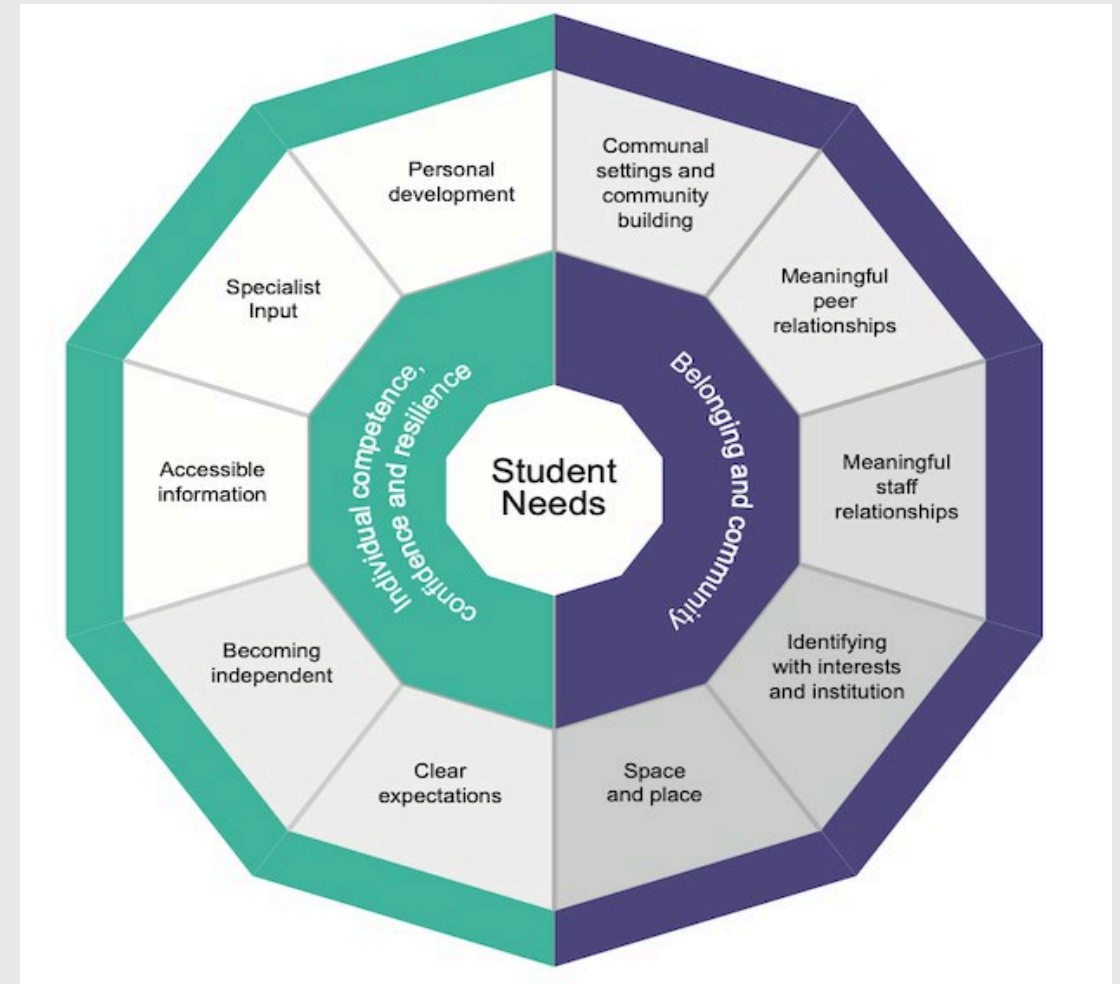**AdvanceHE**

Student Support Redesign

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Thursday 7th November 2024

Student Needs Framework

- Intended to support institutions to consider aspects of service supporting student needs
- Broadly categorises needs into two component areas:
- Individual competence, confidence and resilience
- Belonging and community
- Designed to enable institutions to view and evaluate student support within higher education provision
- Further designed to enable institutions to begin dialogue around student support and to begin to map support against identified needs
- Used in this way, the framework can inform strategic service redesign

Student Need	NTU's Primary Approach	Description	Evidence	Observations
1) Advice and challenge on personal development	Personal tutoring	NTU's personal tutoring policy states that… Coordination of personal tutoring is devolved to schools. This includes…	Evaluation of our personal tutoring approach concludes that…	E.g. need clearer data. E.g. Coaching project underway.
	Employability services	Employability services provide a range of professional and whole person development, including…	GOS results show that… Evaluation of the service concludes that…	E.g. opportunity to expand.

Reflections

+ Provides structure and discipline to discussions.

+ Provides sufficient detail to make informed decisions without extensive mapping.

+ Flexibility of the framework enabled it to be used in an NTU-specific context.

+ Importance of senior buy-in to help facilitate progress and filter through the organisation.

+ Mapping requires the right team/colleagues who can see across the organisation.

+ Gives visibility to good practice which has proven helpful for other activities.

+ Doesn't do the complex tasks of evaluation and implementation, but it does start the conversation.

Case Study 2: AdvanceHE

Using the framework within a collaborative project:

- We have piloted using the framework with 13 institutions in the last 6 months, using a digital version which is interactive, hosted on a VLE (moodle)

- We have asked institutions to undertake a gap analysis and subsequent reflective activity as focused task work

- We have gathered some detailed reflections

Edit mode

Important Notice: You will need to complete the Pre-registration section by the 15th of November before attending the Launch Event.

Course information

Activity: Introduce yourself

Complete by 19th November

Activity: Case study reflection

Resource: Student needs framework

Activity: Understanding the framework

Activity: Self-assessment and identifying gaps

Activity: Self-assessment reflection

Activity: Understanding the Framework

Before analysing gaps, you should first understand the structure and components of the Framework, which addresses two core dimensions of student needs:

- **Belonging and Community:** This focuses on communal settings, peer and staff relationships, space, and institutional alignment.
- **Individual Competence, Autonomy, and Resilience:** This highlights personal development, independence, specialist input, and access to information.

Breakdown of the Framework:

Spend 10-15 minutes reflecting on each **component of the framework [link opens in new tab]** .

For instance:

- What does "Meaningful Peer Relationships" mean in practice?
- How do "Specialist Input" or "Personal Development" influence students' confidence?
- What might "Identifying with Interests and Institution" look like in their context?

Forum discussion

Add a reply to the discussion post in the below reflecting on the following:

- Which components resonate most with your current practice?
- Are there any components you find challenging to interpret or apply in your context?

How to add your reply to the discussion post:

1. Select 'Reply' beneath the post with the reflection questions.
2. Post your reflection directly into the forum text editor.
3. Select 'Post to forum' to submit your reply.

Back to course

On the document shown in the image:

Building Belonging: Self-assessment and identifying gaps

1. **Rating Framework Components:**

You have been provided with a table below table listing each component of the framework. Using the table, rate your current practice for each component on a scale of 1 to 5.

2. **Identifying Areas for Improvement:**

After rating each component, identify any areas where your score is 2 or below. Reflect on why these components received lower scores.

3. **Reflection and Action Planning:**

For each component with a lower score, consider the following:

- Challenges: What specific challenges are you facing in this area?
- Actions/Strategies: What actions or strategies could you implement to address these challenges?
- Resources/Support: Are there any resources or support systems available that could help you improve in this area?

Component	Rating (1-5)	Comments on current practice
Communal settings and community		
Meaningful peer relationships		
Meaningful staff relationships		
Space and place		
Identifying with interests / institution		
Specialist input		
Becoming independent		
Clear expectations		
Accessible information		
Personal development		

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Gap Analysis report

+ Institutions have made use of a gap analysis template

+ Institutions have completed this as internal teams to identify good practice and gaps in service to enable action planning for positive development

Reflections

+ The digital aspect is very good – I like the way each segment is highlighted and then mapped to other segments

+ It has been a useful resource to have to begin our discussions with colleagues and wider teams

+ The use of the word 'needs' is problematic

+ It would be good to have this as an application so that we can map our own approach an stories onto it

+ It has enabled us to begin our conversations around our services and see where we are doing well and what we have

+ We have been able to really focus on our gaps and prioritise time and resource and development here

+ We have been able to use the gap analysis report generated from the template to leverage more senior level conversations to start service change and development which is so useful

+ It highlights what we are doing and can do and provides us a lens to look at this from a service perspective – what is joined up and what changes impact others

Resources and useful links

AdvanceHE

The Framework

https://s3.eu-west-2.amazonaws.com/assets.creode.advancehe-document-manager/documents/advance-he/AHE%20Framework%20of%20Student%20Needs_1695312109.pdf

The digital interactive version

https://view.genially.com/66152c0cd57bba0014ce173d

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More information

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