Student Success Teams
What are Student Success Teams?

A cross-institutional team that works with academic departments to better support student retention, wellbeing and employability.

Aligned to each college, they work with departments to:

- Understand specific retention and success challenges
- Help tailor interventions to address issues of concern
- Enable monitoring of student progress and formative evaluation
- Help meet widening participation metrics
Why are we doing this?

- “Maximise Student Success”.
- Student Success Teams will underpin our key objectives, delivering activities across the entire student lifecycle that support:
  - Retention
  - Wellbeing
  - Employability
Student Success Teams will help…

- **Respond to increased student diversity.** Wider student access and varied entry pathways means students with non-traditional backgrounds will become the norm.

- **Deliver an integrated response.** Student retention, wellbeing and employability cannot be tackled in a silo-ed manner by any individual department…“no one intervention that will address the complexity of student success”.

Key principles

Student Success Teams:

- **Deploy central services.** What these teams deliver will be determined by central support services. Student Support Teams won’t create new initiatives. Their work will be grounded in what the Career Development Service and Student Support Services already deliver.

- **Put central services into a departmental context.** This means helping academic departments understand the services available and working with them to come up with the correct intervention/ the best way to deploy these.

- **Are data-driven.** Student Success Teams will base their work on quantitative (Planning Office) and qualitative (evidence gathered in these roles) data.

- **Are creating an institutional approach.** The work delivered by these teams will inform and underpin the institutional approach towards key measures of success.
Outputs

- An annual **partnership agreement** with each department
  - Underpinned by institutional data and qualitative research, including analysis of the needs of UG students from under-represented and disadvantaged groups

- Interventions designed to
  - Enhance induction and transition
  - Enable cultivation of a safe and supportive organisational environment
  - Embed personal and career development learning in the curriculum

- Routine **monitoring** of individual student engagement and outcomes
  - With targeted **follow-up** for students who are not engaged or in need of specialised support

*Indicative benefits*

- A co-ordinated programme of activity to help nurture a culture of belonging
- Enhanced support for Personal Tutors and clearer routing of issues
- A curriculum-based Leicester Award offer for all first year students
- Targeted and measurable projects to support WP student retention
Success Team Structure

Student Success Team
- One team per College
- Student Skills Adviser acts as the Student Success business partner for the College
- Student Skills Adviser line managed by Student Retention & Success Manager with technical advice from CDS
- Student Support Adviser line managed by Student Skills Adviser with technical advice from Student Support Service
- Data Adviser line managed by Planning Office, but matrix managed by Student Retention & Success Manager
Meet the team

• Student Retention & Success Manager: Jay Hardman

• Student Skills Advisers: Paul Fitzgerald, Anna Graves, A.N.Other

• Student Support Advisers: Haf Rees, Robert Scruggs, Victoria Young

• Data Advisers: Deborah Fish, Alasdair McMillan, Daniel Smith