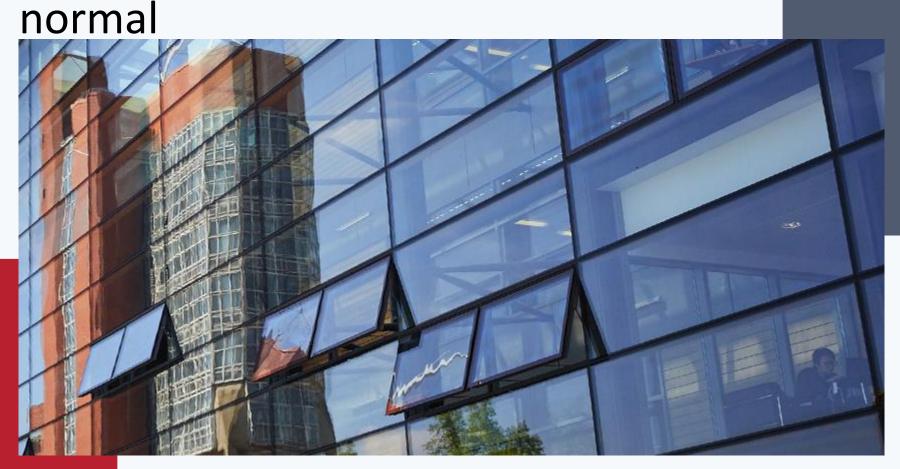


# Trying to reinstate our pre-pandemic offering of drop-in support within our new



# What we did pre-pandemic

- Until February 2019
  - Term time drop-ins run by postgrads
  - 3 hours per day Monday to Friday
  - Same time, same location
- From October 2019
  - Staffing levels reduced
  - Academic Skills Centre opened
  - Students encouraged to drop-in for support at any time
  - Dedicated drop-in on Thursdays
  - Appointments booking increased

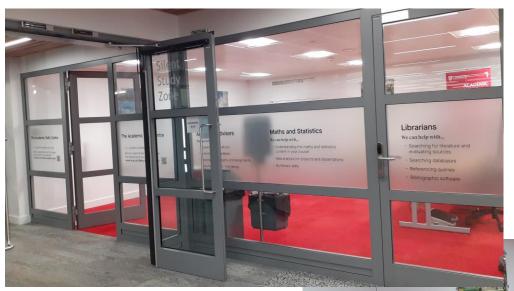


### Our new normal

- Worksmart (Professional Services)
  - Presumption of mainly working from home
  - No one has their own desk or office
- Sticky Campus
  - Teaching should be in-person
  - Formal meetings involving students should be in-person
  - Meal deals, free breakfast, free buses between sites
- Reduced capacity in our room
  - 2 desks only during 2021/22 academic year
  - Now 3 desks but no room for tables
  - Significant increase in requests for appointments



## **Academic Skills Centre**





# Re-introducing drop-ins

- Booked rooms on campus
  - Mondays and Thursdays 1pm-3pm
  - Different rooms on each day but same rooms through the term
- Two members of staff in attendance
- Check-in system
- Promotion
  - Social media
  - Student announcements
  - Emails



### Issues

- Low attendance (around 25 visits/16 students in seven weeks)
- Check-in system not being completed by all students
- Increased appointments means no time for further promotion
- Waiting for website updates
- Mindset of staff and students



## What next?

- Appointment only for the remainder of the academic year
- Academic Skills Centre staffing increasing (not maths support yet)
  - Possible move to a larger space?
- Consider changes to delivery modes
  - Online drop-ins
  - Short appointments
  - Student self-booking with choice of delivery mode
- Website updates
- Change our mindset



Thank you for listening