Our aim is to help students gain the best university experience they can by supporting personal development and by ensuring that if students run into problems they get appropriate guidance and support.

**We provide:**

- A highly accessible and responsive student facing service
- A professional, holistic, helpful service which is relevant to the issues students bring
- Information to help students pre-empt and manage difficulties and welfare issues
- Appropriate signposting and referral to support across the university
- Activities to support widening participation, retention, attainment and employability targets
- Efficient administration for student funding awards
- Delivery of appropriate hardship and emergency funding information and resources for students in need

**How the Student Life Centre works:**

| Appointments | Appointments with Student Life Advisors or Student Money Advisors can be made in advance by online booking, telephone, email or in-person and usually last up to 30 minutes. The kinds of things students come to see **Student Life Advisors** about include: emotional, personal or family crisis, feeling homesick, difficulties settling in, safety, crime, sexual violence, housing problems, feeling anxious about seminars, concerns about study skills, performance and progression, health concerns and other situations that may be impacting on studies. We give guidance about university rules and processes, signpost to services on and off campus, make appropriate direct referrals and provide follow up support to students where relevant. Advisors have particular area specialisms (eg LGBT issues, Care Leavers) and links with allocated academic Schools and the knowledge relevant to particular cohorts. **Student Money Advisors** see students with money worries and problems and give advice and guidance on funding from Student Finance, budgeting, maximising income and minimizing expenditure. |
| Welfare Drop-ins | **Student Life Advisors** offer 10 –15 minute sessions throughout core hours every day to support students with urgent welfare concerns. |
| Information Desk | **The Information Desk** is open every day between 9.00 am and 5.00 pm. Students can:  
  - book appointments  
  - ask general questions and queries  
  - clarify the process for Exceptional Circumstances claims  
  - administer VC Loan applications and Late Maintenance Loans  
  - be directed to other sources of help and information |
Growth in student numbers continues to be reflected in increased demand for the service and we have continued to meet student need by working creatively, flexibly and responsively and adapting service delivery. Investing in staff support and internal and external communication enables us to respond to student needs and deliver a service which is relevant and helpful to students, right through their student journey.

Service Evaluation
For the seventh year, since opening in 2010, the Student Life Centre (SLC) has surveyed users of the service to help assess how we are meeting our objectives and to identify areas for improvement. We invited a total of 3946 students to complete a survey and received a total response of 532 (13.5%). In 2017, as in previous years, responses were significantly positive and appreciative. The results, relating to our accessibility, delivery of effective support and provision of information show a consistently high level of performance. The survey revealed that we continue to offer a highly valued service, and an encouraging 93% of respondents agree that they would recommend our services to a friend.
Student Evaluation 2016-17
Total number of responses to the 5 statements below:

- It was easy to access the Student Life Centre.
- The Student Life Centre staff were welcoming and approachable.
- The Student Life Centre made an effort to understand and support me.
- Contacting the Student Life Centre was useful in managing the difficulties I was having.
- The Student Life Centre staff directed me to appropriate and relevant sources of information.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree + Agree with above statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was easy to access the Student Life Centre.</td>
<td>90%</td>
</tr>
<tr>
<td>The Student Life Centre staff were welcoming and approachable.</td>
<td>91%</td>
</tr>
<tr>
<td>The Student Life Centre made an effort to understand and support me.</td>
<td>86%</td>
</tr>
<tr>
<td>Contacting the Student Life Centre was useful in managing the difficulties I was having.</td>
<td>79%</td>
</tr>
<tr>
<td>The Student Life Centre staff directed me to appropriate and relevant sources of information.</td>
<td>83%</td>
</tr>
</tbody>
</table>

Student Life Centre 2017

- How satisfied are you with the quality of service that you received during your appointment with a Student Life Advisor?
  - Highly satisfied: 42%
  - Satisfied: 50%
  - Dissatisfied: 6%
  - Highly Dissatisfied: 2%

- How would you rate the quality of service that you received at the information desk?
  - Highly satisfied: 43%
  - Satisfied: 51%
  - Dissatisfied: 4%
  - Highly Dissatisfied: 2%

- How would you rate the quality of service that you received during your Student Funding Advice session?
  - Highly satisfied: 52%
  - Satisfied: 44%
  - Dissatisfied: 3%
  - Highly Dissatisfied: 1%

Rachel Gould & Lynn O’Meara, July 2017