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| “Weekly catch ups with Student services were/are great.”“Good communication between curriculum and support staff seemed key to this – some additional support needs are emerging and being addressed swiftly.”Clear focus on collaborative support | Staff are better placed to identify and develop support options| Student issues are dealt with swiftly | Closer relationship between curriculum staff and student support teams| Provides an alternative to informal staff catch-ups on campus | Builds on ‘one college one team’ approachPre-emptive Triage Support for StudentsWest Highland College UHIW | **Goal:** To identify student related issues at an early stage, and build closer relationships between curriculum and support teams.**Submitted by:** Lesley Hawkins on behalf of WHC Student Services team**Project:** To create a process which enables staff from curriculum areas and student support teams to regularly meet to discuss any issues, share good practice, and build on the ‘one college one team’ approach**Benefit to:** All students

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| ****Key message: Foster pre-emptive support for students****  |
| Provide a regular and safe space to discuss low-level issues  |
| Replace the face-to-face informal discussions which would usually take place on campus  |
| Create regular opportunities for curriculum and support staff to liaise |
| Utilise online systems while staff work from home |
| Find ways to efficiently deal with issues arising from the pandemic and subsequent lockdown, such as IT needs |
| **Project delivery**  |  |
| Regular weekly meetings scheduled between student support teams and each of the curriculum areas |
| Creation of a Microsoft Teams space for the meetings, which can also be used for conversation using the ‘Chat’ function |
| Curriculum staff have been able to identify students who are not engaging or who have raised issues, who are then contacted by the student support team  |
| IT needs were quickly identified, and staff were able to work with student funding to complete digital poverty applications  |
| Significant improvements were made around communication and information sharing, on a 2-way basis |

**Impact:**  Colleagues have developed a deeper understanding of issues facing different teams and student issues have been quickly identified, with staff working in a joined-up manner to resolve these and provide the required support. The systems in place have continued beyond the initial lockdown period. |