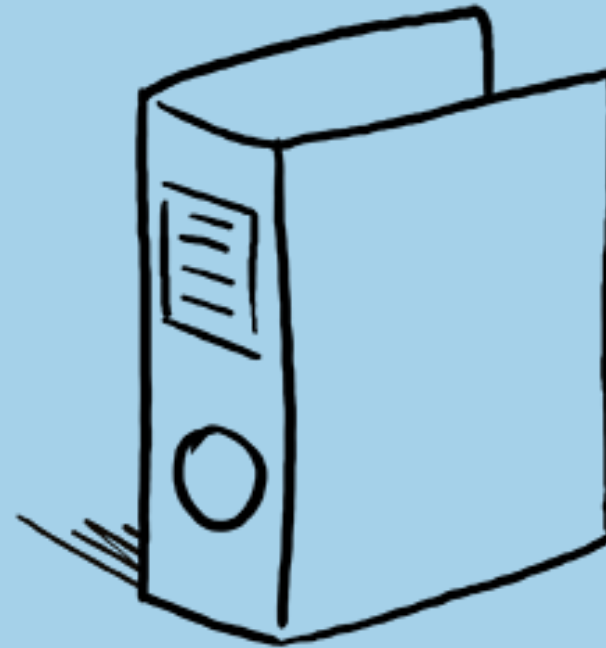


Pre-arrival toolkit

A toolkit of effective practice for programme teams

Contents

- Introduction
- Practical information and support
- Emotional and social support
- Preparing to study in HE
- Further reading



Introduction

- This toolkit is aimed at programme teams, and provides practical guidance on how you can implement effective pre-arrival support to students.
- Pre-arrival covers the time period from acceptance of an offer to arrival at the university.
- This toolkit is structured to address the 3 main elements of pre-arrival support:
 - Practical information and support
 - Emotional and social support
 - Preparing to study in HE

Practical Information and Support

“Success is where preparation and opportunity meet.”

Bobby Unser

Practical information and support

The following information should be made available to students before they arrive:

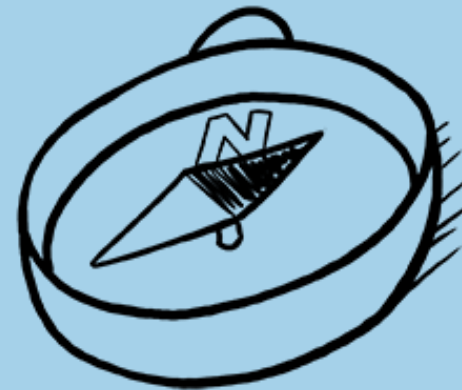
- Welcome Week timetable
- Registration information
- Introduction to key staff
- Academic Support Tutor contact details
- Campus map
- Reading list
- Car parking
- Semester One Timetable



Signposting/promotion of other services

For queries that do not sit within the academic sphere, it is important to signpost to the relevant services:

- Finance
- Accommodation
- Disability
- Scholarships and Bursaries
- Visa Support



Examples in practice

At UoH:

- HUBS in 30 seconds videos to introduce key members of staff
- SHES has a dedicated induction webpage and starter guide
- Online tour of Computer Science

Emotional and social support

“When I first came to university, I was frightened and thinking ‘Oh no, what am I doing here? I am out of my depth...I’m not intelligent enough!’”

(Year 1 UG student, UoH)

Emotional and social support



Effective practice:

- Provide students with pre-arrival networking and socialising opportunities
- Email or telephone the student pre-arrival
- Support students to have realistic expectations of the first couple of weeks

Enhanced practice:

- Set up a peer mentoring scheme for new students (see the peer mentoring toolkit for further support with this)
- Provide information for parents and supporters

Examples in practice

At UoH:

- Students in the School of Social Sciences are invited to join a closed Facebook group for new entrants
- Academic Support Tutors send “Welcome” emails to all new students inviting them to ask questions or share concerns

Elsewhere:

- [‘Guide for freshers’ podcast](#) (Oxford University, 2015): a podcast which aims to reassure new students and manage expectations of university life

Preparing to study in HE

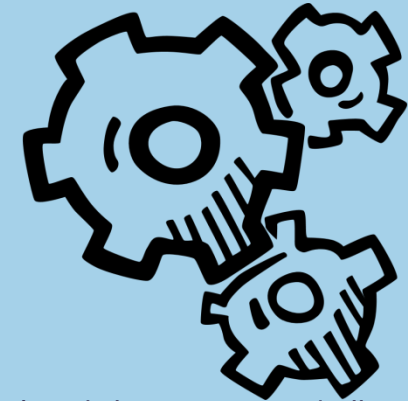
“We’re not experts...we have never been to university before!”

(Year 1 UG student, UoH)

Preparing to study in HE

Effective practice:

- Explain the difference in expectations between FE and HE
- Explain commonly used terms
- Give students access to resources that will start to develop their independent learning skills



Enhanced practice:

- Invite new starters to a taster lecture or upload a sample lecture to the VLE
- Set some reading and research tasks which link to one of the Semester 1 modules
- Put on a summer school or run an online study skills module

Examples in practice

At UoH:

- Mature students at UoH are invited to a study skills day and lunch
- The Department of Sports Health and Exercise Science has an induction webpage

Elsewhere:

- [Skills4Study Campus](#) has an introductory section which covers what to expect from HE study
- [Prepare for Success](#) is a free website aimed at international students but which has some useful guidance for all students

Further information

References

Foster, E., Lawther, S., Keenan, C., Bates, N., Carrant, B. and Lefever, R. (2012) *The HERE Project Toolkit: A resource for programme teams interested in improving student engagement and retention*. Available:

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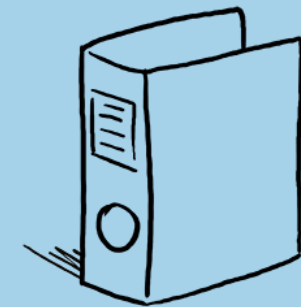
https://www.heacademy.ac.uk/sites/default/files/what_works_final_report.pdf Accessed 1 July 2016

Other Toolkits

The Student Engagement and Transition Team has created a series of toolkits to share best practice from around the university and the rest of the sector. The team are happy to discuss the content of the toolkits and advise on implementation.

Other toolkits available in the series are:

- Assessment Support
- Induction
- Peer Mentoring
- Social Media



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