



Term 1 Report 25/26

Steph Scott

Retention and Wellbeing Manager
s.e.scott@greenwich.ac.uk



greenwich
students'
union

Term 1 Report 25/26 - Welcome calls

Executive Summary

The Big Conversation Welcome Calls work alongside the university Big Welcome Programme. We call all new registered students and ask them about their hobbies and interests, tell them about the 7 week Big Welcome Programme and ask if they need any support.

They then receive a personalised follow up email with links and information about how to get involved in societies and student groups, as well as how to contact the services they need to get support as soon as possible.

Top line stats:



9,256 students contacted.



1,454 Welcome calls completed and 1454 follow up emails sent.



893 students were directed to student groups and societies that were aligned to their interests.

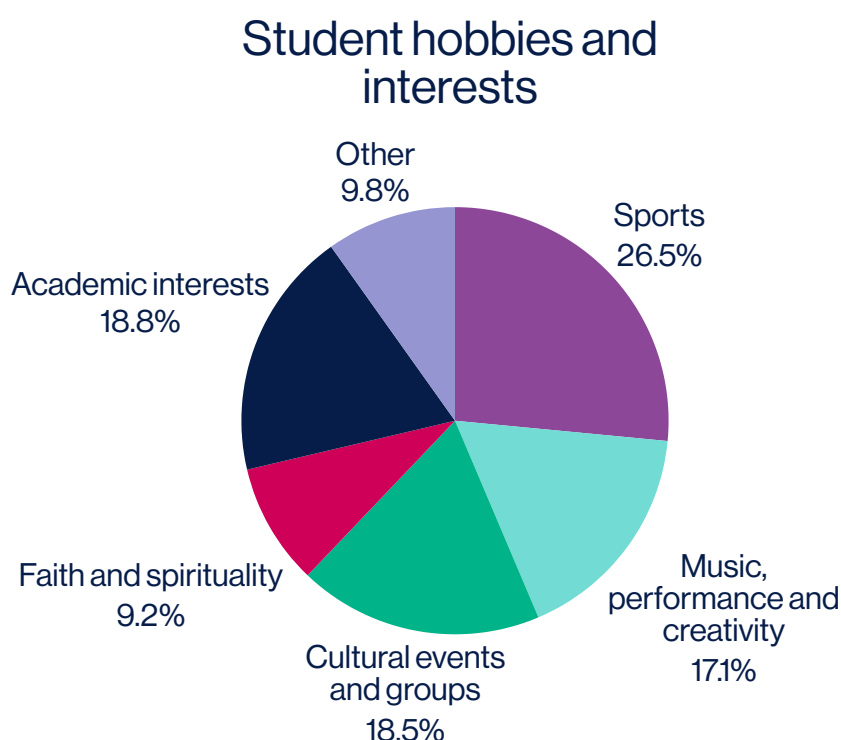


180 students signposted to support.

Societies, student groups and support services

Students on the Big Conversation calls told us about the hobbies and interests that they have, and we signposted to societies and student groups both on the calls and in follow up emails.

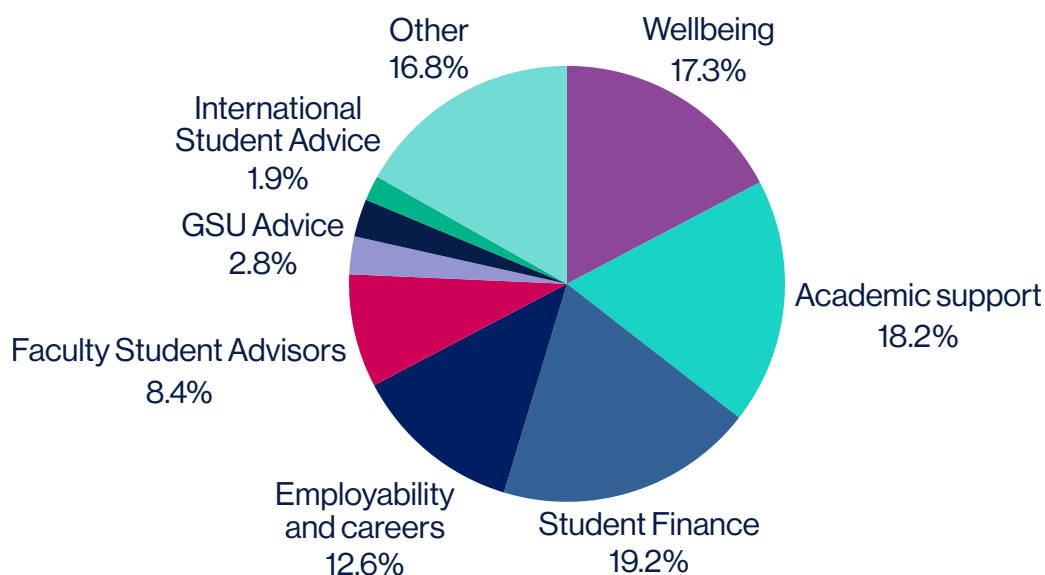
Of the students we spoke to 16% are now members of a student group or society. We will be following up with all the students we spoke to in Term 2 to ask about their participation and experiences.



We also asked students if they needed any support or help with settling into university. We signposted to relevant services and more complex cases were escalated for further support.

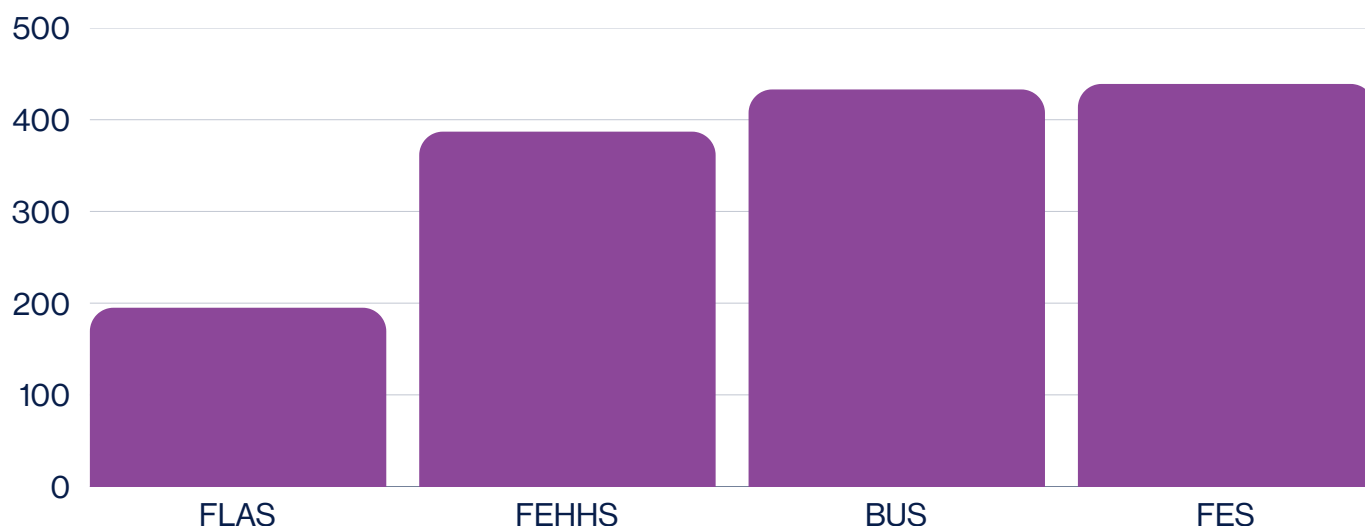
As well as asking if they have used any support services, we will also be asking students about any current support needs in our follow up calls, to ensure that students have the information and support that they need.

Distribution of signposting



Our follow up calls with students will give us more information about their sense of belonging and if there is anything additional that they need from the university or from GSU to help them adjust and feel comfortable within the university community. We will also be hosting three in person events in Term 2 which will bring students together to connect, have fun and build friendships with other students.

Number of students spoken to per faculty



Term 1 Report 25/26 - Outreach calls

Executive Summary

The Big Conversation Outreach calls aim to reach students who fall into priority groups who have a higher chance of withdrawing or not completing their studies. We call these students and have a structured conversation with them, asking questions about their experience, both academic and wider, offering opportunities for disclosure of challenges and support that may be needed. Our callers signpost to support services and escalate more complex cases to the Service Manager.

Our priority groups for Term 1 were; returning interrupted students, repeating students, POLAR4 Q1, students on Performance Taskforce and Low Continuation programmes and students with low or no attendance.

Top Line Stats



4,362 students contacted



526 check-in conversations were completed



163 students were facing pressures that were impacting their studies, such as financial difficulty or personal/family issues

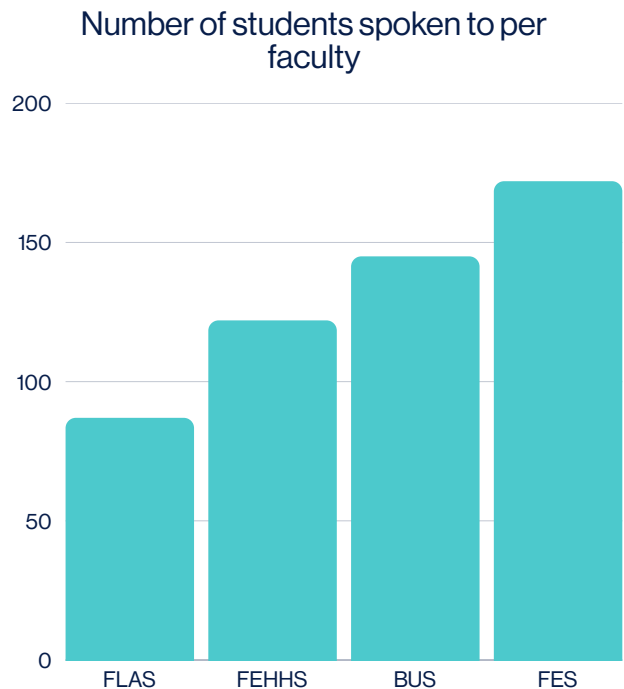


90 students were escalated for further support

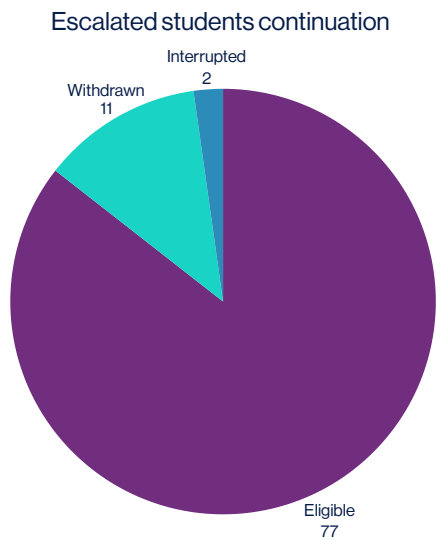
The Big Conversation: Outreach calls - who did we speak to?

71% of the students we spoke to were home students, 29% were overseas students. 92% were undergraduates, 8% were PGT or PGT students. 68% were based at Greenwich campus, 23% at Avery Hill and only 9% at Medway.

We spoke to students across the faculties, with the highest proportion being FES students and the lowest FLAS. 276 of the students we called were phoned due to no or low engagement with attending their classes, representing 53% of the students we spoke to. 204 of the students we spoke to were in their final year and were reminded of their access to alumni support services after graduation.

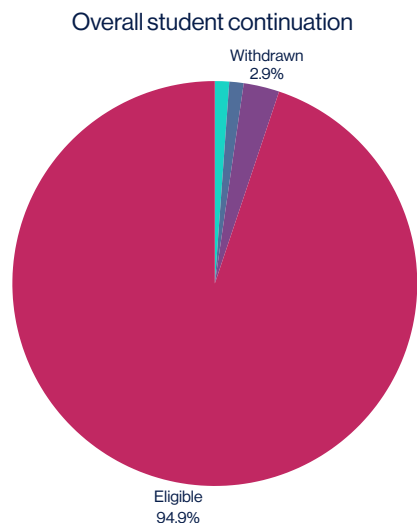


The Big Conversation: Outreach calls - continuation



The students we phone in our outreach calls have a higher likelihood of withdrawing or interrupting from their studies due to their priority group (e.g. low or no attendance, repeating students). Our escalated students than have another increase in their likelihood of not continuing their studies due to their complex situations requiring support.

These charts demonstrate the impact of our calls, showing that almost 95% of the students that we spoke to continued into Term 2, and 77 of the 90 escalated students also were able to continue with their studies.



Term 1 Report 25/26 - Themes across all calls

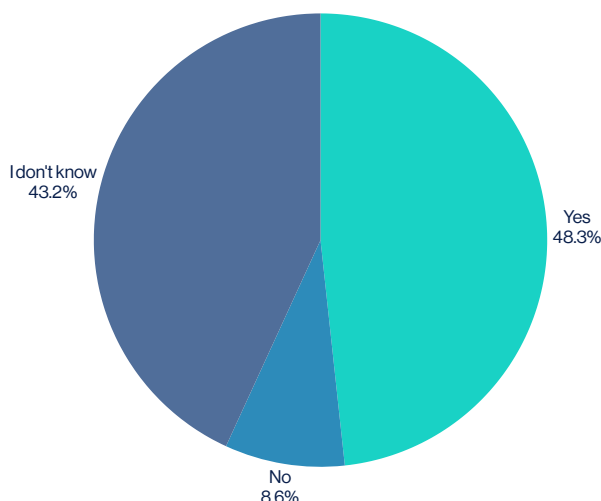
Academic Issues

During Big Conversation Outreach calls we ask students about their experience of their programmes, in Term 1 462 reported that their experience had been predominantly positive, with only 6 saying their experience was overall negative. The most positively spoken about aspect of academic experience was the quality of teaching, and the most negatively spoken about aspect was timetabling.

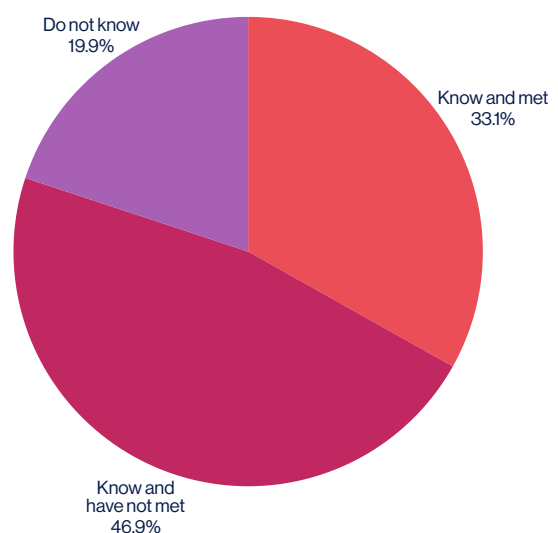
Of the students we spoke to on Outreach calls 33% knew and had met their academic tutor, 47% knew and had not met their academic tutor and 20% did not know who their personal tutor was. 210 knew who their programme reps for their course were, 254 said that GSU represents their academic interests and 227 said they weren't sure if GSU represents their academic interests.

During Big Conversation Welcome calls 39 students mentioned that they were feeling worried about their academic performance, several citing additional support they knew they would need due to lack of confidence in certain areas, adjusting to the UK education system and late arrivals. All these students were signposted to the academic skills team and/or to their academic tutor.

Do you believe that GSU represents your academic interests?



Academic Tutor Engagement



Accommodation, Commuting and Timetables

Timetabling is still one of the biggest issues that students raise on our calls. As previously, students spoke about big gaps in their timetables, receiving timetables late and the issues that this has caused in terms of commuting, finances and attendance.

38 students spoke about the difficulties they faced as commuting students. These students spoke about the difficulty with sparse timetables when they are commuting 1.5/2 hours each way, as well as the cost of commuting. They suggested that more financial support and timetables with less gaps would ease this pressure.

5 students told us that housing/halls was a pressure that was impacting their studies. We referred 3 students to accommodation services within the university, with concerns related to accommodation environment (other residents or broken amenities) and leaving accommodation before the end of contract.

“I live quite a distance away from the university, so having less classes per week in my final year has been better.”

Year 3 Health Sciences Student

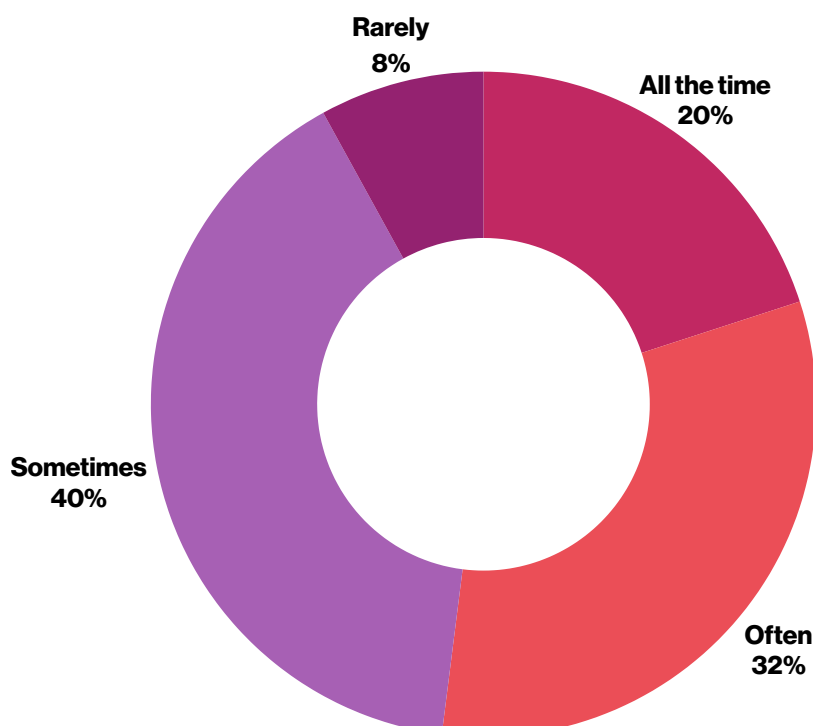
Other Pressures and Wellbeing Issues

On our Big Conversation Outreach calls 163 students said they were facing pressures that were affecting their studies. 31 of those students cited mental or physical health difficulties as a pressure which was impacting their studies, 57 spoke about finances and cost of living and 22 mentioned family/personal issues.

25 students told us that they feel lonely at university, with the majority saying they feel this way sometimes or often. Students said they felt their loneliness was due to difficulty making friends, and not having the time alongside studies and other commitments to prioritise socialising or making friends.

27 students had used the Wellbeing service, with the majority saying it was a good, helpful and support experience. Some suggestions were additional drop in sessions, receiving support from one person rather than multiple and more face-to-face provision. The majority of students who knew about the Wellbeing service but had not used it hadn't needed the support, with a small number saying that they were receiving support externally.

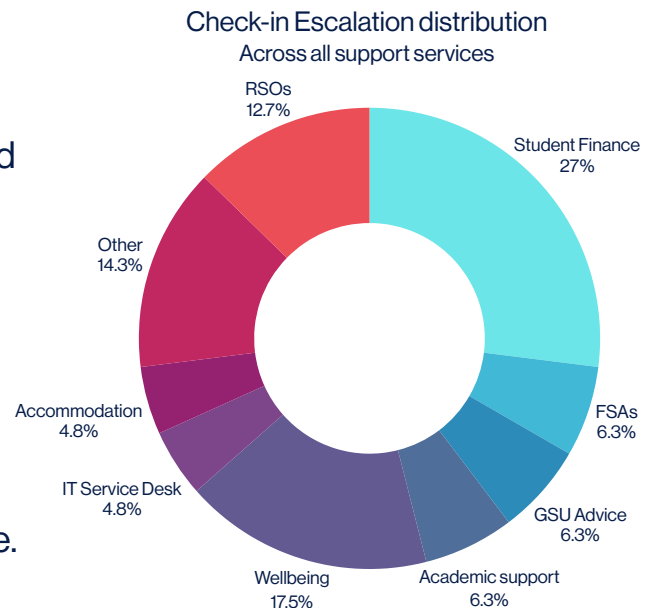
Of the students who felt lonely, how often did they feel lonely?



Escalations

We had 90 students who were escalated in Term 1 across both the Big Conversation calls and the Big Conversation Outreach calls. The chart shows the distribution of signposting and referring to the various university services across these escalations.

11 of these full escalations have been followed up to find out if the issue is resolved or an outcome reached. 7 were fully satisfied with the outcome, 1 was partially satisfied and the others had not received their desired outcome. We will continue to follow up with T1 escalations in T2.



The WhatsApp Service



We launched our WhatsApp broadcast service this term, and sent two broadcast messages to students who had signed up. The first of these was sent to 427 students at the end of Welcome, and the second was sent to 924 students before the winter break. We had X students respond to the message and receive a message back or a follow up call. In Term 2 we will continue our broadcast service as well as targeted outreach to Nursing and Paramedic placement students.

Support Service Awareness

