

The background image is a wide-angle photograph of a university campus. In the foreground, there is a large, well-maintained green lawn. A paved path curves through the lawn from the bottom left towards the center. Several mature trees with dense green foliage are scattered across the scene, particularly on the left and right sides. In the middle ground, a modern, multi-story building with a glass and metal facade is visible. To the right of this modern building, a portion of an older, stone building with arched windows can be seen. The sky is blue with some light clouds, and the sun is shining brightly from the top right corner, creating a lens flare effect.

**MANCHESTER**  
1824

The University of Manchester

# **Student Support Network**

**Thursday 2nd November 2017**  
**9.30 – 12.30am**



The University of Manchester

# Welcome

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Ian Bradley,  
Head of Operations, Division of Campus Life

# Agenda

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- Policy and Student Lifecycle update
- Update on the support the University provides for care experienced students
- Student support microsite review
- Chinese students – are we seeing them clearly enough?
- Wellbeing updates
- Close



The University of Manchester

# Policy and Student Lifecycle Project Update

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Ian Bradley, Head of Operations  
Division of Campus Life

# CAMPUS LIFE OVERVIEW

## SPRINT PLAN

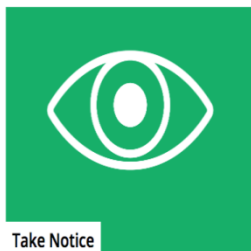
Week 1 (18/09)	Story analysis, solution planning, draft L2 BPDs	
Week 2 (25/09)	Student Support Accommodation	
Week 3 (02/10)	Student Support Volunteering (Community engagement) & Student Communications	
Week 4 (09/10)	Student Support Step up and lead/ peer support	Demos
Week 5 (16/10)	Sport Ethical Grand Challenges	
Week 6 (23/10)	Student Development Stellify	
Week 7 (30/10)	Student Development Careers	
Week 8 (06/11)	Integration & QA week Demos & approvals	Demos

# STUDENT SUPPORT

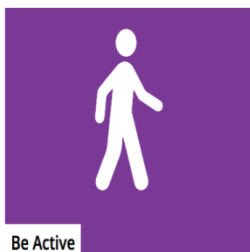
**FOCUS ON STEPPED CARE SELF-HELP, WELLBEING AND SPECIALIST SERVICES**



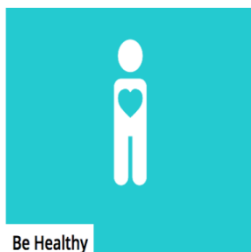
[Read more >](#)



[Read more >](#)



[Read more >](#)



[Read more >](#)



# BUSINESS PROCESS DESIGN

## Current Challenges

1. Multiple services and multiple ways of working
2. Various processes could be streamlined
3. Data held in different systems so difficult for collective reporting

## Benefits Delivered

1. Common “triage” for all
2. Common online referral form
3. Recording of interaction with student
4. Ability to analyse/report on data
5. Self help, triage and referral for student all available

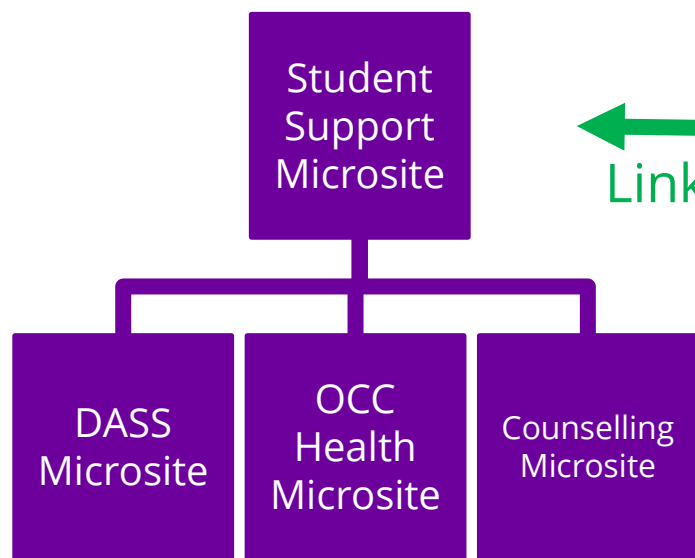


# CURRENT 'SUPPORT' INFORMATION

**ISSUES!** SLP focus area

Service Referrals

Primary sources of Student Support resources



- Does not mirror microsite content or tone
- Not correct content for 'Wellbeing' title
- No personalisation/ targeting of content
- Can't access own own support plan
- Content rotation must be done manually
- Resource Bank Broken!
- Reflection tool un-editable

Additional sources of 'Student Support' information

PGR Life	Student Union Advice Service	Go Abroad Wellbeing	Accommodation	StaffNet	Schools Intranet Support Page	Manchester.ac.uk
Content not consistent	Content not consistent	Content not consistent	No Self Help Wellbeing Content not consistent	Content old/ incorrect. Missing opportunity to guide support	Content not consistent. Not all link to central resources	Content not consistent



# CRM/ DATA PERMISSIONS



Automatic visibility



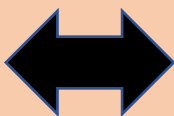
Manual sharing

**All Staff (No restrictions): Student record**

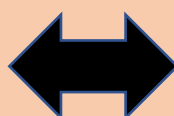


**General Support**

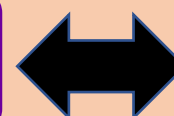
Central  
Support



Residential



School



Named  
individual



**Specialist Support**

Counselling



DASS



Occ Health

(Support plans)



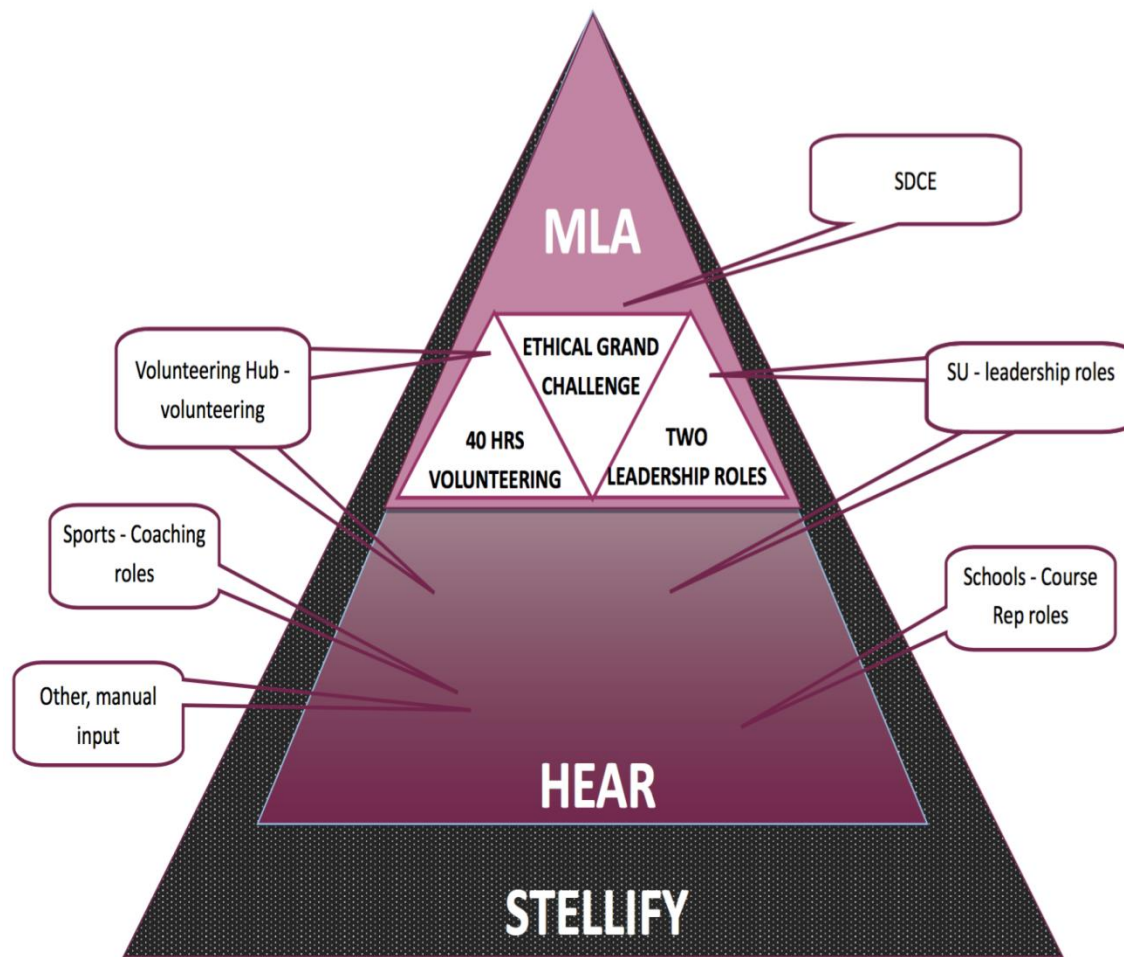
Core

Maximiser

OPAS

# STUDENT DEVELOPMENT

## (INCLUDING STELLIFY AND THE MANCHESTER LEADERSHIP AWARD)



# C1 SPRINT PLAN

Week 1 (18/09)	Story analysis, solution planning, draft L2 BPDs	
Week 2 (25/09)	Student Support Accommodation	
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# Supporting Looked After Children and Care Leavers

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Stephanie Lee, Head of Widening Participation and Outreach

Janet Willis, Careers Consultant

Caroline Everson, Careers Consultant

# Overview

- Barriers for Care Leavers to access HE
- Case study from The University of Manchester
- Impact of our work
- Where to get further information and support

## Some statistics...

**34% of care leavers** were not in education, employment or training at age 19 compared to **15.5%** of the general population



Source: DfE (2014) [Children looked after in England \(including adoption and care leavers\) year ending 31 March 2014](#)



- **6% of care leavers go to University – compared with 38% of all young people**

## Barriers to Higher Education for Care Leavers

- *Some real, some perceived*
- Level of educational attainment due to disruption to education
- Lack of understanding by support workers/foster carers regarding HE  
*e.g. myths around student finance- lack of knowledge of breadth of Higher Education*
- Lack of HE role models
- Lack of consistent people to encourage or support



# What care leavers think

- Lack of support from Key Workers who *“have more time for young people in remand than on-track for HE”*
- Care Leavers doing well in school feel **ignored** and **unsupported**
- **Lack of high ambitions** for care leavers by adults around them
- Being told, overtly or subtly, that University is **“not for people like you”**
- Lack of self esteem
- Concerns regarding establishing positive relationships with housemates
- Concerned about other students discovering they’re a Care Leaver

## Care Leavers and Access Agreements

- Work with young people who have experienced Local Authority Care is, and continues to be, a **key priority** in the **University's Access Agreement**.
- Support for students throughout the student life cycle (not just pre-entry) is also a priority to aid the retention, success and progression of students from all backgrounds.

# University of Manchester Structure of Support

## Outreach and widening participation activities

- Student Recruitment and WP Team

## Pre-arrival & on Course Support

- Student Support and Advice Team
  - Careers Service

# Support for prospective students

- **Success4Life (years 8/9)** This extended project (spread over approx. 10 weeks) encourages young people to explore their skills and strengths, work with current University students who are care-experienced and think about their future choices. Themes are positive self-image, confidence building and awareness raising of HE and beyond.
- **Visit Days** for care-experienced young people
- Looked after children are a **target group** in all our WP work e.g. Gateways, Summer Schools and the Manchester Access Programme to encourage teachers to include this group on visit days/events.
- **Step Up 2 Uni (year 12 students)** VIP Open Day for young people who are care experienced and considering applying to HE – information from all Greater Manchester universities.

# Impact

**Success4Life** 100% of students strongly agreed they had enjoyed the programme and 100% considered it should run again.

- *“Because it is a good opportunity for kids in care to express their feelings and make new friends.”*
- *“Because it helps me and made me feel more confident and I really enjoyed the activities, staff, and banter.”*

## Teachers feedback:

- *“S4L is a constant at a very unsettling time of great change.”*

## Feedback from Social Worker:

- *“This young person had been struggling in her new foster placement. The foster carer stated that she only spent time in her room and would not eat with the family. After the first session at S4L she came home a different person. She interacted with the family and for the first time, ate dinner at the family table. Things got better and better each week and the foster carer stated that this was down to her growing confidence from the project.*

## Other support and activities

- **Greater Manchester Care Leaver Awards**

These awards are designed to celebrate the achievements of care-experienced young people from across the Greater Manchester Region.

- **Supporting the Supporters**

For social workers, designated teachers and other key influencers. Provides help with supporting young people from care, into and through Higher Education

# Pre-arrival support

- Pre-application help
- Contextual data used to flag care leavers during the application process for further consideration
- A named contact as a first point of contact throughout their time at University
- Guidance for offer holders – e.g. support with Student Finance



## On-course support for care leavers

- Continuation of named contact – regular e-communication
- Opportunity to become a paid Student Ambassador
- Undergraduate Access Scholarship funded by donors
  - ***Students under the age of 25 who have been in public care for a minimum of three months since the age of 11 will receive £1,000 a year throughout the duration of their undergraduate degree.***
- Year-round accommodation

# Careers Support

- Close liaison with the Student Support and Advice Team
- Personalised approach to identify students and send a personal message and the offer of one-to-one careers support
- Confidential careers appointment to discuss support needs
- Signpost students to any specific careers support needed including:
  - advice about finding work experience
  - financial support bursaries for work experience, travel and accommodation costs
  - getting a part-time job

# NNECL.org

**NNECL**

National Network for the  
Education of Care Leavers

01962 827688

HOME ABOUT ACTIVITIES ▼ RESOURCES NEWS PARTNERS CONTACT

## NNECL PROVIDES

Higher Education Activities and Resources for Care Leavers, Children in Care and Those Who Support Them

More about us

### FIND ACTIVITIES IN MY AREA

Select an area on the map



NB: You can filter to a more specific area at a later stage

Arden University



**ASPIRE**  
Northamptonshire

A2U  
Aspire2Uni

**BU**  
Bournemouth University

**B**  
Bradford College

 **bucks**  
new university

**LPP**  
Care Leaver  
Progression Partnership

**catch 22**  
nclhr

**The Children's Society**

 **DE MONTFORT UNIVERSITY**  
LEICESTER

**DCON**  
DEVON COLLABORATIVE  
OUTREACH NETWORK

## The University of Manchester

← Search

### Ian Bradley

Student Support & Advice  
01613 063 993

[Ian.Bradley@manchester.ac.uk](mailto:Ian.Bradley@manchester.ac.uk)

Message me



[www.manchester.ac.uk](http://www.manchester.ac.uk)

[Care leavers' webpage](#)

[Financial support](#)

[Accommodation](#)

[Student union](#)

[Unistats webpage](#)



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The information on this page was last updated on 16 May 2017.

The details of support available can change, so before you apply it's best to speak to the **named contact** to check exactly what they offer.

The university has a named contact to support care leavers with any needs, from the point of considering an application, through to the completion of your programme of study here.

The accommodation office can provide a flexible, up to 52 week accommodation contract in university halls, which can be for the duration of your programme of study.

The university also has student ambassador work opportunities (paid) at various outreach events, and activities designed to enthuse and motivate prospective pre- and post-16 students about higher education, with the option of being a role model for care leavers if you wish.



### Support we offer ?

- ✓ A named contact
- ✓ Outreach sessions or activities
- ✓ Pre-application help
- ✓ Guidance for offer holders
- ✗ A web page for care leavers
- ✓ Careers advice and support after graduation



### Accommodation we offer ?

- ✓ A place to live all year round
- ✗ If not, help finding somewhere to live for the whole year



### Funding support we offer ?

- ✓ Specific funding that's just for care leavers
- ✓ Additional funding available (such as bursaries and grants)

## Your experiences

- In your roles, what experience have you had of supporting care leavers?
- What are some of the challenges they / you face?
- What additional support do you think would be helpful for care-experience students / for you?

# The Christmas Dinner (for Care leavers)



For more info: Emma Lewis-Kalubowila

# Student support microsite review

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Katie Urnevitch, Student Support Adviser  
Division of Campus Life

Please take a moment to view the video at:

[www.youtube.com/watch?v=Mt18VBmkW-s&feature=youtu.be](http://www.youtube.com/watch?v=Mt18VBmkW-s&feature=youtu.be)

Our microsite can be found at:

[www.studentsupport.manchester.ac.uk](http://www.studentsupport.manchester.ac.uk)

We'd love to hear your feedback:


[studentsupport@manchester.ac.uk](mailto:studentsupport@manchester.ac.uk)



# Chinese students – are we really seeing them clearly enough?



Karen Badat & Natalie Poole, International Relations  
Tongxin Sun, Xingfang Wang Student Ambassadors

- 
- Present two studies
  - Pose some questions
  - Suggest some ways forward

So who are we thinking of when we think about our international students? .....



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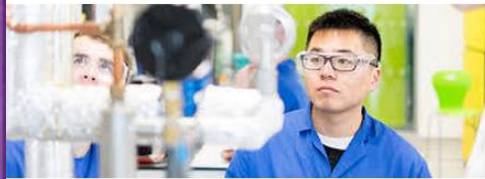
# New Chinese students at the University

	UGRD	PGDT	PGDR	Grand Total
England	5555	1570	404	7529
<b>China</b>	<b>757</b>	<b>2548</b>	<b>87</b>	<b>3392</b>
Wales	227	22	8	257
Malaysia	196	29	8	233
India	81	127	15	223
Northern Ireland	124	33	4	161
Scotland	54	16	20	90



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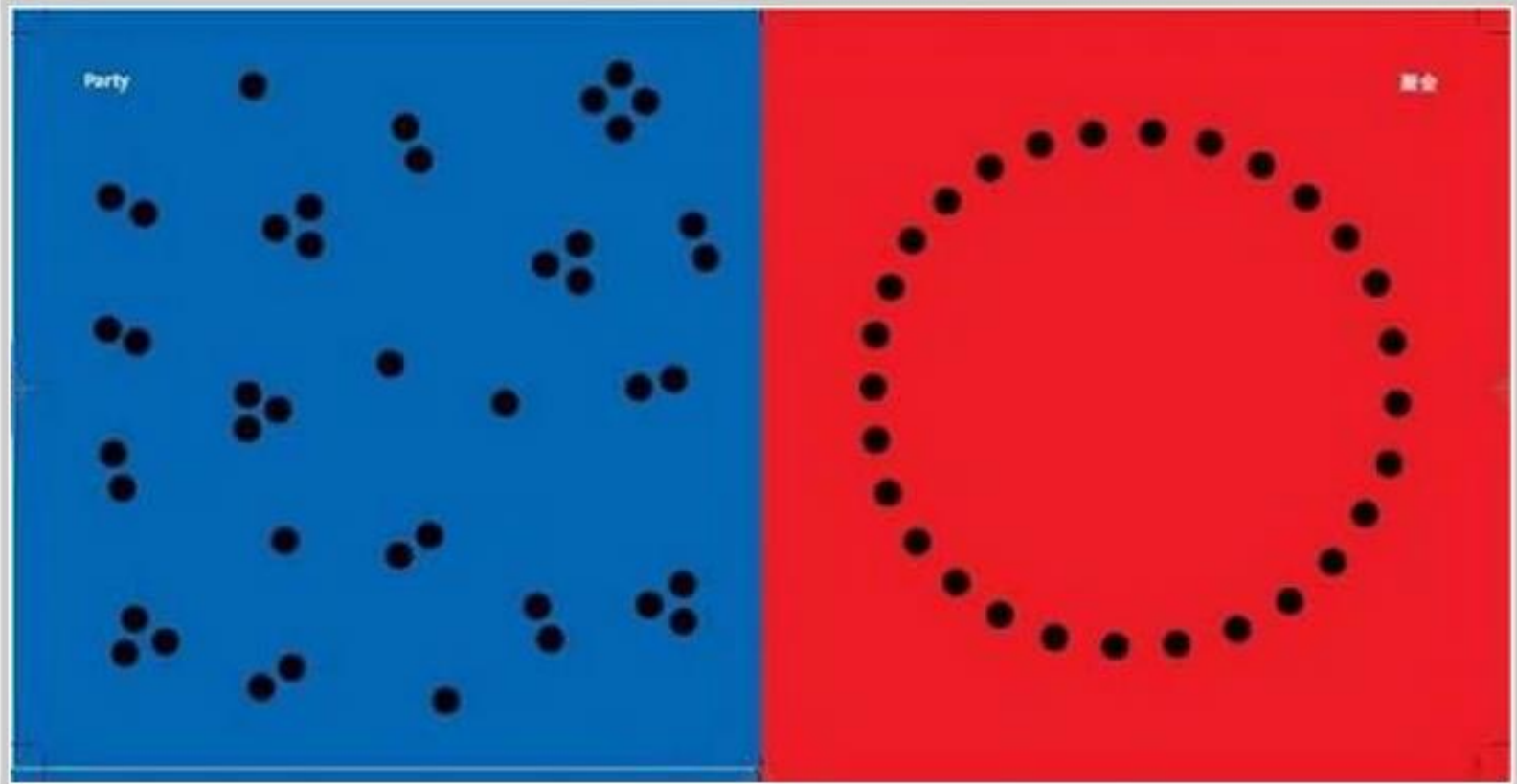


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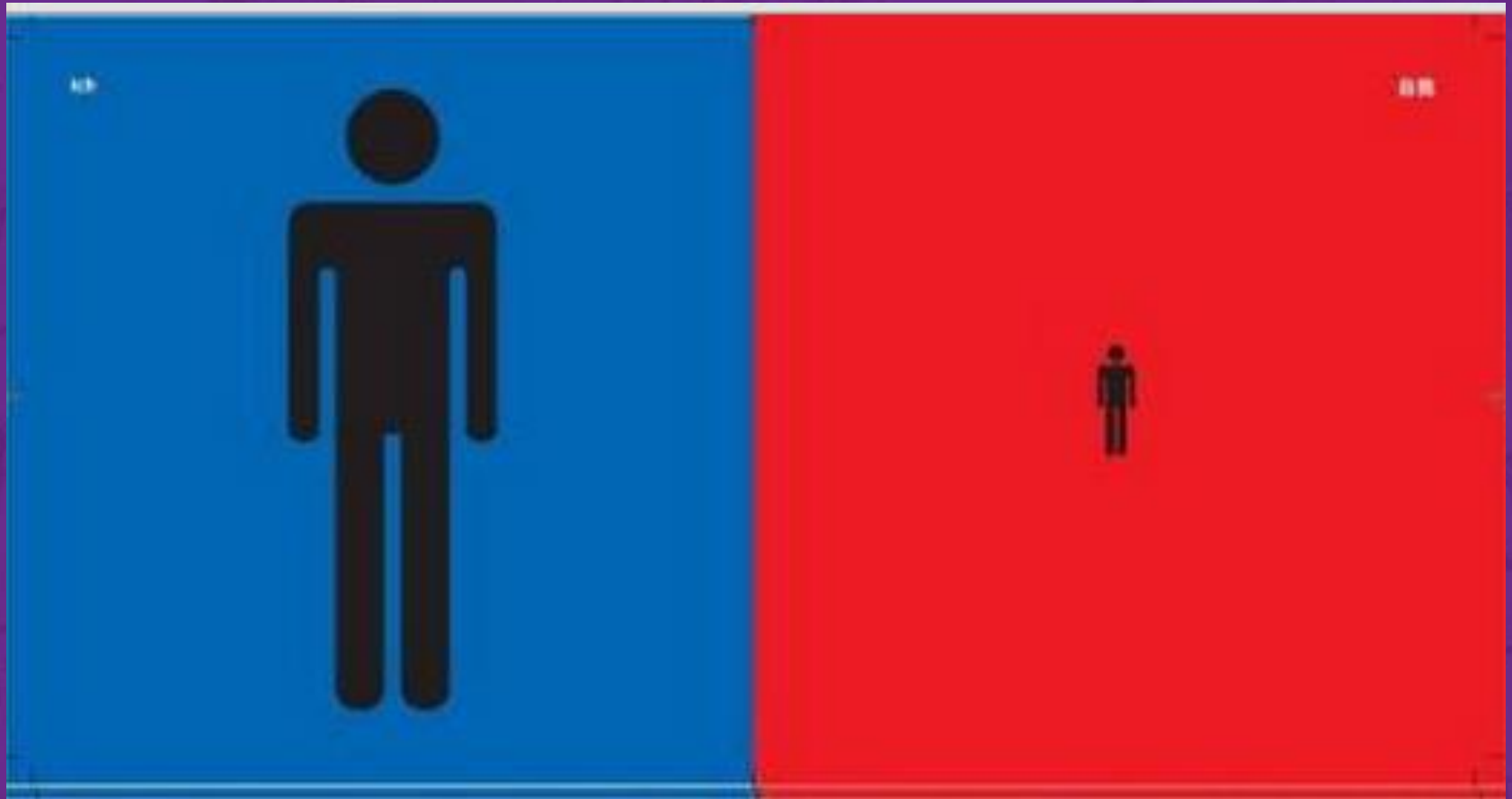
And what do we know about them?



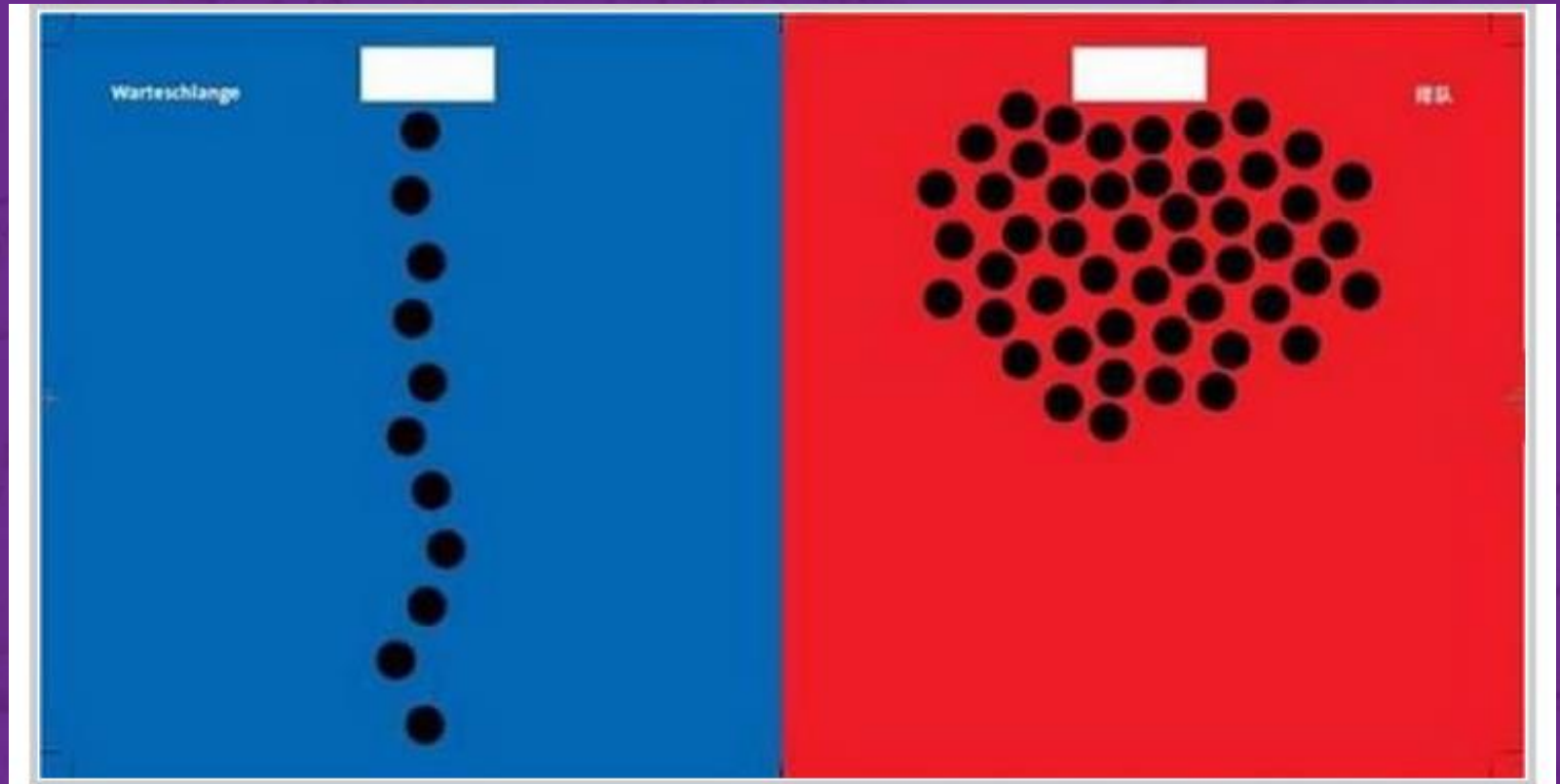
What a party might look like from above.

MANCHESTER  
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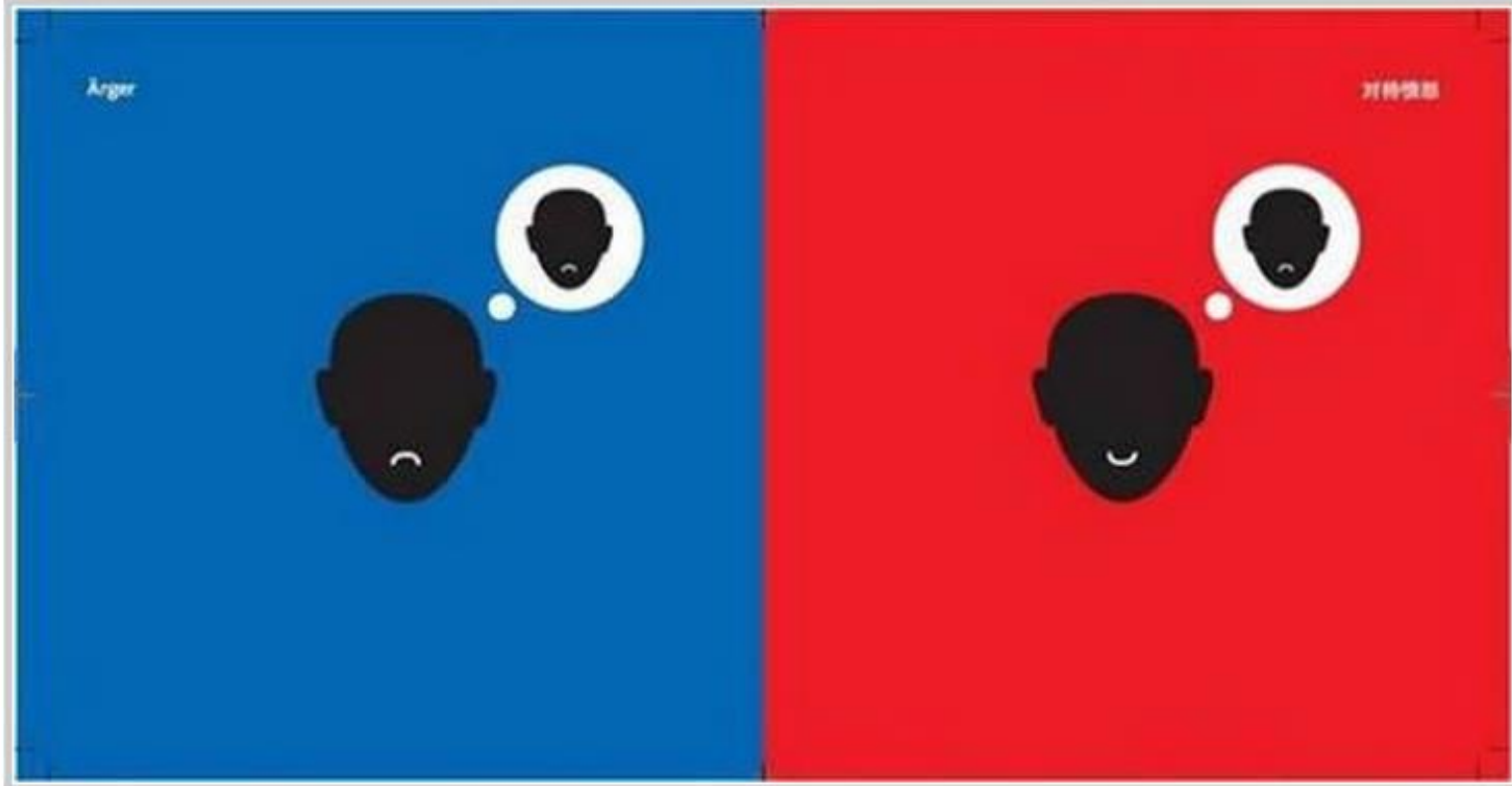
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How they form lines.



How they express their feelings.

# Findings from a survey of Chinese students

Yiwen Guo

Prepared with the support of the Office of International Relations  
and to fulfil the requirements of **EDUC 70232: Intercultural  
Engagement at Work and in Communities**

Karen Badat, International Relations

# Introduction and Background

Motivations  
Learning  
Uses

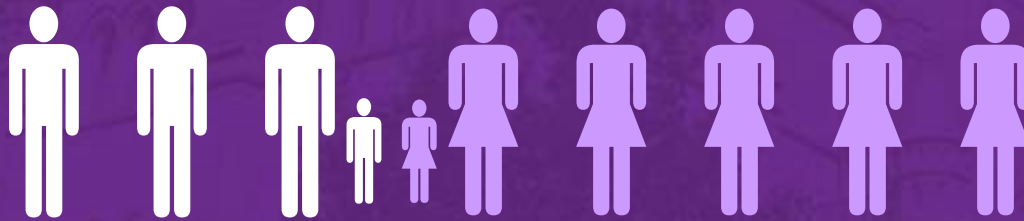
International Relations



# Data Collection Process

- Online survey
- In Chinese
- Participation sought through social media
- Mixture of free choice and prompted questions
- 15 questions in total
- Structured to illustrate changes over time

# Sample breakdown



33 - women

18 - men

3 - Undergraduate

47 - Postgraduate

Taught

1 - Postgraduate

Research

Level of Study



# Sample breakdown

## Discipline

33 – Humanities

17 – Science & Engineering

1 - declined

30

In Manchester for 6 months or less

18

Between 6  
months & 1 year

3

More than 1 year

# Headline analysis

- More positive than negative – larger response to positively worded open ended questions
- Information gathering how did you collect information – 70% from the official website, 50.98% Wechat (other students? Possibly) 23% Weibo

# Headline analysis

- Information gathering ‘How would you like to have collected information?’ – 49 % official website, 56% Weibo (highest) and 50% email

# Headline analysis

- Security

What aspect of your life were you most concerned about before you came –

64% - safety (highest)

Now that you are here – what most concerns you?

58% - safety (highest)



# Headline analysis

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## Expectation

What aspect of your life were you most excited by **before** you came here?

- 72% culture (highest)

Now that you are here, what most satisfies you?

- 70% culture (highest)

# Results and Analysis

Final part of the survey asks a number of open-ended questions;

What do you think you have gained most here at Manchester?

What do you think the University does well?

Is there anything The University could improve?

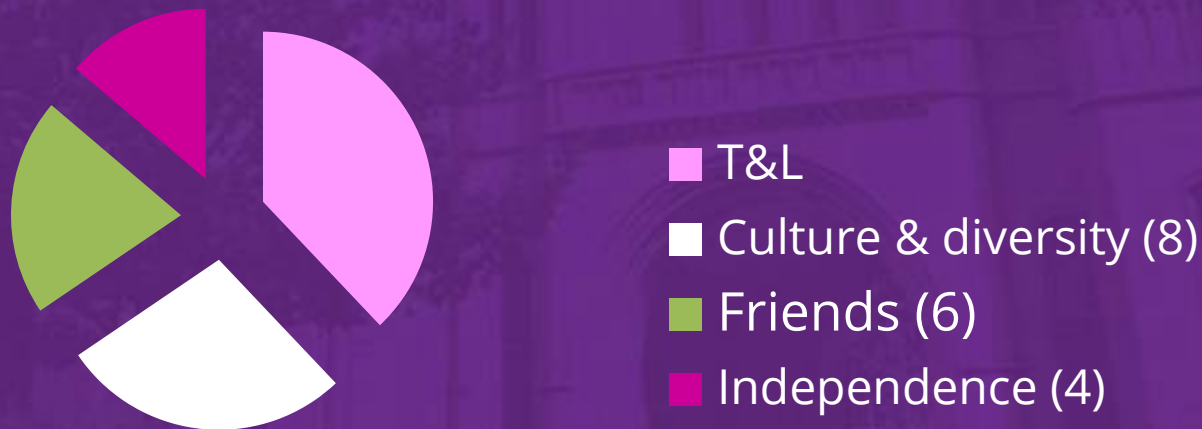
What one piece of advice would you give to a new student?

Is there anything more about your experience you would like to tell us?



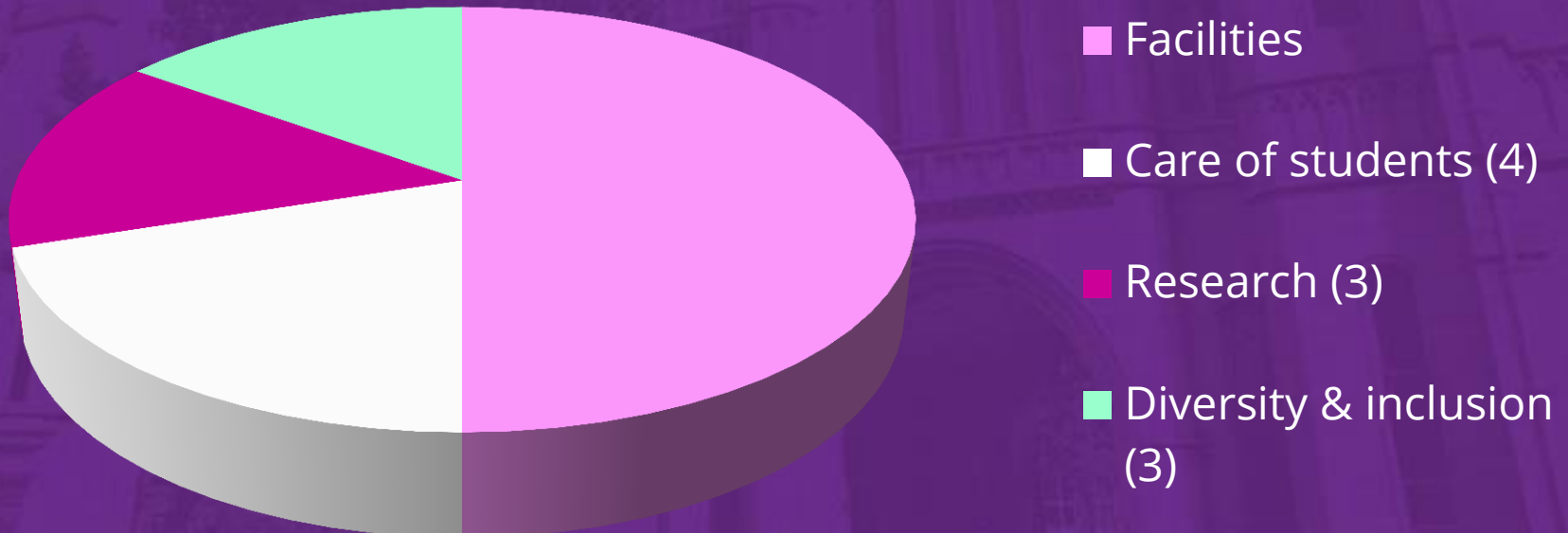
# What do you think you have gained most at Manchester?

A majority (11 from 39) describe their learning as the greatest asset of their time



# What does UoM do well?

A majority (10 out of 21) say facilities and resources



# What could UoM improve?

No real trends – out of 13 responses,

- 3 mention accommodation
- 2 say more activities
- 3 talk about aspects of the academic experience

# What one piece of advice would you give?

A majority give advice around studying – study harder, try to learn by yourself, do more reading (7 out of 16)

3 suggest improving English language skills before students arrive

# Conclusion and Recommendations

Safety and security

Social media and information giving

Academic preparedness

# Anything else?

Nice

Wonderful time I want to come back  
again



# ResLife project

## The Secret of Happiness

- Starts next week
- 4 workshops
- ‘How to be Happy’
- Resilience
- Crucial input of RLAs



# What else?

- How could we communicate better/more?
- How could we create more resources?/ awareness of what we have?



# Wellbeing

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Katrina Grier

Student support network

2nd November 2017

# Wellbeing Champions

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Student support network  
2nd November 2017

# Winter Wonderland

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- 4th December 2017
- Carnival
- Winter traditions

# Six ways to Wellbeing

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- Connect
- Learn and Discover
- Be Active
- Take Notice
- Give
- Be Healthy





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# Wellbeing Week

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20th-24th November 2017

# The concept

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- A week full of taster sessions
- Activities to support wellbeing



# What's on

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- Launch day
- Sport
- Societies
- Special events

# How can you get involved?

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- Volunteer
- Attend
- Promote



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# Close



Thank you!

Contact: [studentsupport@manchester.ac.uk](mailto:studentsupport@manchester.ac.uk)

Website: [www.studentsupport.manchester.ac.uk](http://www.studentsupport.manchester.ac.uk)