






Support Services

FINDING OUT ABOUT STUDENT SUPPORT SERVICES

-  Families with limited or no family experience of higher education will often have concerns about how their son or daughter will get access to support when they are studying in higher education. Prospectuses will often provide lots of information about the type of support a Higher Education Institution will provide – unfortunately, higher education institutions often have their own name for a particular service, which can be confusing.
- ✓ Pre campus visit meetings with parents can help you to identify the areas of concern and interest so that these can be covered by staff providing information during a talk to parents, or you can include information leaflets within welcome packs.
-  You can mix and match the following group activities depending on the time available and the composition of the group. The activities are designed to enable you to explore the range of support services available for students, share some of the different names for similar services within your institution and allow you to produce some definitions for use on information sheets. Try to make sure you include specialist services for students with particular needs, e.g. mature or disabled students.
-  If staff all come from one institution, then try to get hold of prospectuses from other local institutions, or to provide access to the web, to allow you to compare the services offered at other institutions.

Activity A – Who are you?

Introduce yourself and name one type of student support available at your institution – get someone to scribe the list.

Activity B – What do you call it?



Spend a couple of minutes adding other services to the list.

Activity C – What do they do?

Split the group into 2s or 3s - each group choose one service and try to write a short definition of the service in no more than 25 words. Discuss the types of questions or concerns that a parent might have linked to that service – how would your definition ensure that they realised your service would be able to help them.

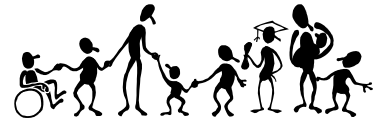
What do you call it?



Make a list of support services

Support Service	Other names

What do they do?



Name of chosen support service

Family Concerns relating to the area of work covered by this service

Definition of this Service

This template can be used to create an acetate of their postbag question and answer.