

# Student Support System: Students' Perspectives

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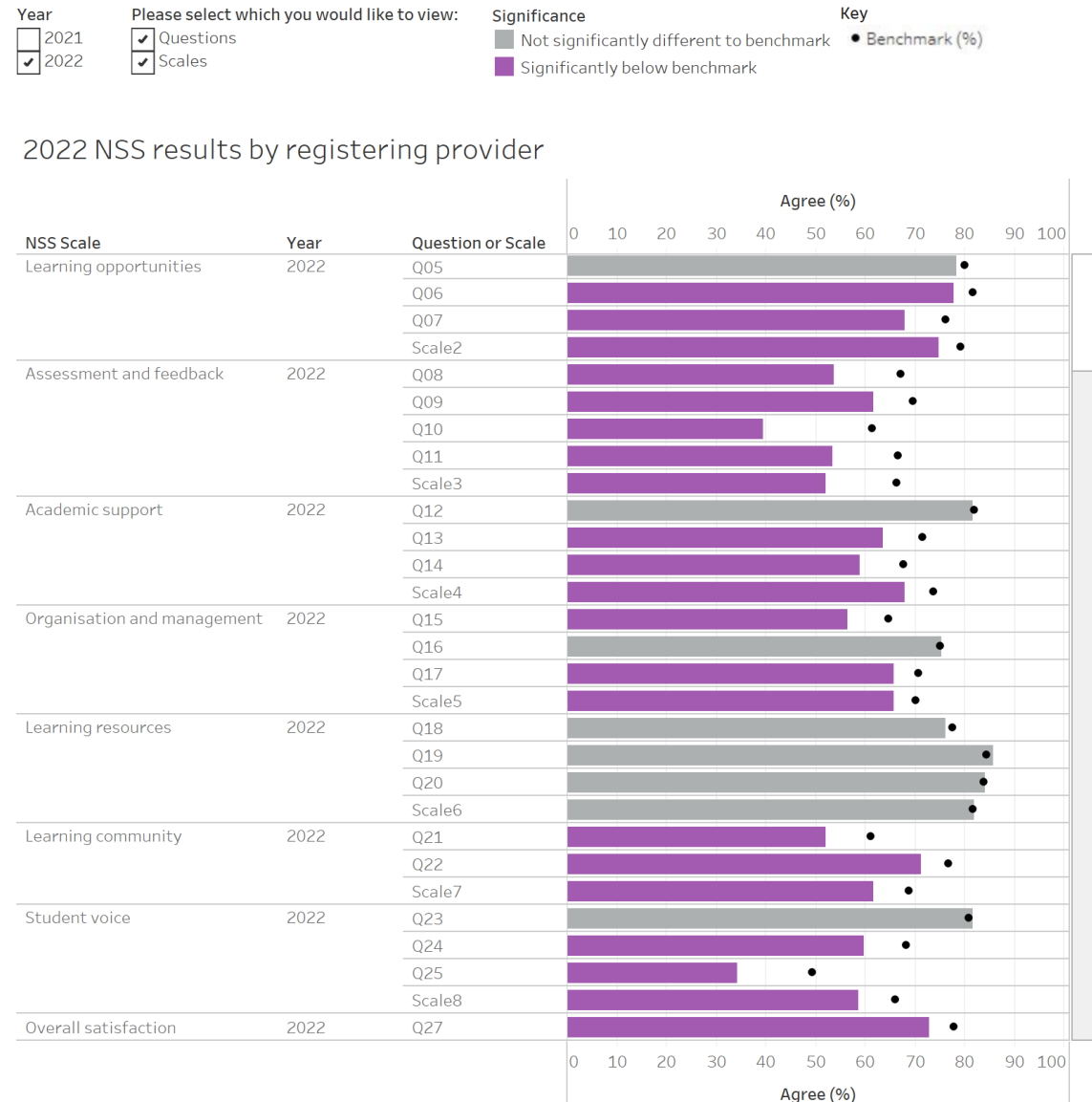
# Today

- The study
- Breakout rooms
- Group discussion

# The Big Picture

- National Student Survey
- 64% response rate

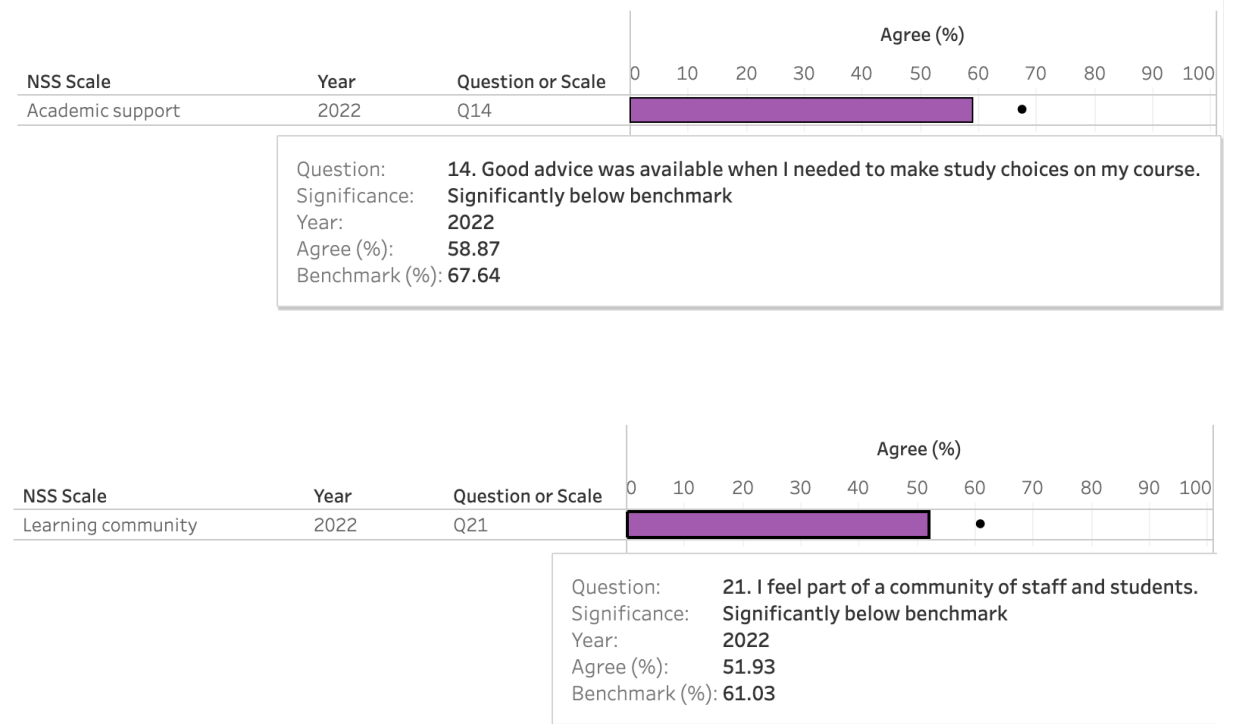
<https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/nss-data-provider-level/>



# The Big Picture

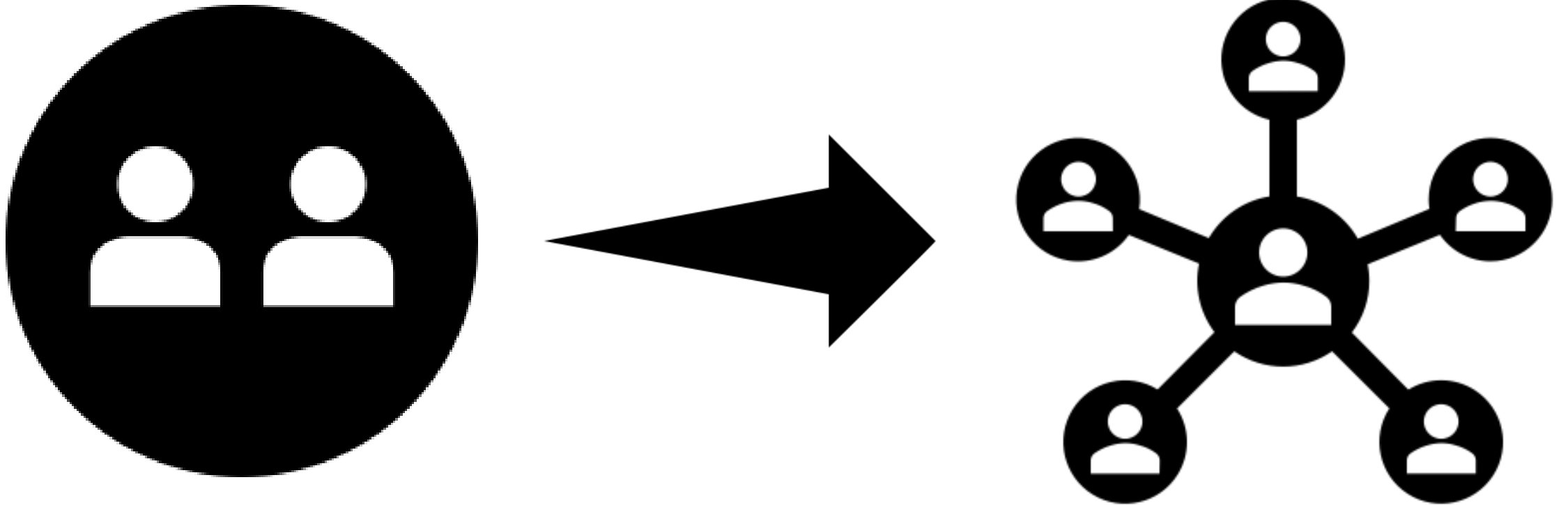
- Benchmark: expected result
- Academic support: -9%
- Learning community: -9%

<https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/nss-data-provider-level/>



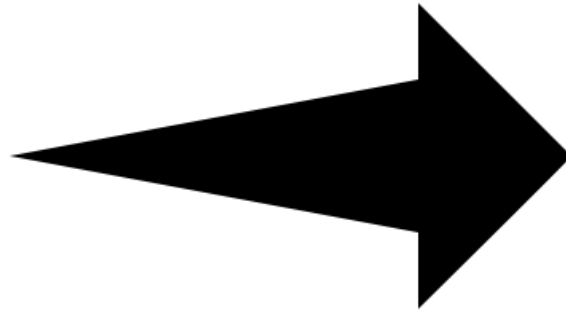
# Personal Tutor to Student Support System

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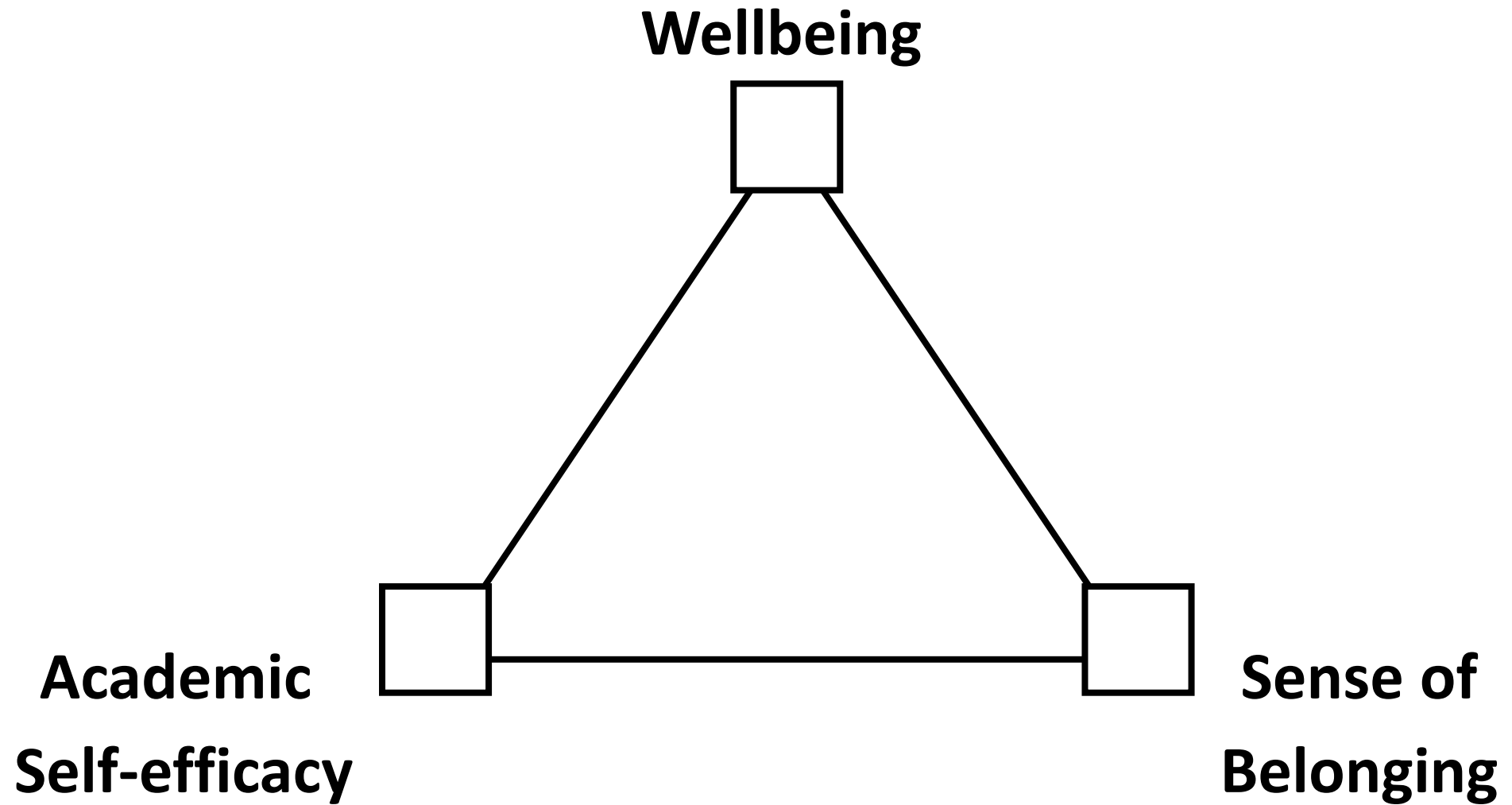


# Personal Tutor to Student Support System

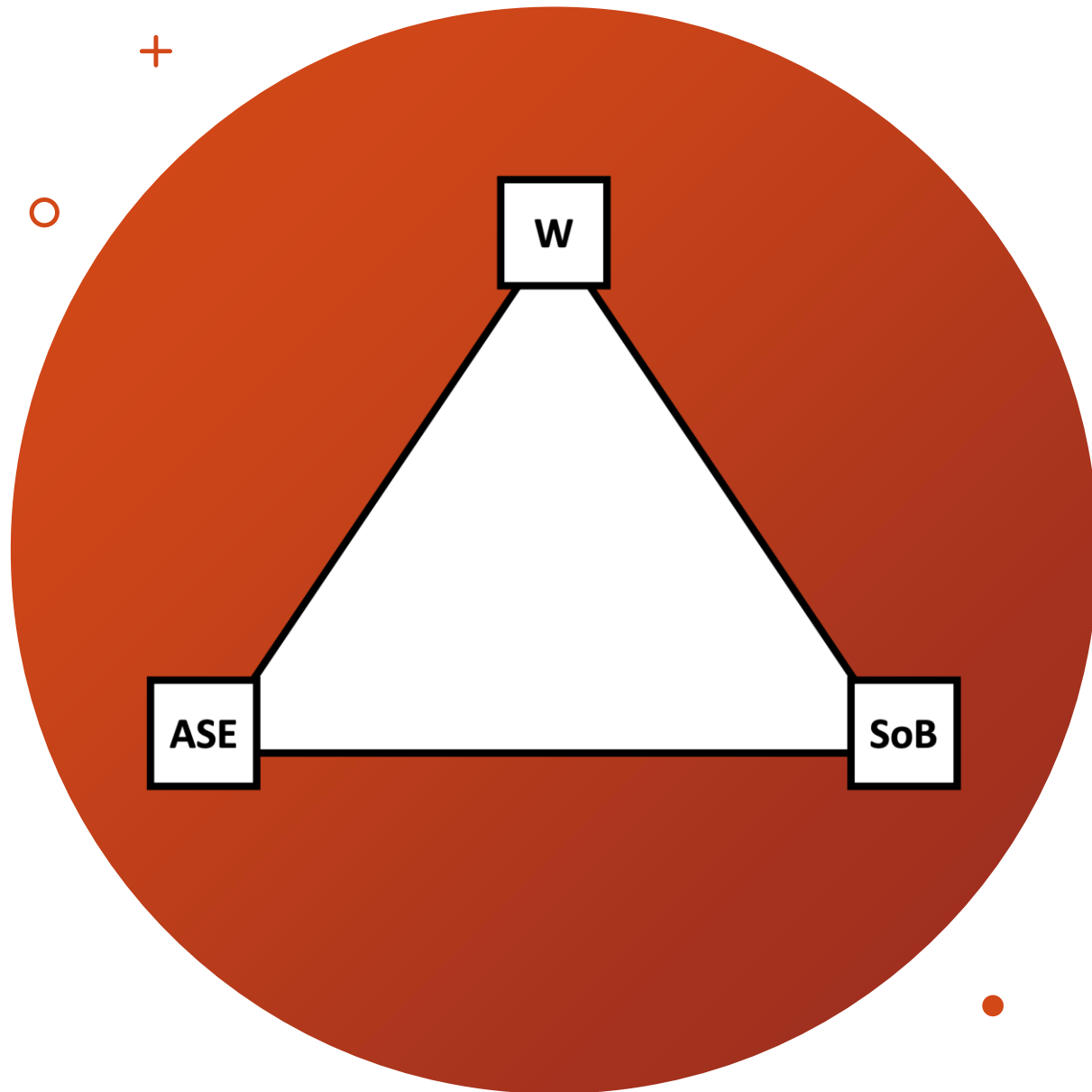
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- Academic Cohort Leads
- Student Advisers
- Wellbeing Advisers
- Teaching Teams
- Peer Support
- Wider University Services







- ✓ Academic self-confidence
- ✓ Higher motivation
- ✓ Higher levels of academic engagement
- ✓ Higher achievement



# The study

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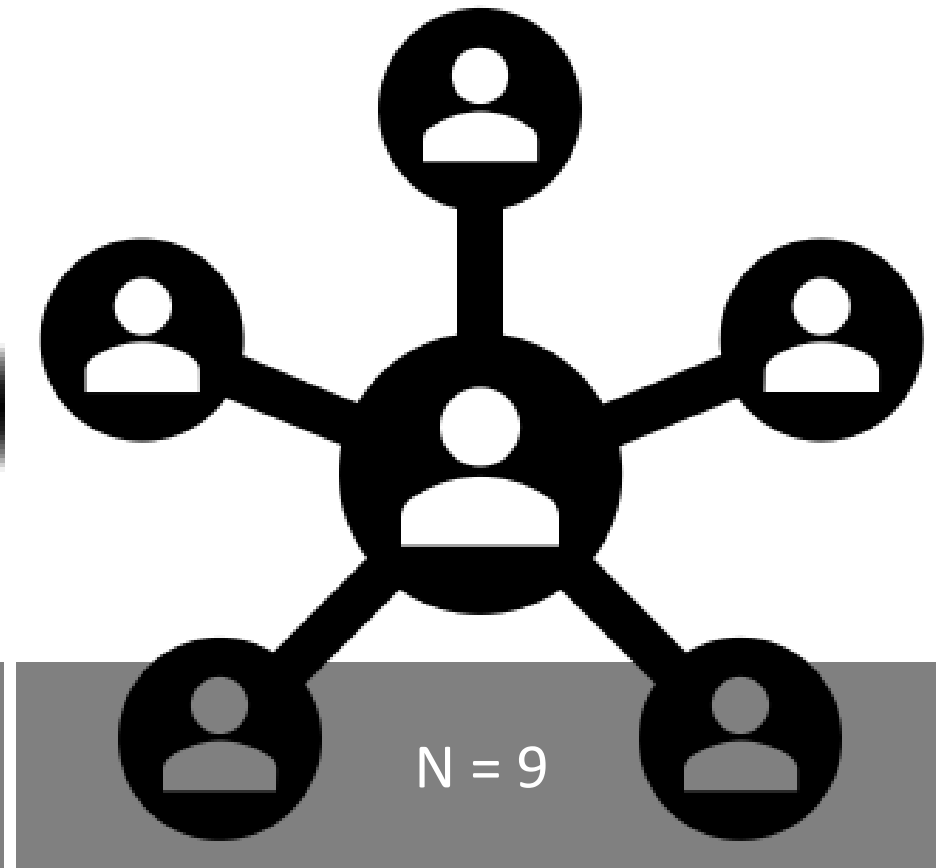
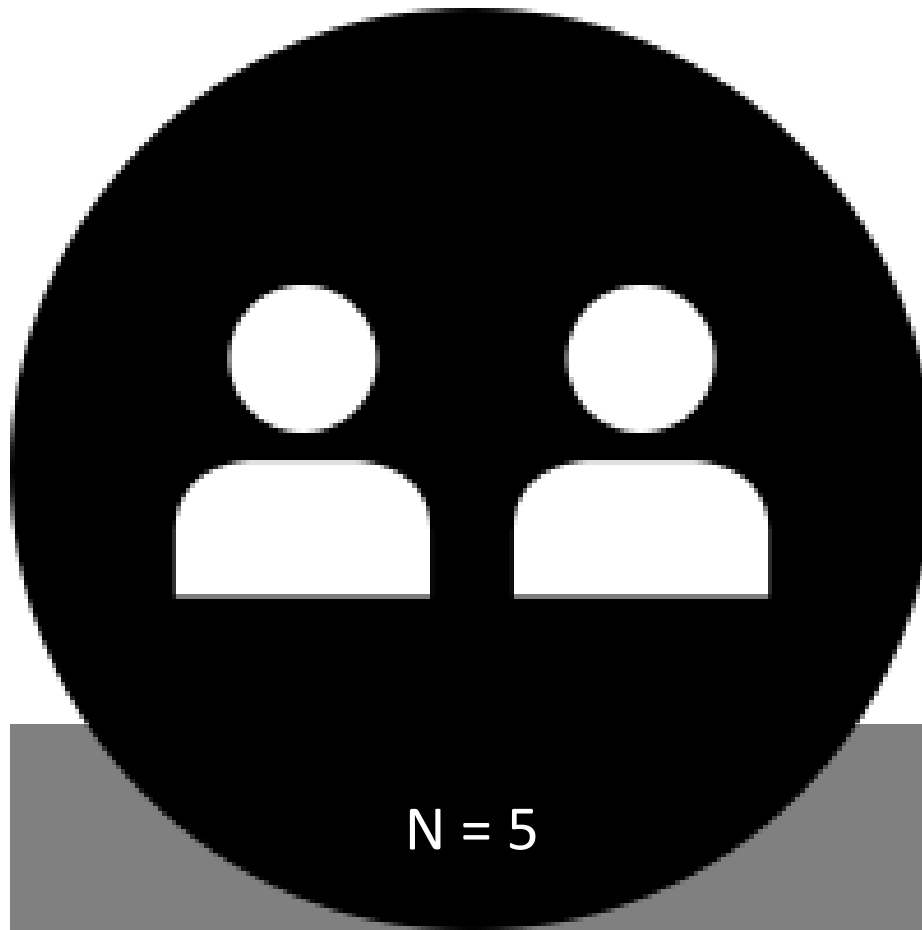
What are the **relationships** between student **wellbeing**, **academic self-efficacy** and **sense of belonging** in postgraduate university students?



To what extent does a **new model of student support** promote student wellbeing, academic self-efficacy, and sense of belonging, in comparison to the previous personal tutor model?

<https://osf.io/tnqsv>

## 14 Postgraduate Students from a School



# Semi-structured interviews

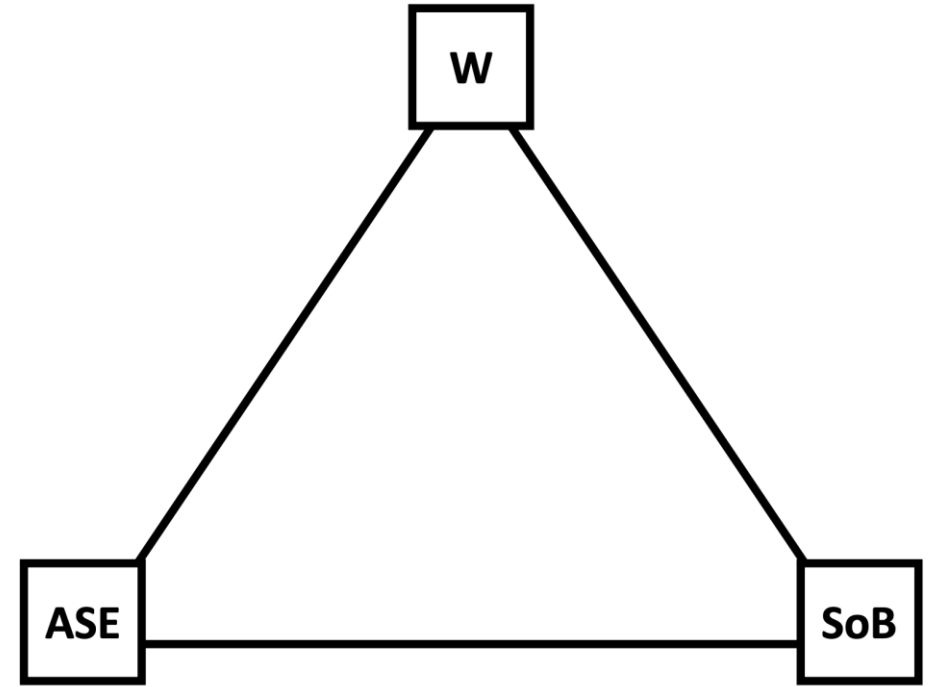
“ What within the University has supported how you feel about your academic ability?

Do you think your wellbeing relates to your feelings of belonging to your programme?

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# Preliminary findings

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# Student concerns

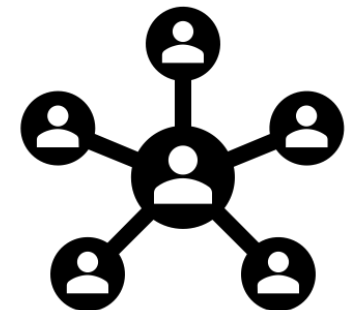
## Academic

- Critical thinking
- Independent learning
- Groupwork



“I still have issues with critical thinking. What is it? How exactly should I do it? What can I do to actually improve it?”

“Self learning was a larger part of the program than I thought it would be, and in that sense, I felt like there was very little university support. It was like, well, if you don't understand, just read more.



# Student concerns

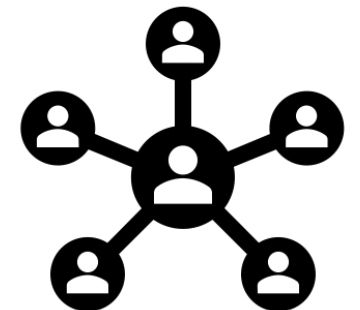
## Sense of belonging

- Accommodation
- Culture
- Family



“You're on the outside looking in and you know people know that. They're celebrating. But it's thing that you don't really completely understand. I still go [to social events], but I'm still an outsider.”

“I think your environment really can have an effect on you [...] like when I didn't have a place to like call home, that absolutely had an effect on me because I didn't even feel like I could study here or do anything here.”



# Student concerns

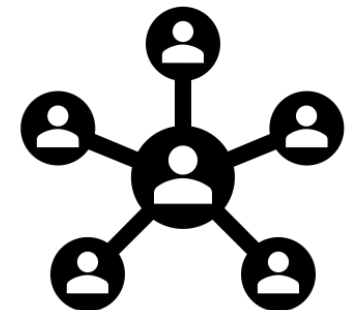
## Wellbeing

- Depression & anxiety
- Personal circumstances
- Transitions



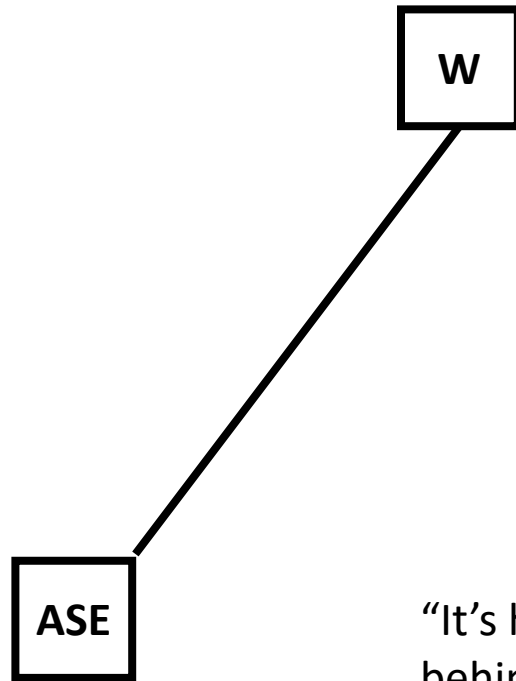
“I escape the question how about you? Are you OK? The question is, do they really care?”

“When I came to this program, I was very enthusiastic to throw myself into everything [...] And yeah, then you got overwhelmed. You start to, like, question yourself. That's not good for your health because you regret making this decision to come back to the university to study”



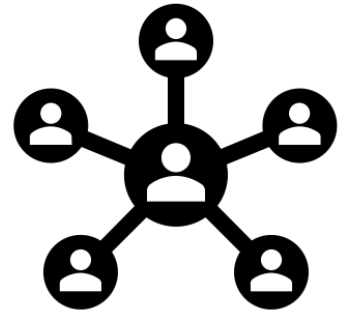


# Associations

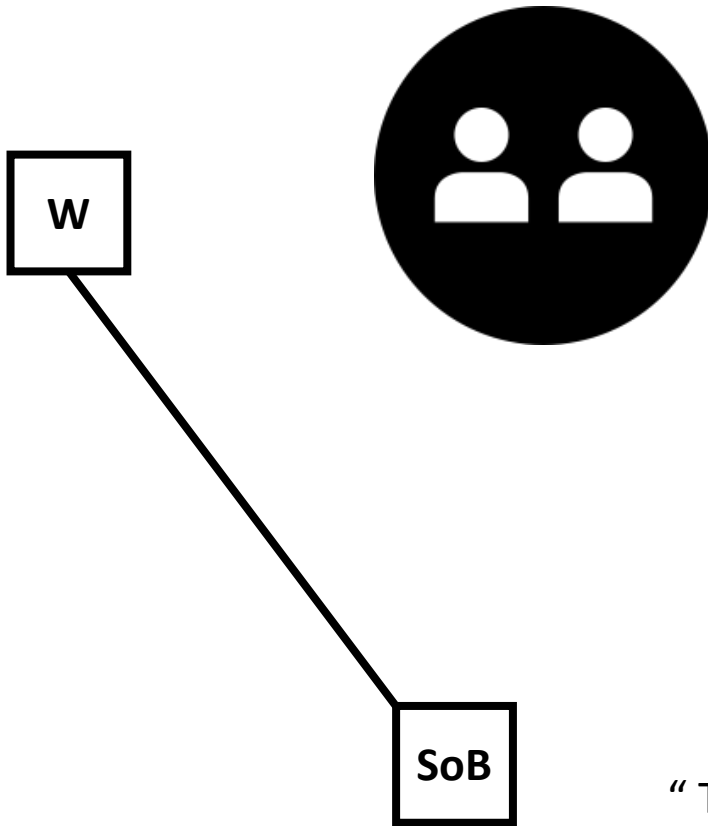


"I have high academic expectations for myself...so when I'm not getting good grades, yeah that's really stressful and I can become depressed"

"It's hard to concentrate with the migraines...yeah then I fall behind and struggle and doubt myself"

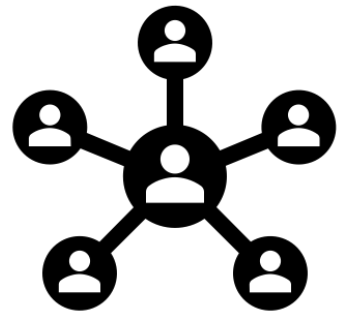


# Associations



“I escape the question how about you? [from friends and teachers]  
The question is, do they really care?”

“ The fact that the the cohort has been really  
welcoming and and we do things together has affected  
my well-being a lot, they made it a nice place to be”



# Associations



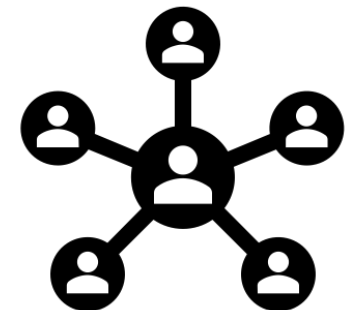
"When you feel you are capable academically, you know you are in the right place or in the right positions. Then you feel like you belong to this place."

ASE



SoB

"The fact that I belong the fact that I do have friends here, I have people to talk to...it helps me do better academically because when I have a question, I know people are there whenever I need to discuss something."



# Comparisons

## **Personal Tutor**

- 1-on-1 support
- Support not always utilised
- Blurred identity

## **Student Support Model**

- Sense of family
- Support always available
- Blurred identity



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# Breakout rooms

*What impact will the new student support model have on student wellbeing, academic self-efficacy and sense of belonging?*