

## **University of Exeter: Developing Compassionate Communications**

The University of Exeter has been reviewing communications to students that convey challenging news, for example academic failure, debt and disciplinary matters. They have drawn on research from Canada which found that students who received 'psychologically attuned communications' were 30% more likely to be on their programme of study three years on.

[Watch an explainer video about compassionate communications.](#)

They have also created explainer videos for students to guide them through academic processes, for example:

- [Mitigation](#)
- [Assessment, Progression and Awarding Committee](#)