

Retention & Wellbeing Project

Term 2
Week 1-4

Executive Summary of Feedback

1,009

**Check-ins
completed**

6,986

Calls made

229

**Referrals made
for immediate support**

Programme

63% describe their programme in positive terms, 30% in neutral terms and 7% describe the experience negatively.

Lots of students we've spoken to are enjoying their course, describing it as interesting and challenging.

Students also suggested that improvements could be made to:

- The quality of teaching, how engaging online learning is
- Some students report their timetable being incorrect and others report tutors not showing up to scheduled sessions
- Some students are struggling to balance work and caring commitments with their academic studies

Personal Tutors

60% of students had met their personal tutor, 17% knew them but hadn't met, 23% didn't know their personal tutor.

In the latter case, we are sharing Personal Tutor details with the student or asking Faculties to allocate a Personal Tutor if a student does not have one yet.

Absences

We asked students flagged for non-engagement why they missed class resulting in an escalation email being sent.

Students told us:

- they had attended class and it wasn't registered/didn't tap in
- they attended online without realising they needed to attend in person
- they had been ill and not reported to the faculty
- they are living far away and the cost of commuting is prohibitive
- work prevents them from coming to class
- Students want to attend online
- their timetable was not available
- they couldn't attend due to caring responsibility inc. parental responsibility

Loneliness

26% of students report feeling lonely at least once a month. Students who report loneliness have highlighted the following as areas of concern:

- Anxiety and poor mental health interfering with making friends
- Finding it hard to connect with others
- Gaps in timetabling can mean people leave campus between classes or don't see each other for most of the week making it hard to make friends
- Online teaching last year has meant some cohorts still aren't integrating
- Online groups on Facebook and WhatsApp can be intimidating spaces for some

Unsurprisingly, those who don't report feeling lonely usually attribute this to having made friends whilst studying at Greenwich. Students involved in GSU activity are less likely to report loneliness.

Other pressures

We asked students what other pressures they are facing. Students mentioned the following frequently:

- Work interfering with attending class
- Financial pressures including fees, living and travel costs
- Mental ill health
- Other medical issues
- Experiencing bereavement
- Not getting a response from services and tutors

Where we've made a direct intervention

5% of students, 52, have told us they're considering withdrawing or interrupting. We've made sure all of these students have had follow-up support.

We've supported a further 229 students who raised issues on the call and indicated they needed further support.

The three main referrals relate to:

- Student finance
- Mental health support
- Complaints, ECs, or other academic processes issues supported through GSU Advice