

From support to success - Reimagining Student Academic Support



A new model for Student Academic Support

In 2023, we embarked on a strategic project to reimagine our approach to student academic support, addressing student feedback and realising improvements in student satisfaction, engagement, progression and outcomes.



“Our role is to provide end-to-end support to students, supporting them academically and connecting them with teams, especially welfare, to improve academic progression/retention or health and wellbeing. We use data to proactively identify students at risk of poor outcomes and offer intervention.”

Becca Middleton, Department 2 Pastoral Mentor

Pastoral Mentors

Wider University support services



Academic Teams

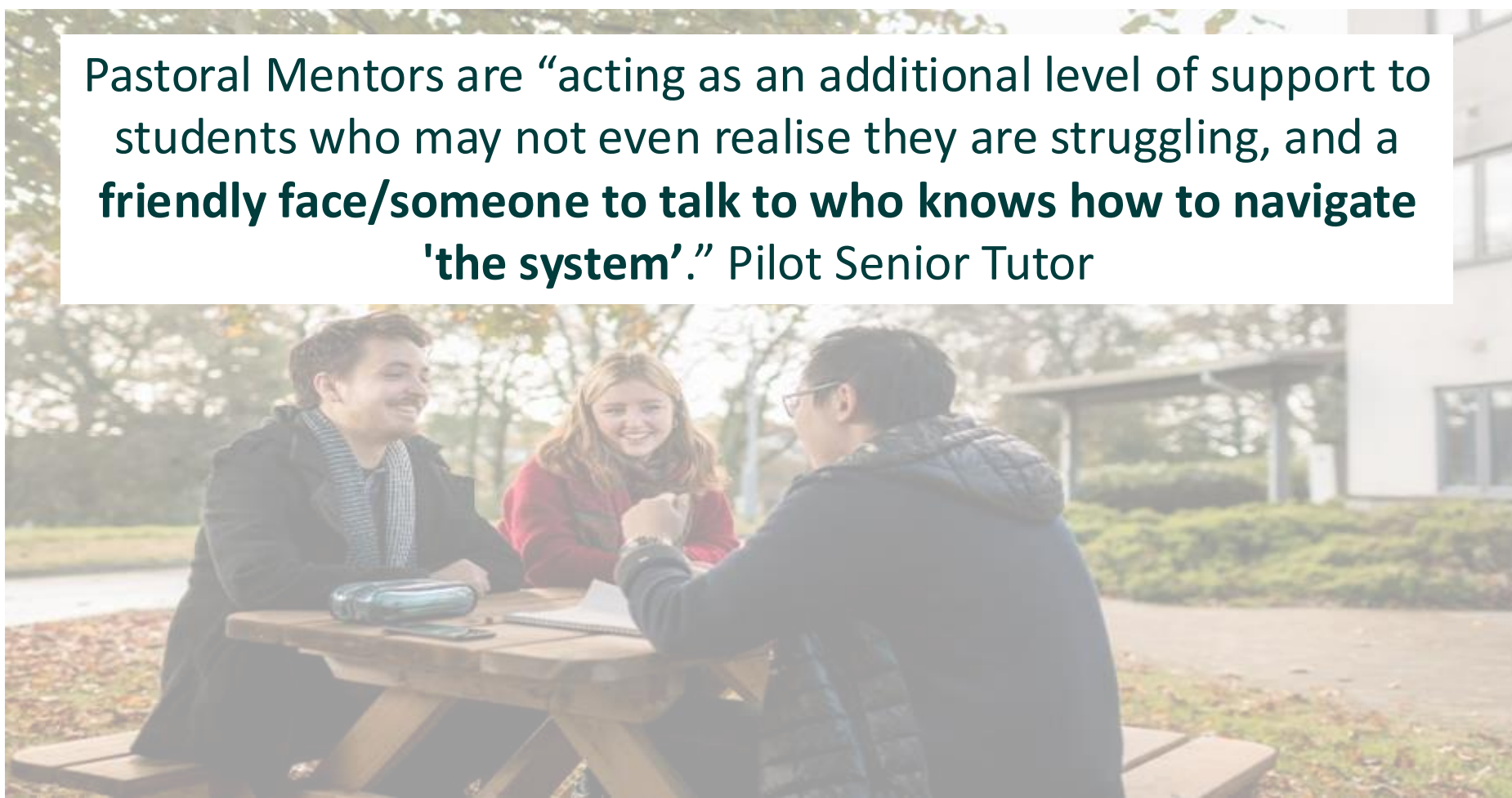
SG and SU advisory services

“I’m delighted to see how this project is progressing. The introduction of Pastoral Mentors has been phased and the outcomes on this poster are drawn from quantitative analysis and qualitative interviews with our initial pilot departments. We’re now building on this with TASO, delivering a QED evaluation for the current and final rollout phases.”

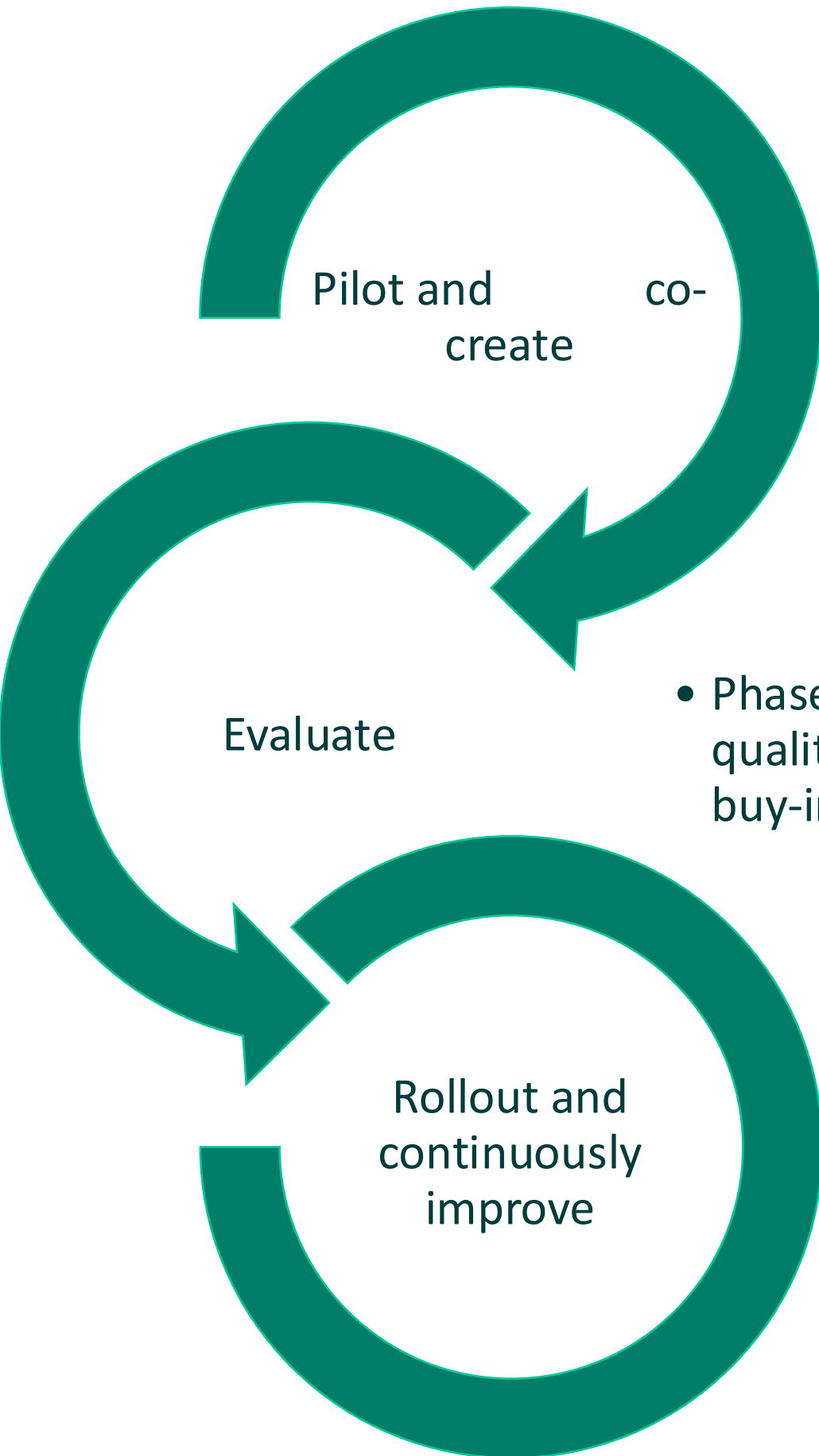


Prof Nicky King, Associate Pro-Vice Chancellor for Education

Pastoral Mentors are “acting as an additional level of support to students who may not even realise they are struggling, and a friendly face/someone to talk to who knows how to navigate ‘the system’.” Pilot Senior Tutor



Successful piloting and scaling



- Clear theory of change.
- Two small departments on different campuses.
- Co-created model with Pastoral Mentors.

- Phase 1 evaluation focused on qualitative feedback to secure buy-in for rollout.

- Community of Practice for Pastoral Mentors to continue co-creation.
- 80/20 model allows flexibility in delivery for departments.
- QED project evaluation underway with TASO.

Pilot success measures and outcomes

		Measures	Pilot outcomes
		Students receive and/or are signposted to support .	Pastoral Mentors proactively and consistently support students. Increased referrals to Wellbeing services.
		Increased satisfaction and reduced variability in support.	NSS (Communication of Wellbeing Services) Dept 1: +20% Dept 2: +1.6%
		Increased engagement and improvement in outcomes.	Dept 1 and 2 report increased engagement. Fewer international visa holders non-engaged at stage 3.
		Reduction in withdrawal rates .	Withdrawal rates Dept 1: -66% Dept 2: -57%



For more information on Pastoral Mentors follow the QR code or contact the team:
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