

11:53:22 From Bianca de Haan to Everyone:  
bloody hell! that music is loud! :-)

11:53:28 From Team Wonkhe to Host and panelists:  
I've turned your videos off while we're doing the pre bit -  
when I ask you to join the stage it might take a minute to get back  
on again but you definitely can turn it back on!

11:53:49 From Dr Nyree Myatt to Everyone:  
I've just turned it down!

11:55:05 From Team Wonkhe to Everyone:  
@Bianca and anyone else who is feeling a bit deafened you  
can turn it down on your audio settings

11:56:10 From Kathryn Whittingham to Everyone:  
What is the music - just out of interest?

11:58:10 From Team Wonkhe to Everyone:  
I'm afraid it's just stock music Kathryn! But it's funky,  
no?


11:58:36 From Hanh Doan to Everyone:  
Yeah I'm down with the funk

11:58:47 From Team Wonkhe to Everyone:  
Welcome everyone! We'll be starting in 2 minutes - last  
chance to make a dash to the coffee machine...

11:58:51 From Ian to Everyone:  
Its certainly woke me up


11:59:20 From Bianca de Haan to Everyone:  
:-)

11:59:24 From Karen to Everyone:  
It startled me...I had to turn the volume down...must be  
getting old!

11:59:25 From Libby to Everyone:  


11:59:28 From Team Wonkhe to Host and panelists:  
Hi fellow panellists, everyone feeling good?

11:59:36 From e.locke to Everyone:  
Loving the music :D

11:59:37 From Kathryn Whittingham to Everyone:  
It sure is. Perhaps WONKHE should create a playlist we  
could access on Spotify etc? 

11:59:43 From Hilary Stevens - University of Exeter to Everyone:  
Yup, awake now!


11:59:55 From Claire Burrell to Everyone:  
My whole office is awake now!

11:59:59 From Clem Crosby to Everyone:  
Starsky & Hutch?

12:00:01 From Badger, Lindsay to Everyone:  
Definitely awake now too!

12:00:03 From ctv24rju to Everyone:  
mine too

12:00:05 From Jenny Barrett (she/her) to Everyone:  
:D

12:00:10 From Jean Harris-Evans to Everyone:  


12:00:11 From Nikki Anderson to Everyone:  
Hello everyone!

12:00:11 From Simon Gamble (he/they) to Everyone:  
Now everyone in my office thinks I'm watching something dodgy :-D

12:00:12 From Sope Adekola to Everyone:  


12:00:12 From David Gilani to Host and panelists:  
Feeling good, fellow panellists. Looking forward to this. Enjoying how much people are liking the music :D

12:00:12 From Uliana Zaychenko to Everyone:  
Vibing!

12:00:16 From Hannah Thirlwall (UoBirmingham) to Everyone:  
I feel like I could take on the world

12:00:21 From Nicky King to Host and panelists:  
all good, thanks. looking forward to this

12:00:31 From Hilary Stevens – University of Exeter to Everyone:  
More cheerful than the weather.

12:00:33 From Rita Bromley to Everyone:  
Great music:)

12:00:38 From JAGORI BANDYOPADHYAY to Everyone:  
It startled me

12:00:41 From Bianca de Haan to Everyone:  


12:00:55 From Hilary Stevens – University of Exeter to Everyone:  


12:01:00 From Andy Fisher to Everyone:  
"thanks for holding, your attendance is important to us. You are number 50 in the queue"

12:01:17 From Bianca de Haan to Everyone:  


12:01:26 From David Gilani to Everyone:  
Can we get this music for our Clearing lines?

12:01:38 From Kathryn Whittingham to Everyone:  
Nice one, Andy...

12:01:38 From Glenda Saint John (evasys) to Everyone:  


12:01:42 From Jean Harris-Evans to Everyone:  


12:01:44 From Eloise Bouron to Everyone:  


12:01:46 From Glenda Saint John (evasys) to Everyone:  
I need this for my morning alarm

12:02:12 From Nicky King to Host and panelists:  
I can't restart my video – says the host has closed it

12:02:24 From Rachel Maxwell to Host and panelists:  
Me neither

12:02:44 From Nelly Lockett to Everyone:  
Good afternoon everyone :)

12:02:49 From Glenda Saint John (evasys) to Everyone:  
Hi Rachel and David 

12:02:56 From Robin Gibson to Everyone:  
hello everyone

12:03:04 From Kyla to Everyone:  
Good afternoon everyone!

12:03:04 From Alexia Jones to Everyone:  
Good afternoon!

12:03:09 From Elle Stockdale to Everyone:  
Good afternoon

12:03:22 From Jingnan Li to Everyone:  
Good afternoon everyone!

12:03:37 From Karen Connor to Everyone:  
Good afternoon

12:03:40 From Abbey- Student Support and Advice Manager Lincoln SU  
to Everyone:  
Good Afternoon Everyone :)

12:03:50 From Lindsay Vann to Everyone:  
Looking forward to this so much - very sadly need to leave  
at 12.30. Apologies, feels a bit rude to do so!

12:03:51 From donna.korn-morris Thomas Pocklington Trust to  
Everyone:  
Goof afternoon from Thomas Pocklington Trust - Donna

12:03:58 From Hilary Stevens - University of Exeter to Everyone:  
Greetings from Devon. :-)

12:04:05 From Emma Heron to Everyone:  
Hello all. nice to be here :)

12:04:07 From Nikki Anderson to Kat Beeton, host and panelists:  
Hi Kat, I see you have your hand raised. Everything ok?

12:04:07 From Glenda Saint John (evasys) to Everyone:  
Hi Robin, could we get a catch up in soon?

12:04:13 From Nora Kelmendi - LSBU to Everyone:  
Good afternoon!

12:04:18 From Alex Toomath to Everyone:  
Hi everyone :)

12:04:34 From Kathy Griffiths to Everyone:  
Good afternoon :)

12:04:35 From Jayne Hannah to Everyone:  
Hello, Jayne Hannah from University of Essex here..

12:04:36 From s.koonjoobeeharry to Everyone:  
Hello everyone! I'm Shalini Koonjoobeeharry from Mauritius  
Library.

12:04:41 From Fern Baker to Everyone:  
Hi from Exeter Uni!

12:04:44 From Bridget Lavin to Everyone:  
Afternoon all and greetings from Uxbridge!

12:04:45 From Jim to Everyone:  
Hello from King's College London!

12:04:47 From Lauren Gurteen to Everyone:  
Hello! Lauren from St Mary's.

12:04:53 From Hannah Thirlwall (UoBirmingham) to Everyone:  
Hi from the University of Birmingham!

12:04:54 From Uliana Zaychenko to Everyone:  
Hello from University of York!

12:04:57 From Alex Toomath to Everyone:  
Hi from Liverpool Hope

12:04:59 From Dr Alys Einion to Everyone:  
Hi from University of Dundee

12:05:03 From Ginny Henderson to Everyone:  
Hello, Ginny Henderson from University of Dundee, School of Health Sciences

12:05:03 From Bianca de Haan to Everyone:  
Hello from Brunel University London

12:05:05 From Gwyn Wilson to Everyone:  
Hello from Edinburgh!

12:05:11 From Esther Kent to Everyone:  
Hi from Sheffield Hallam University

12:05:12 From Hanh Doan to Everyone:  
Hello from the University of Hertfordshire

12:05:12 From Laura Stott to Everyone:  
Hi from Kingston University!

12:05:12 From Emma Williams Univ of Worcester to Everyone:  
Hello from University of Worcester

12:05:12 From Dr Nyree Myatt to Everyone:  
Good afternoon from Queen Mary University of London

12:05:15 From Nelly Lockett to Everyone:  
Hi from Kent :)

12:05:15 From Kristy Johnson to Everyone:  
Hi Everyone - Kristy Johnson (Newcastle University)

12:05:18 From Kate Courage to Everyone:  
Hello from Worcester!

12:05:19 From Elle Stockdale to Everyone:  
Hello from University of York

12:05:20 From Hilary Stevens - University of Exeter to Everyone:  
Hello from University of Exeter.

12:05:21 From Jenny Barrett (she/her) to Everyone:  
Hello - I'm at Edge Hill University in Lancashire.

12:05:22 From Adelayo - Stirling SU (she/her) to Everyone:  
Hi everyone, Adelayo from University of Stirling.

12:05:27 From John Peck to Everyone:  
Hello from the University of Westminster

12:05:28 From David Gilani to Everyone:  
Hello everyone. David here from Middlesex University (London) - so nice to see so many folks here today for this session

12:05:38 From Donna Leonard (Bloomsbury Institute) to Everyone:  
Hello from Bloomsbury Institute in London

12:05:40 From Suzi Jobe to Everyone:  
Hello from Nottingham Trent University!

12:05:41 From I Hutchins to Everyone:  
Hi from University of Suffolk

12:05:43 From Robyn Long to Everyone:  
Hi all, Robyn from the University of Sussex here

12:05:49 From Colin Littlewood to Everyone:  
Hi everyone from Coventry University

12:05:50 From Adelayo - Stirling SU (she/her) to Everyone:  
Nice to meet you all!

12:05:51 From Jo Jenkins to Everyone:  
Hello from London Metropolitan University

12:05:53 From Mark Godwin to Everyone:  
Good afternoon from Birmingham

12:05:55 From Jenny Clough to Everyone:  
Hi from Manchester Met

12:05:57 From Sarah Hearfield to Everyone:  
Hello, Sarah from University of Leeds

12:06:02 From Daniel Akhazemea to Everyone:  
Hello everyone from Christ the Redeemer College

12:06:06 From Abbey- Student Support and Advice Manager Lincoln SU to Everyone:  
Lincoln Student Union here

12:06:07 From Hannah Reilly QAA (she/her) to Everyone:  
Hi all, I'm Hannah from QAA (based in South Wales)

12:06:12 From Lindsay Gillman to Everyone:  
Hi from Kingston

12:06:12 From Paula Dalziel to Everyone:  
Hello - Paula here from SUMS Consulting

12:06:14 From Rob Duker to Everyone:  
Hello from Northumbria University :-)

12:06:20 From Julie Hughes to Everyone:  
Hello Julie from University of Wolverhampton

12:06:22 From Ffion Jones, Aberystwyth University to Everyone:  
Hi from Aberystwyth University

12:06:26 From Yvonne Cotton - Teesside University to Everyone:  
Hello from Teesside University

12:06:34 From Beth C to Everyone:  
Hello from Bath Spa University

12:06:41 From Faye ap Geraint to Everyone:  
Afternoon, Faye ap Geraint - Aberystwyth University

12:06:46 From Leanne Hunt to Everyone:  
Hi. Leanne Hunt from Brunel University

12:06:53 From Liz Floyd to Everyone:  
Hi from University of Winchester

12:06:56 From Pravahi to Everyone:  
Hello from Oxford University- Pravahi

12:07:07 From Alison Shaw to Everyone:  
The 'People' element of this is so important....

12:07:10 From cgalley to Everyone:  
Hello from University of Bedfordshire

12:07:12 From 99909410 to Everyone:  
Hello, from Northampton Students' Union - El Wright

12:07:15 From Emma Duke-Williams to Everyone:  
Hello everyone from Dundee - I'm afraid I can only make the first part of the meeting, as I've got another meeting at 12:30; will the recording be available afterwards?

12:07:17 From Emma Smith to Everyone:  
Hello from Salford

12:07:18 From Martin Webster to Everyone:  
Hello from National Education Opportunities Network (current sat in a rainy Carmarthen)

12:07:22 From sian davies-vollum to Everyone:  
Hello from University of Northampton

12:07:29 From Dr Jummy Okoya UEL to Everyone:  
Hello from University of East London - Jummy

12:07:48 From Karen Connor to Everyone:  
Hello from Edge Hill University

12:07:50 From Cameron, Helen to Everyone:  
Hello from the University of Exeter

12:07:56 From Eleanor Jackson to Everyone:  
Hello from University of Leicester

12:08:00 From Amy P to Everyone:  
Hello from Salford

12:08:04 From Paul Murtough to Everyone:  
Hello from University of Salford

12:08:04 From Judith Cork to Everyone:  
Hi from Anglia Ruskin University

12:08:05 From Nikki Anderson to Everyone:  
Just a reminder to everyone that all slides and the recording will be sent to everyone later this afternoon so you won't miss anything!

12:08:05 From Ellen Avery to Everyone:  
Hello from the University of Leeds

12:08:18 From George to Everyone:  
Hello from Birmingham City University

12:08:22 From Mike Murray to Everyone:  
Hello from University of Strathclyde in Glasgow, Mike

12:08:36 From Nelly Lockett to Everyone:  
Anyone else on the call and also trawling their NSS data :')

12:08:44 From Sarah Stacey - Cardiff Met to Everyone:  
Hello from Cardiff Metropolitan University

12:08:45 From Emma Williams Univ of Worcester to Everyone:  
Yes! :)

12:08:55 From Glenda Saint John (evasys) to Everyone:  
Hello from evasys, we're all about staff and student sentiment 😊

12:09:04 From mpumi to Everyone:  
Hello from Wits University, South Africa

12:09:26 From Karen Connor to Everyone:  
@Nelly Lockett yes

12:09:46 From dawoyejo to Everyone:  
Dean and Ann have joined from UKCBC. Hello to everyone

12:09:46 From Lucia Qureshi to Everyone:  
Hi everyone! Lucia here from UCL, lovely to e-meet you all :)

12:09:57 From Faye ap Geraint to Everyone:  
@Nelly Lockett - yes :)

12:10:26 From David Trodden to Everyone:  
Hi All from LSE

12:10:37 From Nikki Anderson to Everyone:  
If you do have questions for the panel feel free to pop them in the chat or use the Q&A function (rather than raising hands) as we go along

12:10:47 From Nelly Lockett to Everyone:  
I'm glad it's not just me :D

12:10:57 From Kyla to Everyone:  
Hello Everyone from Edinburgh

12:11:18 From David Gilani to Everyone:  
Definitely not just you, Nelly. A busy day for lots of us, I'm sure. Hopefully it's a happy NSS day for everyone here

12:13:57 From Emma Heron to Everyone:  
maybe there's a new (niche) market for NSS greetings cards!!? (maybe not!!)

12:14:10 From Glenda Saint John (evasys) to Everyone:



12:14:21 From Nicky King to Host and panelists:

I'm having some issues with my microphone....fingers crossed. Could I try first out of me and David and then if it doesn't work David can take over so I can switch to my phone (last resort!)

12:14:36 From Nelly Lockett to Everyone:

"Happy NSS day, hope you have breaks and sufficient caffeine" 🤔

12:14:38 From Badger, Lindsay to Everyone:



12:15:51 From David Gilani to Everyone:

Haha I certainly think there's a market there, Emma.

12:16:47 From David Gilani to Host and panelists:

That's fine by me, Nicky - I'm on standby and hopefully all works fine on my end too

12:17:00 From Nelly Lockett to Everyone:

That or NSS care packages 🙄

12:17:20 From Leanne Benford to Everyone:

That's what I was going to suggest. NSS emotional support teddy bears?

12:17:30 From Hannah Thirlwall (UoBirmingham) to Everyone:

We should do a series of HE Cards- NSS Day, Results Day, Welcome Week

12:17:39 From Glenda Saint John (evasys) to Everyone:

Love that idea Leanne 🧸

12:17:57 From Glenda Saint John (evasys) to Everyone:

I feel a side hustle coming on

12:18:05 From Nelly Lockett to Everyone:



12:18:37 From Emma Heron to Everyone:



12:19:53 From Hannah Thirlwall (UoBirmingham) to Everyone:

I am actually making myself a 'surviving Welcome Week' kit for this year

12:20:13 From Nelly Lockett to Everyone:

This graphic is such a useful way of explaining how data forms impact!

12:20:23 From Ginny Henderson to Everyone:

Data access and interpretation seems to be problematic sometimes

12:20:55 From Bianca de Haan to Everyone:

as is data integration - different information on different systems that don't talk to each other, meaning integration still heavily relies on lots of manual work

12:21:24 From Kathryn Whittingham to Host and panelists:

"Data, data everywhere, and not a thought to think".

12:21:54 From maureen mclaughlin to Everyone:

I hope these slides will be shared ! Cld institutional colleagues comment on how the Kortext approach wld lean into your student records system?

12:22:08 From Glenda Saint John (evasys) to Everyone:  
I think data literacy is key

12:22:25 From Matthew Smith to Everyone:  
Can we have examples of how data has been translated into such informed interventions to improve outcomes? Especially on improving academic engagement & confidence.

12:22:28 From Team Wonkhe to Everyone:  
Slides and recording shared after the session!

12:23:14 From Ginny Henderson to Everyone:  
Would agree about being able to understand and interpret the data, don't think this is always the case so some of the decisions are then based on 'false' information.

12:23:46 From Glenda Saint John (evasys) to Everyone:  
Totally agree Ginny

12:24:11 From Rachel Maxwell to Everyone:  
@Ginny – have a look at the case studies on the Solutionpath website – in particular our case study from Keele  
[www.solutionpath.co.uk](http://www.solutionpath.co.uk)

12:24:15 From Julie Hughes to Everyone:  
We have a similar role of Academic Coaches at the University of Wolverhampton

12:25:06 From Nelly Lockett to Everyone:  
Which institution is this that Nicky is talking about sorry?

12:25:14 From Emma Heron to Everyone:  
Exeter

12:25:16 From Fern Baker to Everyone:  
University of Exeter

12:25:25 From Rachel Maxwell to Everyone:  
Agree Nicky – having that discipline/subject-related knowledge and understanding is key to supporting success

12:25:28 From Nelly Lockett to Everyone:  
Thanks

12:25:38 From Fern Baker to Everyone:  
I'm one of the Pastoral Mentors in Engineering

12:25:52 From Emma Moore to Everyone:  
What is the student numbers for this model please? How many departments is this? Thanks

12:26:03 From Nicolette to Everyone:  
are the pastoral mentors academics and are they 'trained' to be pastoral 'skilled'?

12:26:08 From Kathryn Telling to Everyone:  
This is brilliant to hear, Nicky. Any tips on ways to convince senior management who, at my institution anyway, are set on centralising services?

12:26:09 From Xiaozhe Cai to Everyone:  
What is your student staff ratio? Are the mentors on professional services contract or teaching contract?

12:26:29 From Xiaozhe Cai to Everyone:  
What will be the CPD activities for these roles? What will be their progression?

12:26:38 From Louisa Caine to Everyone:  
We are doing this at University of Portsmouth in the Faculty of Humanities.

12:26:38 From Ginny Henderson to Everyone:



Thanks Rachel Maxwell

12:26:46 From Kyla to Everyone:

Really interesting to hear Nicky, what kind of feedback mechanisms will you be looking into for this?

12:26:48 From Emma Moore to Everyone:

What is the pay scale for this role – sounds a pretty skilled role to take on a lot of issues as the first responder

12:27:07 From Jenny Clough to Everyone:

We are bringing in a similar system at Manchester Met.

12:27:11 From Leanne Hunt to Everyone:

Are there teams within each department? What is the contingency for leave/absence? Sounds a great idea!

12:27:17 From Cecilia Lowe to Everyone:

So is this approach about pastoral support or academic support?

12:27:26 From Adelayo – Stirling SU (she/her) to Everyone:

I believe one of the limitation regarding this is the cost of having separate student support professionals who can be dedicated to give absolute support to students especially international. How will universities who do not have the required funds find alternatives?

12:27:34 From Bianca de Haan to Everyone:

are these departmental mentors on top of personal tutors or instead of?

12:27:46 From Huw Morgan Jones to Everyone:

V interesting initiative! Do you have a centralised framework for managing this – clearly there's departmental nuance but I am guessing there are some core principles which underpin the model

12:27:53 From Helen Elliott to Everyone:

We have student wellbeing advisors in each of our schools at Newcastle, it does work well but the staff/student ratios are challenging in some areas.

12:27:58 From Libby to Everyone:

How do you manage the communication between departments? We tried something similar and found that there were so many support services set up for students, that adding another pastoral support role confused things for quite some time. Especially in terms of what their personal tutors were responsible for, what the wider student support services were responsible for, and then what the student mentors were responsible for.

12:28:00 From Emma Heron to Everyone:

it would be useful to know how students experience this model, Nicky. Very interesting. A lot of the literature suggests that students really value talking to academics. A possible negative here is that it's putting in an extra layer that potentially adds time delay?

12:28:09 From Nelly Lockett to Everyone:

I'd be interested to know how these interact with student rep/student voice systems, and do those teams work closely with SUs to ensure that those problems (if not individual) are being flagged

12:28:17 From Matt to Everyone:

What are the hiring criteria for these roles? What sort of background do you expect these pastoral mentors to have? My first

thought is how do university fund this when so many are facing contraction?

12:28:27 From Kathryn Whittingham to Host and panelists:

NACADA in the US has lots of useful resources for the community of Academic Advisors (a professional role very well established over the pond): <https://nacada.ksu.edu>

12:29:01 From Blaize to Everyone:

I went for this role but didn't get selected for interview! Do you know if you will be recruiting more at some point? 😊

12:29:07 From Bianca de Haan to Everyone:

also, there may be overlap between departmental mentors and central support services, causing confusion for students and staff. How do you navigate that?

12:29:12 From Glenda Saint John (evasys) to Everyone:

Might be helpful to look at the standards from UKAT around their work on professional framework for advising and tutoring, professional recognition etc. <https://www.ukat.ac.uk/standards>

12:29:25 From Leanne Benford to Everyone:

Seconding Nelly's question about student voice – with enquiries systems it's possible to have data passed on and it would be interesting to know if data collected can also feed in that way, if appropriate

12:29:36 From Liz Floyd to Everyone:

We have a role at Winchester like this, Student Support & Success Advisor, we are a team of 5, one per faculty and as Nicky says, we have an understanding of the nuances of departments such as assessment pinch points and things like placements. We are physically based in faculty but part of Student Services

12:29:58 From Jess Johnson to Everyone:

Hi – Jess here from University of Exeter – I have been working with Nicky on the project. This is a grade E academic role (Associate Lecturer), we are co-creating a centralised framework for induction and training in collaboration with our Pastoral Mentors to ensure they support each other as a community of practice as we rollout the model across departments. They are line managed within Departments.

12:30:17 From Martin Webster to Everyone:

Are these roles linked to APP activities (or are the activities that they carry out mentioned in your APP)?

12:30:30 From Rachel Maxwell to Jess Johnson, host and panelists:

Thanks for the additional info Jess – much appreciated! You're getting loads of questions here for sure!

12:30:35 From Emma Heron to Everyone:

@ Jess – thanks. this is useful

12:31:02 From Huw Morgan Jones to Everyone:

thanks Glenda

12:31:09 From Diane Grayson to Everyone:

Are they expected to do research, like other academics?

12:31:37 From Hilary Stevens – University of Exeter to Everyone:

We've talked about the Pastoral Mentors in our APP but they support all students – not just those that are underrepresented.

12:31:46 From Jess Johnson to Everyone:

We will have Pastoral Mentors in all Departments by September 2025 with further recruitment planned for January and

September intakes – we have been overwhelmed by the number of passionate and experienced people who have applied.

12:32:04 From David Parkes to Everyone:

We've introduced a similar model at DMU – Student Success Advisers

12:32:10 From Nicky King to Everyone:

I'll try and answer as many of these questions as I can but if I don't we do have an article submitted and accepted to the Journal of Learning Development in Higher Education due to publish in the early autumn

12:32:13 From Martin Webster to Everyone:

Thanks Hilary

12:32:24 From Jess Johnson to Everyone:

There is no exact number re staff/student ratio we are phasing rollout to allow us to consider and adjust as we go

12:32:30 From Juliet Storey to Everyone:

Do pastoral mentors focus on both pastoral issues and student academic progress through their course?

12:32:36 From Helen Taylor to Everyone:

Interesting that they are line managed within the department. Why was that decision made, rather than a 'hub and spoke' model in which those with the support role sit within the departments and attend meetings etc (for all the good reasons you say) but are managed by the support 'hub' lead. Without the hub, is there much sharing of practice among the support staff? Do they have an advocate so that they are not pulled into other departmental work?

12:33:56 From Rachel Maxwell to Everyone:

Welcome back David!

12:33:58 From Adelayo – Stirling SU (she/her) to Everyone:

we have peer steer mentoring where current students mentors new students from the same module for support.

12:34:05 From Nicky King to Everyone:

The roles are pastoral support not academic support and we have varying numbers per department depending on size and are still working through some aspects through our pilot

12:34:41 From Jess Johnson to Everyone:

A strong rationale for funding this was the link to supporting student success and preventing withdrawals by identifying students at an earlier stage and supporting them to progress with their studies. We will be testing the impact on this through detailed evaluation that we are planning.

12:34:46 From David Gilani to Host and panelists:

Really sorry about that folks – Zoom just crashed on me at the worst possible time. Seems I'm all back and good again now

12:35:28 From Emma Heron to Everyone:

@Nicky – how does this model work out in terms of staff costs? In a time of financial stretch (combined with the need to continued good student experience), I'd be interested to know whether the decision was in part maybe, driven by cost?

12:35:42 From Dr Elizabeth Ndofirepi to Everyone:

Interesting discussions. Listening for Wits University, Johannesburg, South Africa.

12:37:03 From Nicky King to Everyone:

Also to say our PMs don't replace academic tutors but complement them, so students still get subject tutoring. Students contact PMs through drop in, bookable appointments, referral from academic tutors or module leaders, referral from other professional service teams, as well as those identified through data. We've worked very carefully on comms and materials so that students understand the relationships and staff understand the triage and referral.

12:37:09 From Ginny Henderson to Everyone:

I would be interested in hearing how institutions support hearing the student voice (and support students having that voice) – particularly in postgraduate areas but also at undergrad levels.

12:37:23 From Sharon Perera to Everyone:

Hi All, at the University of Greenwich we aim to have Faculty Student Advisors who will provide pastoral and non academic support to students – there are 20 new roles being advertised atm – <https://jobs.gre.ac.uk/vacancy.aspx?ref=4624> – the idea is that FSAs will collaborate with the personal tutor to provide greater comprehensive support for the student.

12:37:46 From Khasiba Omar to Everyone:

I have another meeting now. Can I get the slides and recording, please?

12:38:00 From Team Wonkhe to Everyone:

Slides and recording will be sent out after the session!

12:38:07 From Khasiba Omar to Everyone:

Thank you!

12:39:09 From Nicky King to Everyone:

Cost is interesting, yes it takes investment and we have some upfront pump priming investment but we're looking at longer term savings – supporting students in crisis is expensive so if we can offer support earlier it's easier and cheaper as well as less traumatic for students (and staff). We're also looking at improving student retention which will make these roles more than pay for themselves.

12:39:19 From Dr Nyree Myatt to Everyone:

This academic year, we started a new system of academic advisors in our medical school. Each advisor acts as a first point of contact for their 10 allocated medical students, and the students they are allocated come from all 5 years of the MBBS. Each student is meant to have 3 meetings a year with the advisor. We are trying to avoid any of the students falling between the cracks. Advisors receive some initial training and resources are posted on a Teams channel. If a student needs further support, they are referred to a senior tutor or to pastoral student support services. We needed 250 academic advisors from the faculty and they came with a range of experience and backgrounds. Feedback from advisors and students after the first year has been mixed so we are looking to tweak some aspects.

12:39:20 From Harvey Viridi (he/him) – Academic Coach to Everyone:

The Academic Coach role we have at University of Wolverhampton is very similar to the above discussion too as full-time personal tutors that aren't academics. As a WP institution it's allowed us to build meaningful relationships with students to understand and tailor support to their needs by working in

partnership with them. We're now over 6 years into the implementation of the role which has seen continued success in not just continuation and progression but areas such as sense of belonging and community.

12:40:53 From Robin Gibson to Everyone:

This is a really interesting case study from Keele University, illustrating the financial benefits to the institution, of codifying data to identify at risk students, so that early interventions can be made. <https://landing.solutionpath.co.uk/Keele-case-study/download.html>

12:41:26 From Nicky King to Everyone:

@helen, that colleague support aspect is key, so line management is through departments but we're developing a community of practice to share support, training, experiences.

12:41:44 From Abbey- Student Support and Advice Manager Lincoln SU to Everyone:

@Nicky I would be really interested to know if you have worked with the Students' Union and how you have communicated this out to students for full understanding of the role.

12:41:47 From Jess Johnson to Everyone:

That's great to hear from your experience Harvey - we are keen to understand impacts on continuation and progression from others - do you have anything you can share on that?

12:42:23 From Dr Elizabeth Ndofirepi to Everyone:

We have academic advisors in each faculty whose role is similar to pastoral mentors. They also coordinate peer mentoring.

12:42:41 From Nicky King to Everyone:

The other key thing which I didn't manage to say was that we've very much co-created the role with out first cohort of PMs and early adopter departments, we're open about the fact what we've got now is not the final product, we've not got everything right and will adapt and evolve as we understand what works, what could be better, and where departmental nuance teaches us something

12:44:08 From Nicky King to Everyone:

Our students union and Guild of Students have been very involved and some of our most enthusiastic supporters, we've also worked with some student groups to understand their needs through both university and SU set ups e.g. care leavers, disabled student groups

12:44:09 From Jess Johnson to Everyone:

Our Students' Union and Students' Guild have been engaged in the project from the outset and have supported our communication to students - we are currently in a relatively small number of departments so communications have been tailored but we are now working on wider communications for induction and welcome as half our departments will have a pastoral mentor from the start of the new academic year.

12:44:19 From Helen Taylor to Everyone:

Can I also ask if this is co- and extra-curricular. Is there any embedded support? We know that often students who we would like to engage with co- and extra- curricular activities often don't or can't. How is this dealt with?

12:44:52 From donna.korn-morris Thomas Pocklington Trust to Everyone:

Would the data sets apply to certain groups of students eg: Blind and partially sighted students – which could highlight that the student engagement is impacted by the institution

12:45:09 From Ian McDonald to Everyone:

Listening to James – are there any ethical issues at what might be seen as a kind of surveillance ?

12:45:55 From Kyla to Everyone:

Really interesting to see that you can see the impact of an intervention in real time, especially when it is difficult to get feedback from students in large numbers.

12:46:26 From Rachel Maxwell to Everyone:

Hello Ian – one of the key design principles within StREAM is that of data transparency – StREAM has a student-facing dashboard and we work on the principle of 'nothing about them, without them'. This really helps students to begin to take ownership of their engagement behaviours, to reflect on what they are doing and to see how their engagement behaviours are connected to their academic success

12:46:37 From Cecilia Lowe to Everyone:

For TEF reporting, how does the approach outlined by James identify particular groups of students which TEF data requires i.e. mature / disability ...

12:47:54 From Rachel Maxwell to Everyone:

@Cecilia – the ability to use data on student characteristics is built into both our StREAM platform and our Insights reporting platform. This means that universities can view the data based on a range of filters to focus in on those student characteristics and groups that are pertinent within their specific context.

12:48:49 From Rachel Maxwell to Host and panelists:

Will I be able to have my camera back on for the Q&A please?

12:49:46 From Rachel Maxwell to Host and panelists:

Thank you

12:49:56 From Ginny Henderson to Everyone:

I like that idea of showing the students that they matter

12:50:10 From Rachel Maxwell to Host and panelists:

Absolutely Ginny!

12:50:22 From Rachel Maxwell to Everyone:

Absolutely Ginny

12:50:49 From Martin Webster to Everyone:

@David, wondering what evidence of impact you have so far?

12:50:51 From Rachel Maxwell to Everyone:

Even where students aren't necessarily struggling, knowing that someone is looking out for them, has noticed that they are not present and taken the time to call is really appreciated

12:51:12 From Emma Moore to Everyone:

we get a good response when we phone – as opposed to email – but the person who is calling has to know how to respond when they ask the questions

12:51:14 From Emma Heron to Everyone:

@Rachel. agree. Care is the key!

12:51:16 From Ginny Henderson to Everyone:

I think that's most people's intention – but the language that might be used doesn't always suggest this.

12:51:33 From cgalley to Everyone:

David, are these students volunteers from the same department/subject degree? Or are they paid like student ambassadors?

12:51:56 From Richard Gascoigne to Everyone:

@Ian Macdonald, it is worth saying that this was a concern in the early days (10 years ago when we started) but this was predominantly a staff concern and not one of the students. Students were more likely to state that this was 'expected' and 95% of the original project group welcomed the fact that the University cared enough to want to do this & the data is shared so that they can see its value. ie it's not something that is done to them, but done with them.

12:52:00 From Rachel Maxwell to Everyone:

@Emma Heron - and that's why the model focuses not just on data, but on the people and theory too - when people are in crisis, the key is not the system that you have in place, it's being human, reaching out and showing you care

12:52:06 From Laura Stott to Everyone:

David - how big is your team of people?

12:52:38 From Debora Q. to Everyone:

David - how do you measure the impact of the intervention?

12:52:47 From Xiaozhe Cai to Everyone:

A questions for Debbie: this report and today's webinar have spotlighted the new full time personal tutoring roles, no matter how they are set up in the local institutions. Will you consider setting up a community of practice, or a special interest group, for full time advisors to come together?

12:53:09 From Harvey Viridi (he/him) - Academic Coach to Host and panelists:

Hi panellists! Jess Johnson asked if I've got anything in regards to impact on continuation and progression based on the Academic Coach role at University of Wolverhampton. I would be really grateful if you could please pass on my email address H.Viridi@wlv.ac.uk so she can reach out.

12:53:14 From Emma Heron to Everyone:

@Ginny - yes, language is crucial - and that it is communicated well

12:53:36 From Jamie.Middle to Everyone:

If anyone would be interested in a demonstration of the StREAM platform (both staff facing and student facing dashboards) then feel welcome to request a demonstration at

<https://landing.solutionpath.co.uk/Book-a-demo/requestademo.html>

12:53:44 From Glenda Saint John (evasys) to Everyone:

@Xiaozhe UKAT have SIG's for this <https://www.ukat.ac.uk/community>

12:54:05 From Xiaozhe Cai to Everyone:

UKAT doesn't have a SIG for full time tutors, I am leading the international student one 😊

12:54:35 From Kathryn Whittingham to Everyone:

@xiazhe cai - AHEP May be a better mechanism for such a special interest group?

12:54:53 From Karen to Everyone:

Thanks – great discussion!

12:54:57 From Glenda Saint John (evasys) to Everyone:

ah ok, my bad 😅

12:55:38 From Jamie.Middle to Everyone:

Customer findings and outcomes on the StREAM student engagement platform can be found on our website

<https://www.solutionpath.co.uk/resources/>

12:55:46 From David Gilani to Everyone:

Thanks for the questions, folks. The student callers are paid student ambassadors (a combo of current students and recent graduates). We employ and train them for the role... there are about 10 of them (although most are part-time). They call students across the Uni (i.e. not just those who are in their departmental area)

12:56:15 From Rachel Maxwell to Everyone:

Research data from a number of our clients shows that the signals of students struggling to develop academically purposeful behaviours and to engage effectively in their learning, are evident in the data from as little as 2 weeks. I still find that incredible.

12:57:23 From Bianca de Haan to Everyone:

Have to leave for next meeting, but was really interesting

12:57:23 From Rachel Maxwell to Everyone:

Successful outcomes matter for all students for sure

12:57:37 From I Hutchins to Everyone:

great discussion – thank you!

12:57:46 From Kyla to Everyone:

What do those automatic alerts look like and how often are they sent out?

12:57:51 From Catherine Tolmie to Everyone:

I have to leave for another call but thanks. An interesting topic.

12:58:15 From Richard Gascoigne to Everyone:

We also know that whilst well-being and engagement is not a 1:2:1 relationship, it's an incredibly strong one.

12:58:15 From Hannah Stone to Everyone:

I have another call to jump to, but that's been so interesting and a great discussion. Thank you so much

12:58:18 From Abbey– Student Support and Advice Manager Lincoln SU to Everyone:

thank you for this, such a great topic and conversation to support students

12:58:23 From David Gilani to Everyone:

Debora – we mainly measure impact through looking at the changes in students' engagement levels after such interventions (compared to average engagement changes in previous years before we had this model). We also gather feedback from students in more qualitative ways after they've had interventions

12:58:30 From Richard Poole to Everyone:

Can you include a download to the Keele Case Study please (link is broken) Thanks

12:58:33 From Rob Duker to Everyone:

I have to leave too, but thank you so much, so great to see these discussions taking place

12:58:36 From Robin Gibson to Everyone:

thanks everyone, a really thought provoking webinar – on NSS



results day, do reach out to the team here at Kortext / StREAM to talk about how we can partner to enhance student experience and success – robing@kortext.com

12:58:41 From Kerith (she/her) to Everyone:

Thank you. Very interesting to hear about what's happening across HE.

12:58:43 From David Gilani to Everyone:

We set up automated alerts through the StREAM platform – these go out weekly to high engagers

12:59:34 From Kyla to Everyone:

Thank you David, very interesting and cohesive approach

12:59:34 From Kassie Stringer to Everyone:

Download the Keele case study from here: <https://landing.solutionpath.co.uk/Keele-case-study/download.html>

12:59:55 From Sarah Stacey – Cardiff Met to Everyone:

can we always be sure that high engagers are fine in terms of wellbeing?

13:00:00 From Glenda Saint John (evasys) to Everyone:

Have to run to another meeting, fantastic webinar. Thank you

13:00:02 From David Gilani to Everyone:

Just to back-up what Rachel has said there... we mapped this at Middlesex and saw a super clear correlation between those early engagement rates and continuation into the next year of study.

13:00:28 From Carolyn Price to Everyone:

thank you very much, really interesting session, have to dash to another meeting now

13:00:32 From David Gilani to Everyone:

Sarah – great question. Our alerts to high engagers still include a line about how they can access support (including wellbeing). We should never forget that students can be showing up and burning out at the same time

13:00:40 From Laura Stott to Everyone:

Need to leave for another meeting – I'll catch up with the rest of the recording after. Thanks so much – fantastic discussions.

13:00:42 From Richard Gascoigne to Everyone:

Indeed, Rachel, the data can be used with several outcomes in mind, retention, academic progression, student success, wellbeing and even course design and monitoring the systems and tools that aid in success... such as knowing that video lecture capture has been a great tool ahead of exams as a tool to remind students of content.

13:01:05 From Rachel Maxwell to Everyone:

The alerts within StREAM are sent out based on operational decisions made by the university i.e. who receives them, the triggers for sending them, how often they are triggered and what the 'expectation' for action is on those who receive them. StREAM alerts can focus on engagement (or lack of engagement), resource use (or non-use), attendance or engagement by course – each one individually or in combination with each other

13:01:17 From Emma Heron to Everyone:

@ Sarah Stacey – good question, and I think the answer is no!

13:01:30 From rac91 to Everyone:

very interesting but have to dash to next meeting now.

13:01:38 From Kate Courage to Everyone:  
I need to go but this was really helpful. I'll look back at the slides and recording. Thank you all!

13:01:48 From cgalley to Everyone:  
Thank you David, Nicky, James, Rachel and Team Wonkhe

13:02:02 From Nicky King to Everyone:  
@sarahstacey I don't think we can say that, so we need the people plus the data – we have had conversations with students who's attendance is 'too good' e.g. might be attending when clearly not well or those with unrealistic expectations of themselves. the data tells us v useful somethings but not everything

13:02:34 From Hannah to Everyone:  
Sadly. I have to go to another meeting but thank you so much for this!

13:02:41 From Rachel Maxwell to Everyone:  
Good point Nicky – StREAM identifies when students are 'over-studying' – when there isn't a healthy work-life-study balance as well as where students are not engaging

13:02:46 From David Gilani to Everyone:  
You certainly have the options to complicate things as much as you like (and you may get requests from different academic areas to do so...). It's up to you how much you allow / encourage this complication to accomodate local preferences

13:03:10 From David Trodden to Everyone:  
WOnkhe (Debbie) – having trouble finding the report 'Building academic support systems around students – please help

13:04:04 From Hilary Stevens – University of Exeter to Everyone:  
[https://landing.solutionpath.co.uk/Support-to-success-white-paper/download.html?utm\\_source=Articles&utm\\_medium=Wonkhe&utm\\_content=Articles&utm\\_campaign=SupportToSuccess](https://landing.solutionpath.co.uk/Support-to-success-white-paper/download.html?utm_source=Articles&utm_medium=Wonkhe&utm_content=Articles&utm_campaign=SupportToSuccess)

13:04:08 From c.odonnell to Everyone:  
Thanks very interesting, Catherine O'Donnell (Widening Access & Participation at Ulster University)

13:04:09 From Rachel Maxwell to Everyone:  
Thank you SO much for joining us today – if you would like to find out more, please see our follow-up email for loads more links and opportunities to use data to support student success within your institutional theoretical framework around student support.

13:04:20 From Daniel Gellai (he/him) KCL to Everyone:  
thank you very much!

13:04:22 From Alex Toomath to Everyone:  
Thanks guys!

13:04:22 From Jean Harris-Evans to Everyone:  
Great webinar, thanks very much!

13:04:23 From Hannah Thirlwall (UoBirmingham) to Everyone:  
Thank you!

13:04:23 From je-saville to Everyone:  
Many thanks

13:04:24 From Jo to Everyone:  
Thank you very much for this interesting discussion.

13:04:29 From JAGORI BANDYOPADHYAY to Everyone:

thank you!

13:04:31 From Richard Gascoigne to Everyone:  
Awesome webinar

13:04:32 From Sarah Stacey – Cardiff Met to Everyone:  
thank you all

13:04:34 From Libby to Everyone:  
Thank you very much!

13:04:34 From Rosalind Oakes to Everyone:  
Thank you VERY much.

13:04:36 From Gwyn Wilson to Everyone:  
Thank you everyone, have a lovely day.

13:04:37 From Dora to Everyone:  
Thank you for a insightful and thought-provoking session

13:04:38 From Sarah R to Everyone:  
Thank you all :)

13:04:38 From Jamie.Middle to Everyone:  
StREAM book a demo  
<https://landing.solutionpath.co.uk/Book-a-demo/requestademo.html>

13:04:41 From Sarah Hearfield to Everyone:  
Really interesting thank you

13:04:42 From Nicky King to Everyone:  
Thank you all, very glad to hear your comments and questions, v happy to be contacted direct :-)

13:04:43 From Dr Nyree Myatt to Everyone:  
Thank you all so much, incredibly interesting

13:04:43 From David Gilani to Everyone:  
Thanks so much for joining everyone – hope you found it useful. Always happy to pick up any questions about the approach at Middlesex.

13:04:44 From Ffion Jones, Aberystwyth University to Everyone:  
Many thanks for this all

13:04:46 From Tomiwa to Everyone:  
The Microsoft workshops sound interesting!

13:04:47 From Emma Heron to Everyone:  
Thanks, all. This has been very interesting. Look forward to get the slides and recordings.

13:04:50 From Paula Dalziel to Everyone:  
Thank you

13:04:50 From Leanne Benford to Everyone:  
Thanks all!

13:04:50 From Hilary Stevens – University of Exeter to Everyone:  
Thank you. :-)

13:04:51 From Jovana Radulovic to Everyone:  
Very interesting, thank you!

13:04:53 From Paula Han Bucks New Uni to Everyone:  
Thank you very interesting

13:04:54 From VSDean to Everyone:  
thank you all

13:04:55 From Sam Harper–Coulson to Everyone:  
Thank you very much!

13:04:58 From Jim Watson to Everyone:  
I would really like to share this with our SMT It is stuff that I have been trying to introduce for a long time. please can you

send me the recording.

13:04:59 From Tomiwa to Everyone:

Thank you for today's webinar!

13:04:59 From al647 to Everyone:

Thank you that was really useful

13:05:04 From Debora Q. to Everyone:

many thanks!

13:05:05 From Jayne Faraday to Everyone:

Thank you

13:05:05 From Paul Murtough to Everyone:

Thanks all

13:05:06 From Lucia Qureshi to Everyone:

Thank you!

13:05:09 From Elle Stockdale to Everyone:

Thank you

13:05:09 From Kyla to Everyone:

Thank you really helpful and interesting!

13:05:09 From Rita Bromley to Everyone:

thank you!

13:05:09 From David Trodden to Everyone:

thank you