Engagement, student support and wellbeing: connecting the dots

University of CUMBRIA

SYMPLICITY advocate

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STUDENT ENQUIRY POINT

WHO WE ARE

Symplicity global footprint

Global leader in student services solutions with over 20 years of expertise

125+ new customers added in 2021

41.1 million student and alumni users worldwide

5 languages served – Arabic, French, English, Spanish, Portuguese

SYMPLICITY®

2,000

CLIENTS WORLDWIDE

IN MORE THAN 36 COUNTRIES

University of Cumbria
University of Hertfordshire UH
The University of Law
Norwich University of the Arts
The University of Edinburgh
The University of Warwick
LSE The London School of Economics and Political Science
US University of Sussex
Queen Margaret University Edinburgh
De Montfort University Leicester
University of Derby
University of Nottingham UK | China | Malaysia
Macquarie University Sydney · Australia
Yale
USC University of Southern California
University of Bath

Symplicity & Cumbria

- Campus Safety
- Student wellbeing and mental health
- Staff wellbeing

- Student satisfaction & attainment
- Inclusivity
- Productivity & efficiency
- Retention

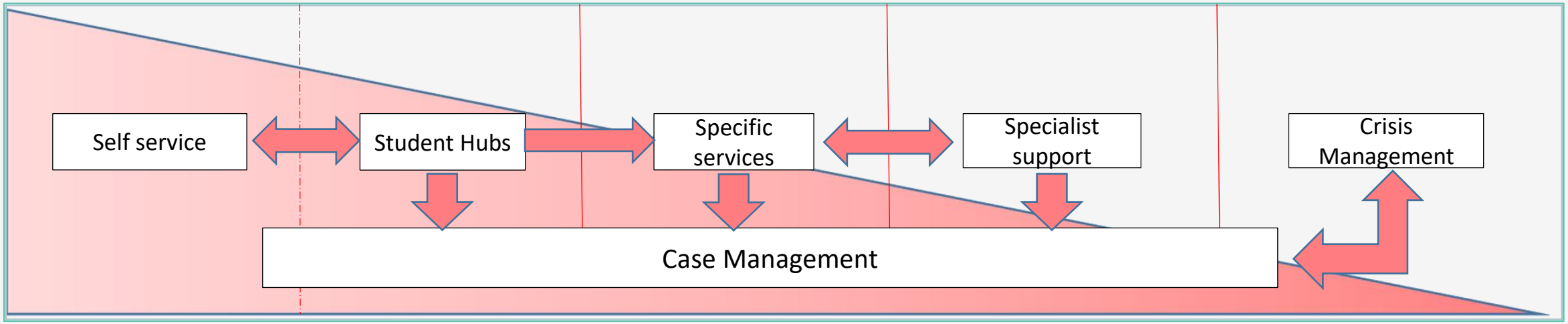
- Reputation
- Legal
- Data and cyber security

SYMPLICITY advocate

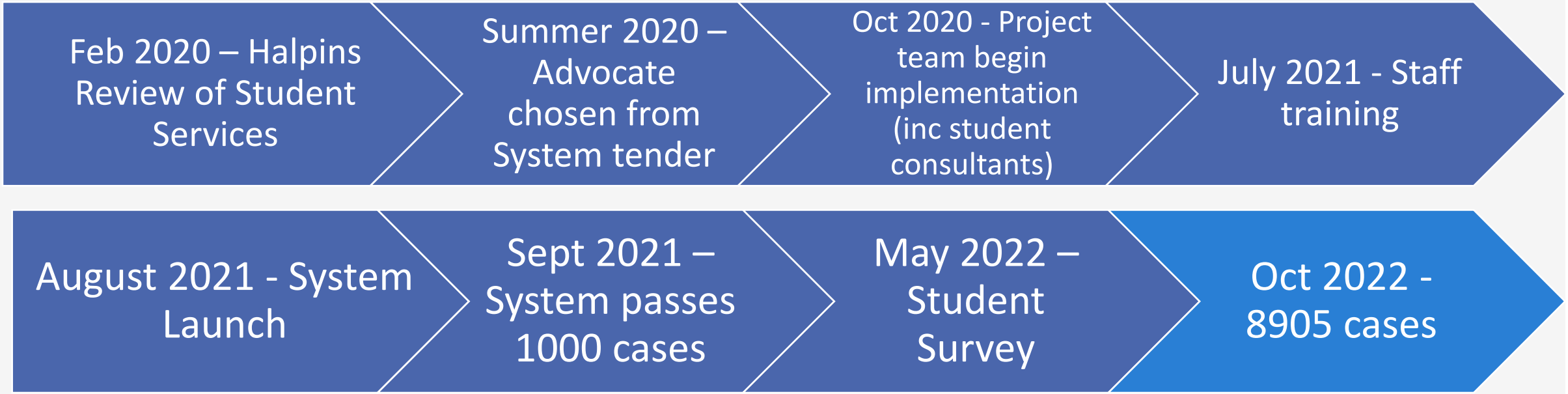
UoC Context

- Multi campus with increasing off campus "work-based learning" provision
- 13K students, of which circa ½ are studying remote from campus

Drivers/rationale



Timeline for Student Enquiry Point



Student Enquiry Point

Makes the first step for reporting any student Services-related concern easy

- For students to use for themselves
- For students to report concerns about other students
- For staff to report concerns about students
- For externals eg Safeguarding

Direct link from Student Hub

What happens next

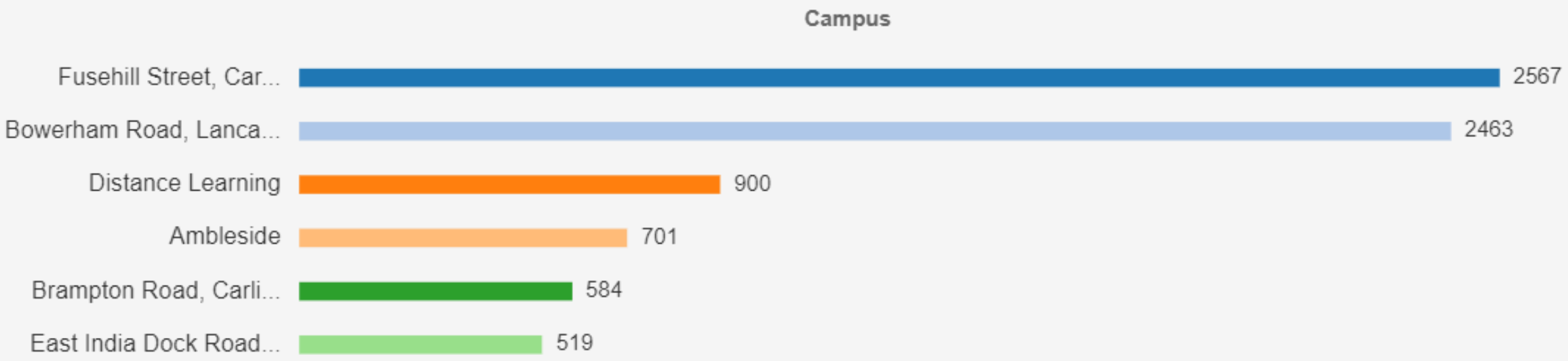
Students:

- Receive acknowledgement
- Picked up by helpdesk staff
- Sent more resources
- Or assigned to specialist team

Staff:

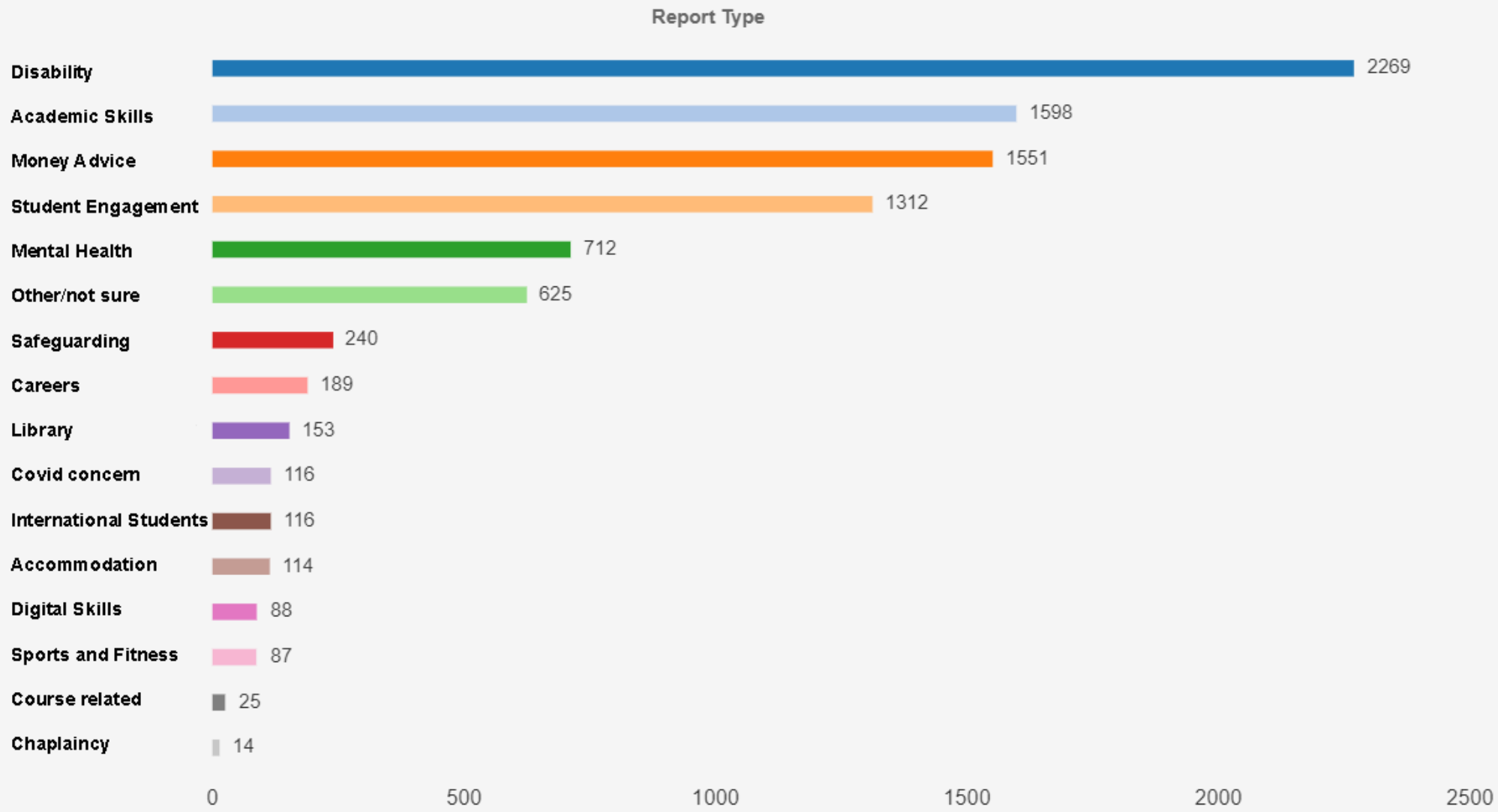
- Receive acknowledgement
- Response
- Continuing support
- Risk assessments

What have we learned? System Reports



Figures extracted from Advocate 31/10/22

What have we learned? System Reports #2



Figures extracted from Advocate 31/10/22

Other benefits

- Collaborative working
- Standardisation of services
- Bank of already answered questions
- Reports at our fingertips
- Flexible (incorporated COVID information and reporting)

What's next?

- Appointments module
- Incident reporting
- Serious misconduct reporting
- Links with Uniti
- Clinical scoring

Any questions?

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