PARTNERSHIP AGREEMENT

Student Success & Engagement

1. Objective

This document outlines the terms under which services are delivered by Student Success & Engagement.

Period of the agreement

This document covers the period September 2017 to July 2018. Towards the end of this period we will review and revise it as necessary.

2. Who we are and what we do

The aim of the service is to enhance student success and retention through central services provision working with schools and in partnership with students. The Service focusses on student engagement, student led activity, effective induction and transition, redressing attainment gaps, pro-active student support and effective coherent communications strategy.

Our current services are:

- Welcome Week Co-ordination
- STaR Mentoring Partnership
- Peer Assisted Learning (PAL)
- Student Engagement Communications (Me@Reading Portal, Essentials, Student Services social media)
- Hall Mentors and Warden Support & Co-ordination
- Named point of contact for care leavers

We provide services to the following groups:

- Students
- Students working on behalf of the University to support their peers
- Schools
- SAS and other student support functions
- Hall wardens

3. How to access our service

Our services can generally be accessed by contacting the following

Welcome Week Co-ordination Charlotte Hoekstra c.e.hoekstra@reading.ac.uk
STaR Mentoring Partnership Chantelle Turner c.j.turner@reading.ac.uk
Peer Assisted Learning  
Caroline Crolla  c.s.crolla@reading.ac.uk

Student Engagement Communications  Jennifer Corless  j.corless@reading.ac.uk

Hall mentor and Warden  
support & coordination  
Sue Wallace  s.j.wallace@reading.ac.uk

Care leavers  
Sue Wallace  s.j.wallace@reading.ac.uk

a. When we’re available
Our services are available Mon – Fri from 9am to 5pm

b. How to contact us
Contact us by using the above email contacts or phoning 0118 3786593

c. Who to contact
See above

d. Who can request our services
Students and staff may contact us directly using the above contact details

4. Our commitment to service users

In delivering our services, we commit to the following principles and practices:

Our main service users are students but many of our services are delivered through students working to support their peers. For students working to support their peers we commit to providing clear information on what is involved in taking on the roles, training and ongoing support. We will solicit feedback and commit to review and evaluate our practice on the basis of that feedback.

For care leavers we will act as a single point of contact, providing signposting to other services that can supply specialist help and advice.

For Student Engagement Communications our service users are both students and other services. For students we commit to providing timely, relevant and accurate information to support their academic studies and personal and professional development. For other services we commit to providing channels of communication which will convey information to students. We will endeavour to prioritise communications on the basis of importance to students.

5. What we need from our service users

In order to deliver an effective service, we require our service users to do the following:

For our student partnership scheme we require that STaR mentors, PAL leaders and Hall Mentors commit to this role ensuring they have the time and willingness to fulfil the role, attend training, adhere to the boundaries set and provide feedback when requested. We also expect that students will keep us informed of circumstances that may affect their ability to undertake the role, either temporarily or permanently. We also expect staff in academic schools to play a part in supporting STaR mentors and PAL leaders in their roles and in embedding the provision in the fabric of the School and prompting the benefits.
In terms of our student engagement communications we require that Schools and other services provide us with timely and accurate information, and that they co-operate in forward planning communications.

We require that Hall Wardens and Hall Mentors complete regular returns on incidents and activities in halls and that Hall Wardens regularly liaise with and support the Hall mentors in their roles.

6. Service limitations and dependencies

The following factors may affect the service we can provide to users:

- STaR mentoring and PAL is entirely dependant on students volunteering to take on these roles.
- STaR will be most effective if it is embedded in the fabric of the school.
- PAL can only be employed with the full support of module convenors and it requires general buy-in from academic staff to ensure significant student engagement. Schools need to accommodate PAL in their timetabling.
- Hall wardens and mentors must work effectively together and in conjunction with the Student Welfare Co-ordinator.
- Effective student engagement communications is dependent on use of effective digital platforms and the co-operation of information owners. It is also dependant on timely and effective services provided via MCE.

7. Managing our service

Patricia E Woodman – Director of Student Success and Engagement (Head of Function)

Jennifer Corless – Student Engagement Manager (Communications)

8. Reporting and resolving problems with our service

Users experiencing problems with our service should contact the Director of Student Success and Engagement (p.e.woodman@reading.ac.uk)

9. Providing feedback on our service

We welcome constructive feedback on our services. Compliments and complaints, and suggestions for additions and improvements to our standard services, should be sent to p.e.woodman@reading.ac.uk in the first instance. Periodically, we will request this information as part of the on-going review of our services and their provision.
## Version control

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