan University)</i>	
Creation of Community	75
<i>University of Nottingham</i>	
Integrated Student Health / Welfare	75
<i>Royal Northern College of Music</i>	
'Lightening Your Load'	76
<i>University of Teesside</i>	
SUBJECT SPECIFIC SUPPORT	76
Supporting Diversity Through Maths Support in the Business School	76
<i>De Montfort University (DMU)</i>	
Mathematics Learning Support Centre	77
<i>Loughborough University</i>	
Mathscope - Mathematics Learning Resource Centre	78
<i>University of Salford</i>	
INDEX OF KEY THEMES	79