Academic Board – November 2021

Student Support Services Update

Report by Head of Student Support Services and Student Support Services Manager

Introduction

As part of the college process of Investing in Transformation and Renewal and internal restructure, a new Student Support Services department was created in September 2021.

This has brought together under one area Advice, Guidance and Learner Support Services, Library Services and Learner Engagement and Student Association. These areas will work together to deliver first point of contact for students and will work closely with other college services including, Admissions, ICT, Bursary and Support Funding.

Each area of Student Support Services will continue to have clear service delivery areas.

Evaluation of Session 20/21

Teams provided services in campus where possible and adapted to deliver of services to learners in a variety of ways to continue levels of support throughout the session and pandemic restrictions. The numbers of learners accessing support services in session 20/21 was greater than session 19/20 and the numbers engaging online indicated that for most learners the option of online services and appointments was positive experience.

Evaluation of Services in session 20/21 has been completed and developments moving forward include:

- Utilise new team structures to further develop Health & Wellbeing and Support Services post Covid restrictions to meet student needs
- Develop 'Student Zones' to encourage learners into campus areas and to access supports available
- Through learner engagement and SA deliver a programme of events and initiatives for learners
- Continue to evaluate and develop Student Support Services for all college learners

Overview of services in Session 2021/22

Advice, Guidance and Learner Support

Advice, Guidance and Learner Support Team provide appropriate learner centred support, which will aid, develop and encourage and support all learners to fulfil their academic and personal potential, whilst benefiting from college, the team offer a range of services including:

- Pastoral care and support with welfare issues
- Counselling & Wellbeing Services to support students with
- Ongoing support to help keep students on track, including 1:1 guidance
- Support with the UCAS application process
- Careers Information, progression, job seeking and employability support

The team also offer a wide range of support measures and has specific resources available to support learners with:

- Extended Learning Support (ELS) for learners requiring additional academic support
- Organising and implementing support for learners with disabilities, difficulties or barriers

- Assistive technology
- Disabled Students Allowance (DSA) applications

The college encourages all learners to disclose any disabilities, difficulties or barriers as early as application and enrolment. Following on from this, learners who make an early disclosure are contacted to fill in our 'Tell us About Your Needs' questionnaire. The next step is for advisers to contact learners to carry out a Needs Assessment, this work has continued online in session 2021/22 and the team are engaging with similar numbers of learners than previous years .

	Session 2019/2020	**Session 2020/2021**	**Session 2021/2022**
Learners declaring disability or support Need during application & enrolment	**735**	1,035	1,126
Questionnaires returned requesting support	**228**	334	240
Needs assessments completed by November	**315**	332	350

As noted above less students returned the 'Tell us About your Needs' questionnaire at the start of this session but overall more learners have engaged with support and had a needs assessment completed. Learners can also self refer or be referred from their tutor and the team worked hard before and at the start of Session 2021/22 to engage learners with services, including regular contact and advertising of services via MYKelvin and email, creation and distribution of Advice, Guidance and Learner Support Newsletter and reminders to staff of the support services available through college Sway, as well as an in campus presence of support services from start of term.

Core Skills Profiling
To help the college ensure that our learners have the best opportunity to achieve success on their chosen course, we will invite the majority of Further Education learners to complete Core Skills Profiling prior to the start of their course. Profiling helps the college determine each learner's current level of Communication and Numeracy.
The college continued to use BKSB as our core skills profiling tool and offered this to learners as part of their remote welcome activities over the summer period. A total of 687 completed online profiling for session 2021/22.

Ongoing promotion and discussion with faculty staff around the benefits of this tool and the resources included have been positive, the use of these tool by faculty staff will be evaluated during session 2021/22.

UCAS
7 online UCAS webinars were recently offered to our students. The events were successfully delivered by partner universities from across the sector. The sessions were interactive allowing our students to ask questions and learn important information about the UCAS process. University staff gave very positive feedback about the level
and quality of engagement from our learners. There was an overall increase in attendance again this year. We are continuing to provide support as the cycle continues.

Counselling
The college counselling service has two qualified counsellors and a small team of trainee counsellors.

The counselling team are offering counselling sessions via video chat. And on-campus sessions can be available on request. Each session will last for roughly 50 minutes and students will usually meet with the counsellor weekly for up to 8 sessions.

In academic year 2020/21 there was 210 counselling referrals resulting in 83 learners receiving college counselling. There has been 58 counselling referrals made so far in Academic year 2021/22.

Not all referrals result in a counselling intervention but all those who are referred and engage with counsellors are assessed and referred to most appropriate support.

Wellbeing
An additional 1 year of funding for SFC to support student mental health in college was used to provide a Wellbeing Officer who offers a service to students to support their mental health and wellbeing concerns.

Since the service began in July 2021, there has been 33 referrals and there is currently a waiting list for one to one support. The types of issues that have been presenting are anxiety, suicidal thoughts, mental health problems such as BPD, issues with eating and sleeping, overthinking, previous trauma, arguments with parents and more. A number of students have accessed support whilst they wait on support from mental health services becoming available, e.g. NHS and other organisations.

The Wellbeing Service is currently planning to expand the support available to students through offering group sessions on Anxiety, Mindfulness and more.

Partnership Working
The Advice, Guidance and Learner Support Team work in partnership with Action for Children.

Action for Children offer tailored one to one support to care experienced learners. The Action for Children STAY worker can provide support in many areas, including assisting with any barriers to engagement, budgeting support, advice with time management issues and support with mental health

Care Experienced learners were also encouraged to alert the college of their circumstances at an early stage. In session 2021/22, 382 learners indicated that they were care experienced on college application this was an increase from 343 in session 2020/21. These learners were contacted by email alerting them of support available. Learners who indicated that they may require support met with our Action for Children worker to discuss their needs. Early intervention was priority to ensure support was in place prior to the student beginning their course.

The STAY worker is currently engaging intensively with 23 learners after carrying out over 50 Assessments of learner need.

The Team also works in conjunction with Action for Children on a Glasgow City Council and SDS initiative, which aims to see school leavers in Glasgow supported to stay in positive destinations. The Action for Children mentor who is based in the college is currently engaging with 68 learners referred by Glasgow City Council.

In addition, Action for Children can help learners with ongoing issues out with college such as housing, employment, homelessness, family disputes and liaising with other professionals. The aim is to make sure that learners feel supported and stay engaged with their college course. Finally, any learners who are at risk of dropping out of college will receive help to progress to a positive destination, whether that be employment or further study.

Library Services

Library services team support learners during their course of study and services include:

- Books, eBooks, ejournals, videos and access to online educational databases
- Access to IT facilities and Wi-Fi to work using your own computer
- Laptop and Chromebook loans
- Study spaces
- A wide range of workshops, video tutorials and webinars
- Our friendly staff to help you using IT facilities and researching our resources

College libraries have been open to students whenever possible during the pandemic and have continued to support learners with their studies. Below is a snapshot of footfall in college library centres from August 2021 to October 2021.

Springburn	**2814**
Eastend	**770**
Easterhouse	**676**
West	**No figures**

From August 2021 to October 2021 combined Library Issues were 1653, this includes books and devices loaned out through library services.

The following is a breakdown of issues by campus:

Springburn	**1172**
Eastend	**261**
Easterhouse	**197**
West	**23**

The Library Team issue devices to support learners with online learning, the following devices have been issued this session:

Laptops	**326**
Dongles	**71**
Chromebooks	**1081**

Webinars Delivered: 12 x Introduction to Library Services.

Webinars were offered to students online but attendance has been Attendance has been lower than expected, in response to low attendance Library team have now opened sessions to be delivered in class (online) and already have a high demand for this. The online form to book sessions was sent out to lecturers who had expressed an interest and has been promoted more generally through staff sway.

Sessions include how to research, access online resources and use Cite Them Right Harvard Referencing. Initial feedback from students has been positive.

Library services also provide a range of online resources, below is an indication of numbers accessing these:

Online Resources stats

ClickView	**Aug–Oct 21**	**558 logins**
Sports Discuss	**Aug-Oct 21**	**61 logins**
Ebooks (ebsco)	**Aug-Oct 21**	**509 Logins**

Learner Engagement and Student Association

Learner engagement focuses on enhancing learner engagement in all aspects of learning, teaching and the life and work of the college. By regularly holding class facilitated discussions and carry out learner questionnaires throughout the year, they ensure that learner feedback is taken seriously and noted without bias.

The Students' Association is there to be the student voice and represent all students in a variety of ways:

- Working to improve learning and teaching so that students receive a high quality learning experience
- Creating opportunities to further develop and gain new skills
- Being the hub for clubs and societies that showcase and provide support for all our students
- Offering advice and support so you always have someone to turn to when times are tough
- Campaigning on a number of issues to help enhance the student experience.

There are 187 class representative volunteers who will be the link between the faculty and the Student Association throughout the year. Meetings with Class representative took place W/C 25 October and end of Block feedback will be gathered and fed into Course Team meetings W/C 22 November. Plans are underway to recruit for Executive positions in the Student Association.

The Learner Engagement Officer has been carrying out stop and check activity and has Focus Groups planned with learners to gather their views.

Student Association Update and Stop & Check results are tabled separately on the agenda.

Resource Implications

There are no resource implications arising directly from this report

Equalities

There are no equality implications arising directly from this report.

Data Protection

There are no data protection implications arising directly from this report

Recommendations

Members are recommended to note the contents of this report.

Further Information

Members can obtain additional information on the contents of this report from Monica Mckerlie, head of Student Support Services mmckerlie@glasgowkelvin.ac.uk or Gary Sharp, Student Support Services Manager gsharp@glasgowkelvin.ac.uk