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

Year	Please select which you would like to view:	Significance
2021 2022	✓ Questions	Not signifi
✔ 2022	✓ Scales	Significant

 Significance
 Key

 Not significantly different to benchmark
 • Benchmark (%)

 Significantly below benchmark

#### 2022 NSS results by registering provider

							A	gree (	%)				
NSS Scale	Year	Question or Scale	0	10	20	30	40	50	60	70	80	90	100
Learning opportunities	2022	Q05									•		
		Q06									•		
		Q07									•		
		Scale2									•		
Assessment and feedback	2022	Q08								•			
		Q09								•			
		Q10							•				
		Q11								•			
		Scale3								•			
Academic support	2022	Q12									•		
		Q13								•			
		Q14								•			
		Scale4								•			
Organisation and management	2022	Q15								•			
		Q16									•		
		Q17								•			
		Scale5								•			
Learning resources	2022	Q18								-	•		
		Q19									•		
		Q20									•		
		Scale6									•		
Learning community	2022	Q21							•				
		Q22									•		
		Scale7								•			
Student voice	2022	Q23									•		
		Q24								•			
		Q25						•					
		Scale8								•			
Overall satisfaction	2022	Q27									•		
			0	10	20	30	40	50	60	70	80	90	100
								gree (9					-

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

## The Big Picture

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

							A	Agree (9	%)				
NSS Scale	Year	Question or S	cale 0	10	20	30	40	50	60	70	80	90	10
Academic support	2022	Q14								•			
	Question: Significance: Year: Agree (%): Benchmark (%	14. Good advi Significantly 2022 58.87 59: 67.64				n I nee	ded to	make	study	choice	s on m	y coui	rse.
NSS Scale	Year	Question or Se	cale <sup>0</sup>	10	20	30	<b>A</b> 40	<b>gree (%</b> 50	<b>6</b> 0	70	80	90	100
NSS Scale Learning community	<b>Year</b> 2022	Question or So	cale	10	20	30			,	70	80	90	100

Benchmark (%): 61.03

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### Personal Tutor to Student Support System



### Personal Tutor to Student Support System



- 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



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?

"



# Preliminary findings

## 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

CultureFamily

Accommodation



"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

ASE



W

"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
	500

"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?