

I matter to:



Academic Advisers
Subject Librarians
Wellbeing Advisers and Counsellors
Front desk staff (e.g. Course Administrators, Library and Student Services staff)
Student Course Representatives
Sports Teams and Social Groups
Lecturers
Personal Tutors
Peer mentors
Peers



Consider

- The groups students could connect with
- How can your service help support enduring relationships (not one-off interactions)?
- A sense of valued importance and care is necessary for belonging to develop. Does your service culture provide this, how do you know?

Proximity to:



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Consider

- Are support networks easy to discover?
- How can I act as a connector?
- Is access available to all, or do some face specific barriers? (e.g. time, cost, representation, accessibility)

Knowing:



Cognitive mapping, ease of navigating student-life, e.g:

- Professional services staff
- *who is who and what do they do?*
- Campus buildings
- University websites, video guides
- Online systems e.g., Online chat, Enquiries, Finance, Appointment Bookings

Links with

- *Self-efficacy and developing Agency*
- *Motivation and learning goals*
- *Fulfilling potential and success*



Consider

- Which areas create confusion?
- Communication: is it clear and consistent across services?
- Feedback: always close the loop
- How to include students in making changes, ideally as partners
- Building the framework into a continuous programme of improvement