

*“Providing an inspirational experience”*



# Bridging the gap

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## Overview of the Student Success Team

- Fixed term project until July 2015
- Funded by the Access Agreement to enhance retention of WP students
- Six Student Experience Officers (SEOs) managed centrally and based in academic departments (HESA T5)
  - Engineering
  - Computer Science
  - Sports, Health and Exercise
  - Social Sciences
  - HUBS@Scarborough
  - Education (new post from July 2014)

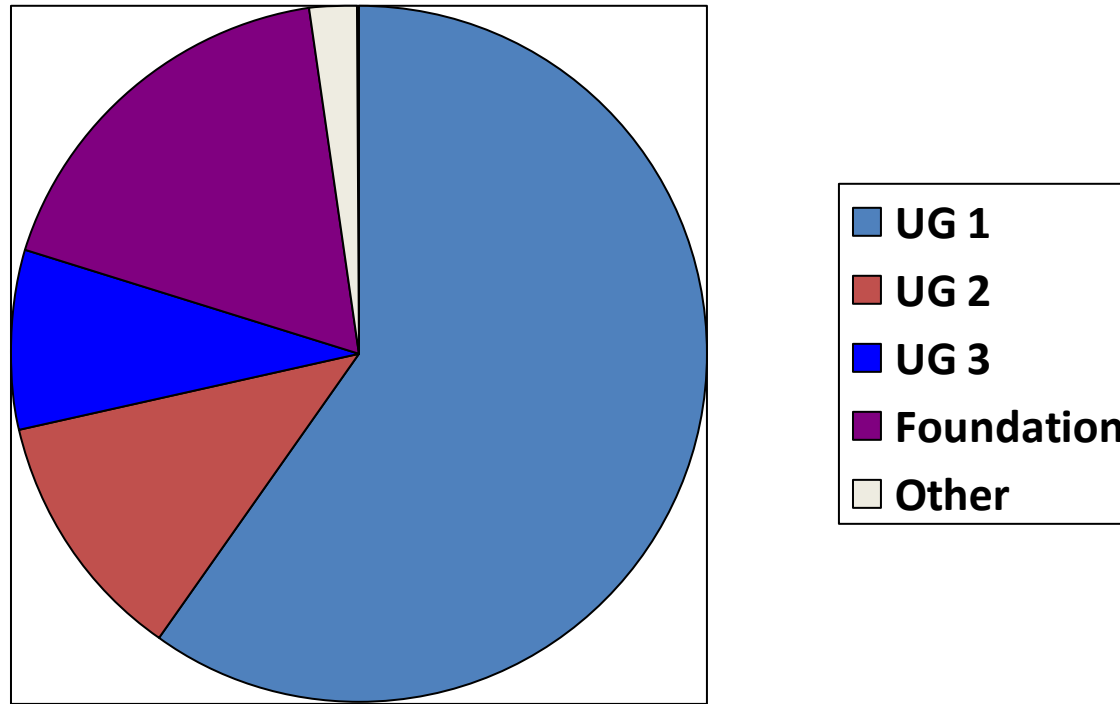


## What is the role?

- Independent of the academic area
- Non-directive coaching
  - helping students find their own answers
- Mentor
  - experts about the University
- Consultants
  - feedback to academic and service areas
  - double-loop learning



## Summary of Semester 1 – student contact



**Total students supported: 722**



## Summary of Semester 1 – reasons for engagement

| Engagement topic                      | No. students | %     |
|---------------------------------------|--------------|-------|
| Academic/course issue *               | 388          | 47.8% |
| Careers and employability             | 8            | 1.0   |
| Disability/health issue               | 179          | 22.0  |
| Finance                               | 110          | 13.5  |
| Intercalation/withdrawal/transfer     | 23           | 2.8   |
| Personal/practical issues e.g. travel | 56           | 6.9   |
| Other                                 | 48           | 5.9   |

Often students present with more than one issue – the figures above are based on the predominant reason for engagement.

\* Academic/course issues include timetabling, attendance, progress, study skills, assessments, module concerns and course administrative issues.

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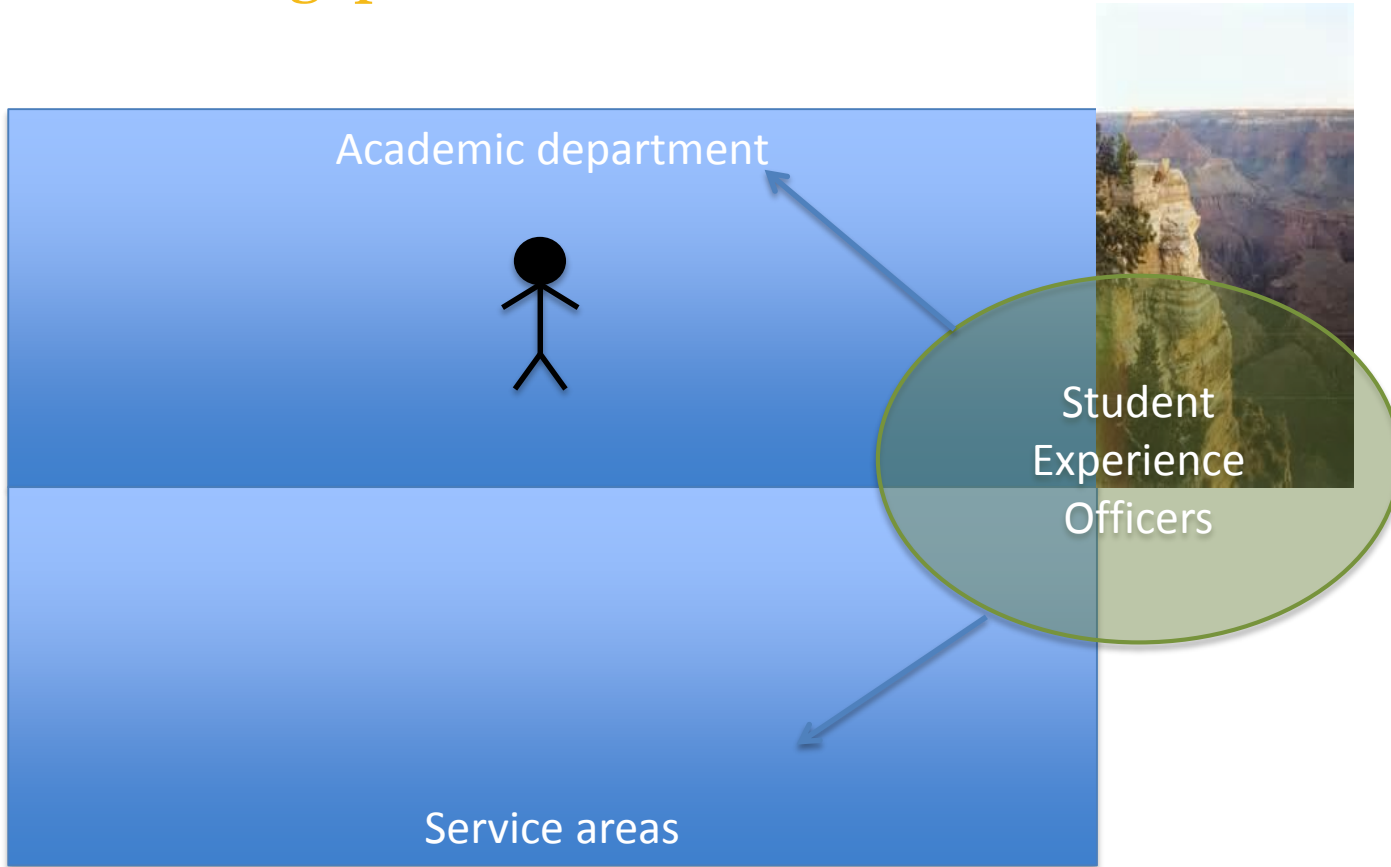
## Impact on students

- Holly and Sarah...

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## What's this gap?





## Projects/wider work

- Pre-arrival
  - Online support/phone calls
- Induction
  - Student Generated Induction
  - Induction Toolkit
- Early warning systems for poor attendance
- Peer Mentoring pilot in partnership with Skills Team





## Questions?

## Contacts

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