



## Transforming learning through Scholarship Session Abstract

Developing effective partnerships with SSS to transform our practice in supporting students

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In Student Support Services, we see students who are finding the transition to the HE environment a challenge. This may be due to a disability, mental health difficulty or generalised anxiety about change. There are many theories around why young people are experiencing difficulties in the transition to university. It is important that Higher Education Institutions recognise this trend and try to understand how we can adapt our practices and personalise our approaches to meet the needs and experiences of 21st Century students.

Our experience is that early engagement in, "talking about the problem" has a significant impact on retention and progression and we have developed our service offer to meet this need.

During this interactive workshop Sara and Sarah, offered effective solutions and detailed the resources they have developed to support staff in supporting students. The session was also used to collect and share ideas for encouraging students to disclose any difficulties at an early stage and engage in this mixed economy of support. Finally the session explored how to utilise SSS experience and incorporate strategies from the service for use in the academic environment.

The session aimed to discuss:

- Resources to support staff.
- Effective referral routes.
- Managing student expectations.
- Advice about how far is too far... increasing your confidence to deal with challenges.
- Effective partnership working to ensure the student is supported efficiently and effectively.
- Effective strategies to use in the academic environment.

**Sara Baldwin** has a background of management experience in advice and service based provision, preceded by a teaching career, designing and delivering welfare law based programmes. She has managed Disability Support at NTU for over 5 years.

**Sarah Bustard** has a background in the education and health sectors. She joined NTU in 2005 as Health Promotion Specialist for Students and been Student Service Manager for Policy and Developments for the past 3 years.