The Enhancing Student Support (ESS) project's goal over the next decade, is to give students a framework of guidance and support that builds on the best of current practices, meets contemporary needs, and is of a quality and consistency appropriate to a university of high global standing.

This framework is designed to provide more consistent quality of provision, help students systematically monitor their progress and performance and relate these to their long-term aspirations. It seeks to blend a clear set of University-wide requirements, well-understood by students and staff with scope for Colleges and Schools to tailor provision to programme structures, subject needs and professional accreditation requirements.

ESS is a major priority University project with up to £4 million investment. More information on other University initiatives to enhance the student experience can be found in the Student Experience Project wiki or by following this link: Enhancing the Student Experience

Why is it important?

The project is driven by feedback from students regarding the need for improvements to student support across the University. Student surveys, such as the National Student Survey (NSS), and our quality assurance processes, such as Teaching Programme Review and the QAA Enhancement-led Institutional Review, highlighted the following issues:

- Levels of student satisfaction have not been where they should be across the University
- Student experience not as personalised as it might, could or should be
- Inconsistencies in academic guidance and oversight of whole programme experience
- Student support fragmented across Schools and Central Departments
- Student concerns in general around assessment and feedback

Phased Delivery

The project will be delivered in three phases:

- Phase 1 (2011-12) - Undergraduate Students
- Phase 2 (2012-13) - Postgraduate Taught Students
- Phase 3 (2013-15) - Postgraduate Research Students*

*At the end of the 2013-14 academic session the Research Experience Committee of Senate agreed to assume responsibility for enhancements to support for PGR students (as part of a new, single, integrated project reviewing postgraduate research processes across the University). Therefore, the final year of the ESS will focus on mainstreaming support enhancements implemented during Phases 1 and 2.

<table>
<thead>
<tr>
<th>Initiatives</th>
<th>Student Support Implementation Group (SSIG)</th>
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<tbody>
<tr>
<td>Key project initiatives building on and developing good practices.</td>
<td>The implementation work of the project will be coordinated by the Student Support Implementation Group (SSIG).</td>
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<tr>
<th>Training and Resources</th>
<th>Senior Tutor Network</th>
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<tbody>
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<td>Links to some project training and resource materials.</td>
<td>The Network provides an opportunity for Senior Tutors to share practice, discuss common issues and challenges, and to contribute to the development of University level support and systems linked to Enhancing Student Support.</td>
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<th>Communication</th>
<th>Student Support Team Network</th>
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<td>Key messages to students and staff about the project.</td>
<td>The Network provides an opportunity for Student Support Team members to share good practice and to discuss issues and challenges which will feed into the development of support and systems linked to Enhancing Student Support.</td>
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<th>Monitoring, Evaluation and Enhancement</th>
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<td>Details of the Monitoring, Evaluation and Enhancement process for the Personal Tutor (PT) system.</td>
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