

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



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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