



# Engaging Students

June 2016

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Napier Students' Association was formed in 1976. Since then, our organisation has grown along with the range of services we offer to our 18,000 student members.

After forty years in existence, in 2016, our name changed to ENSA (Edinburgh Napier Students' Association). Alongside this name change, we completely rebranded the organisation in order to strengthen our overall identity and help students to better understand and navigate the services that we provide.

We are delighted now to be in a position to showcase ENSA through this 'Engaging Students' publication.

## Sophie Goddard

ENSA Student President (2015/16)



*I was delighted to attend the launch of the new Edinburgh Napier Students' Association name and branding event at the end of January. The event showcased the fantastic contribution that the students' association have made to the success and reputation of the University over the past year, as well as outlining the association's ambitious agenda for 2016 and beyond.*

*We work very closely with ENSA and value their support for Strategy 2020 and commitment to engaging the students in shaping and delivering a great student experience.*

## Andrea Nolan

Edinburgh Napier University Principal  
(February 2016 Newsletter)



# FOREWORD



## David Roberts

Convener of ENSA's  
Board of Trustees

ENSA is an independent charity and our core purpose is to represent our membership, who are Edinburgh Napier University students. We are democratic and student-led, governed by a Trustee Board and we employ a small staff team to deliver a wide range of extra/co-curricular services for our members.

Every member of ENSA can choose to engage with the opportunities we offer and by doing so support their learning and development, enhance their employability, and create a sense of identity and belonging.

As a former President of ENSA in the '90s and a law graduate of Edinburgh Napier, I have always been extremely proud of ENSA's achievements and its fundamental aspiration to support students to achieve their full potential. Now, as the current Convener of ENSA's Trustee Board, I share with my fellow Trustees, pride, excitement and ambition to build on the considerable progress we have made in recent years.

ENSA recently adopted a Student Engagement Strategy which brings together our constituent parts into a cohesive whole, inter-connecting our services and affording our student members the choice to create their own personalised student experience. They can choose to engage with ENSA in a wide variety of ways, through any of the services detailed in the rest of this publication.

Like a lot of charities, ENSA is resource-challenged and the breadth and quality of the services we provide is down to the dedication and hard work of our Sabbatical Officers, small staff team, the student executive and our student members who participate and volunteer.

On behalf of the ENSA Trustee Board I would like to take this opportunity to say a huge thank you to them all.

## Our Vision

To enhance students' experience continually and assist students in achieving their full potential.

## Our Mission

To work with our members, our staff, the University, the community and other stakeholders who are involved with all aspects of the student experience, by providing the representation, student centred services and activities necessary to achieve our vision.



*At an interview with the lead company director, I was mainly asked about my experiences working with ENSA, and they told me that they were extremely impressed. It just goes to show that ENSA plays a big part in the development of students, and employers really do care about these experiences. They are looking for more than a graduate with just a degree.*

### **Lewis Sharpe**

MEng Software Engineering, Year 5.

(Programme Rep, School Rep, ENSA Executive, and DoFE Participant. Winner of 'Most Inspiring Student 2015' and 'Best Volunteer 2016' in the Excellence Awards.)

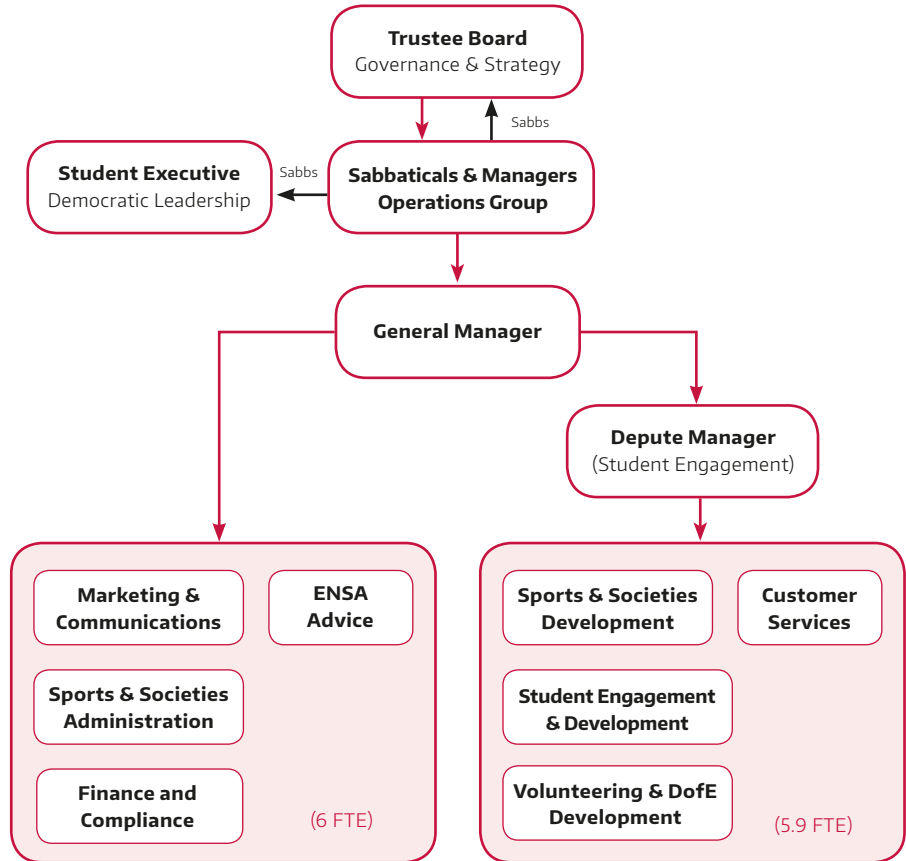


A PDF download of ENSA's constitution can be found online at [napierstudents.com](http://napierstudents.com).

# STAFF STRUCTURE

ENSA is a student-led democratic organisation. The Student Executive Committee consists of 3 full-time Sabbatical Officers and 8 student volunteers. These students provide the political leadership of the organisation and ensure that the student voice is heard. ENSA also employs a small staff team, equating to 13.9 full-time equivalent, to deliver our range of services.

Our elected officers and staff team work together collaboratively to maximise the impact of our work for students while respecting our different roles, responsibilities and authorities.





*Being a Programme Rep at Edinburgh Napier University has given me confidence, developed my personal skills, and opened doors to new opportunities that I wouldn't have come across otherwise.*

### **Myk Mulreany**

BN Nursing, Year 1.

(Programme Rep and ENSA Champion. Winner of 'Best Student Representative 2016' in the Excellence Awards.)



Student representation is ENSA's core purpose and unique capability and we have developed a three year 'Academic Engagement and Representation' strategy to develop our provision further. This includes: reviewing the role of our representatives and the remit of Staff Student Liaison Committees; utilising virtual technologies such as Moodle to train and inform students; improving our communication through newsletters and social media.

ENSA supports over 400 students to engage with representative structures and these students are actively involved in our campaigns and events. We recruit and provide training for 10 distinct groups of representatives as part of our Student Development Programme.

The Student Executive, elected by students across campus, is the democratic leadership of ENSA. It is the Executive that generates most campaigns, runs campus "pop up

unions" and surgeries and are members of senior university committees and working groups.

Our School Representatives are the link between the Student Executive and Programme Representatives, and there are 6 per school. They attend school-level university committees, undertake education-related projects and engage with the University's and ENSA's strategic agendas.

Our biggest group of student representatives are the Programme Reps who ensure that every course is represented via attendance at the Staff Student Liaison Committee.

ENSA has its own structures for engaging with representatives via our Student Councils, forums and within our 'Diversity Wheel'.



*Many opportunities have arisen through being a Programme and School Rep, including organising a conference, meeting members of parliament and also speaking to large numbers of students in lecture theatres. All of these experiences will stand me in good stead for my future career and will allow me to be confident within it.*

**Kaye Nicoll**

BN Adult Nursing, Year 3.



▲ School Reps, North Berwick Residential (October 2015)



**36**

Number of School Reps in session 2015/16

**354**

Number of Programme Reps in session 2015/16

**+24%**

Increase in Programme Reps trained compared to 2014/15



*On a personal level, as an international student, it was a magnificent opportunity to join with other students from all over Scotland, travel with them, learn from their experiences and most importantly, represent Team Napier as part of the Scottish Student Sport women's volleyball team.*

### **Chiara Da San Martino**

Elite Athlete (Volleyball)



ENSA Sports has made a significant commitment to the development of sport through its 'Team Napier' strategy and its 'Sportmark' framework. We have a particular focus on developing and professionalising sports clubs and individuals through the provision of training and strategic investment, and enabling sports participants to obtain relevant qualifications.

ENSA Sports encourages students to participate both competitively and recreationally. We currently have 24 sports clubs, ranging from football and rugby to kayaking and rock climbing, amounting to 982 students connecting with sporting activity. Many of our clubs achieve sporting success through participating in national events and league competitions.

The ENSA Elite Athlete Programme provides funding for student athletes, competing at national and international level. The funding assists with some of the financial pressures associated

with this level of performance, such as specialist training, travel to international competitions and competition entry costs.

Sports Office Holders are encouraged to participate in the ENSA Student Development Programme which focuses on developing their leadership, organisational and financial skills. Participants also gain valuable experience of running a thriving and sustainable club. More generally all sports members are encouraged to contribute to their local communities through volunteering and participating in the Duke of Edinburgh's Award.

ENSA Sports clubs are communities of peers which are active, energetic and socially cohesive. They positively identify with the University and Students' Association as 'Team Napier'. Sports members often exhibit great loyalty throughout their years of study, and prove to be strong ambassadors within the alumni community.





*Before even knowing if I had been accepted, I was looking at what sports clubs ENSA had to offer. When I found out they had a women's football club, I started following all their social media pages, months before leaving the United States. When I joined, I knew I had found my 'people' and without this club, I wouldn't have all these amazing friends and new memories to last a lifetime!*

**Bailey Scrimsher**

Women's Football Club



**5 medallists  
3 league winners  
1 cup winner**

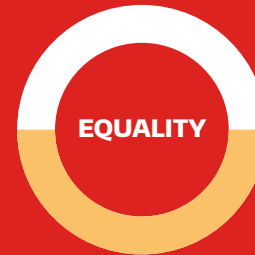
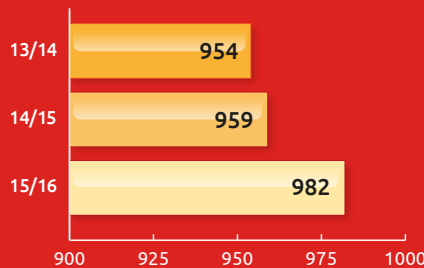
**5 players in SSS  
National Squad  
Selection**

**1 SSS Champion**



▲ Netball's Beth Weir (left) winning 'Sportsperson of the Year' at the Team Napier Awards Ball 2016

**ENSA SPORTS MEMBERSHIP NUMBERS**



**50.1%**  
FEMALE  
**49.9%**  
MALE



*ENSA provides the support for our Society to operate as a fully functioning organisation, and they are the only reason that we are able to reach such a wide audience and really add value to the student experience. Edinburgh Napier University should look here to maximise the student experience.*

### **Excellence Awards Nomination**

(Name anonymised)



ENSA's 'Team Napier Strategy' covers more than just student sports and a key theme of this strategy is the growth and development of student societies.

Student Societies have existed at Edinburgh Napier University since the 1970s. There has always been a diverse student population that has had equally diverse interests and hobbies.

As part of Team Napier, ENSA Societies are often where the closest university friendships are forged, through shared interests and activities. Each ENSA Society has been created for and by ENSA's student members themselves, as an opportunity to continue the development of their particular interests while at university.

With societies ranging from general interests, such as Drama and Video Gaming, to academic and cultural groups, such as the new Cyber Security and Chinese societies, ENSA Societies offer a wide range of activities and opportunities for students to connect

and engage with their peers, ENSA and the University.

With support and training from ENSA, student societies are able to provide an active and engaging programme of events, ranging from cultural celebrations and sightseeing trips across the country to theatre and live music performances, including the Drama Society's hit Edinburgh Fringe show.

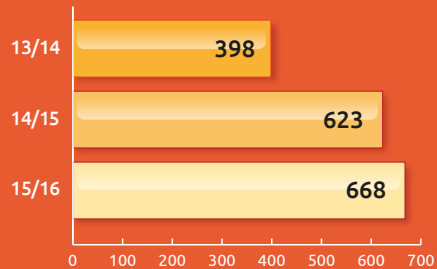
The shared sense of belonging to Team Napier affords many opportunities for sports clubs and societies to come together, socialise and celebrate their successes in events such as 'Napier Does Strictly Come Dancing' and the annual Team Napier Awards Ball.

Students attending  
ENSA's Societies  
Executive Training  
event in 2015

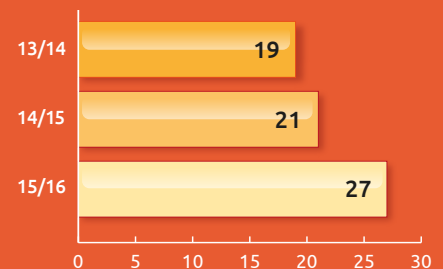
Drama's Joe Derham  
winning 'Societies Person  
of the Year' at the Team  
Napier Awards Ball 2016



ENSA SOCIETIES MEMBERSHIP NUMBERS



NUMBER OF SOCIETIES





ENSA Advice is a personalised, one-to-one, confidential advice service that is independent of the University. It has existed for over 25 years, is available at the three campuses and has recently been piloted as a twilight service at the University's Bainfield residences. Students can access the service in person, by telephone, email or skype.

ENSA employs four part time professional advisers and they support around 1000 individual students every year with a complex range of welfare rights and education related enquiries. The team also produces information materials and undertakes awareness campaigns around campuses and in virtual formats throughout the year.

ENSA Advice is a comprehensive advice service tailored specifically to meet the needs of Edinburgh Napier University students. It covers funding, money management and debt counselling; housing rights and tenancies; benefits entitlement;

employment rights; citizenship issues; health and well-being; and referral to external agencies services such as lawyers. Uniquely, our advisers also specialise in University procedures and regulations such as academic appeals, complaints, extenuating circumstances, 'fit to sit' and fitness to practice.

ENSA Advice helps students decide how they wish to deal with issues by outlining the options available, the possible consequences of decisions, and by presenting accurate information in an objective and non-judgemental way. Advisers will also accompany students to meetings with the University and help negotiate solutions or represent students at formal hearings.



*ENSA Advice were there when I needed them during a very difficult time. Their team helped me to get through this time and kept me from perhaps leaving University.*

### **Excellence Awards Nomination**

(name anonymised)





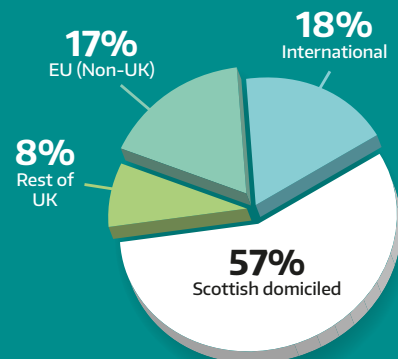
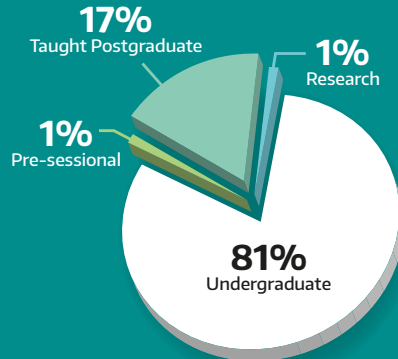
*When things got tough and the hope of completing my course was disappearing, ENSA Advice came in to offer great assistance. ENSA became a family that I will forever remember. ENSA Advice demonstrated profusely that students' welfare is at the heart of their work. I am hopeful that they will continue to extend such a level of support and care to all students for them to pursue their academic endeavours smoothly. I thank all the ENSA team for making me feel at home through their indescribable care and concern.*

**Fancis Kwoife**

MSc Safety & Environment Management.  
(School Rep 14-16. International Student.)

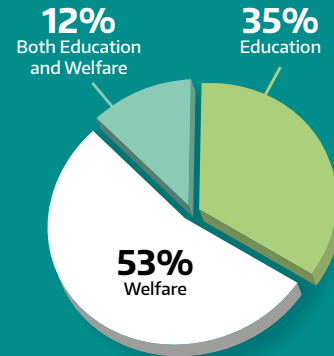
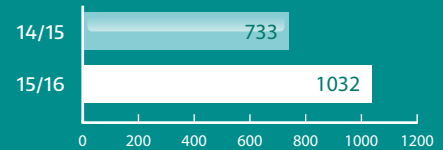


**CLIENT DEMOGRAPHICS 2015/16**



**CASE STATISTICS**

**NUMBER OF NEW CASES OPENED**





*Students coming together to demonstrate their passion and the need for change can be a powerful force. Campaigns can strengthen the student voice so that it is heard by those in a position to make changes to the student experience.*

### **Rojan Kumar Subramani**

ENSA Vice President for Representation and Volunteering 2015/16,  
President-elect for 2016/17.



ENSA's democratically elected student leaders undertake campaigns throughout the year in response to listening to student views and to raise awareness of issues relevant to our students. The types of campaigns can be wide and varied. They can relate not only to University issues but also link with local and national initiatives through organisations such as the National Union of Students (NUS).

ENSA's current President undertook an Academic Feedback Survey which was completed by over 700 students. The report arising from the survey was well received by University committees and considered helpful in shaping a strategic project that is already underway in this area.

ENSA's President-elect for session 16/17 is active within NUS Scotland, where he is a member of its Scottish Executive. He regularly attends local and national conferences and events to ensure that ENSA has a wide profile.

In 2015, ENSA campaigned for Wednesday afternoons to be released for extra/co-curricular activities. This campaign was successful and the time is now being used across the University community for a variety of purposes, including sports, societies, PDT sessions, volunteer activities, staff development, and employability opportunities.

Also in 2015, ENSA's Vice President for Representation and Volunteering led a fundraising campaign which raised over £50,000 to enable a group of our students to travel to Cambodia as volunteers. The group supported deprived communities through practical projects and teaching.

ENSA has an ongoing commitment to Blood Donation and Food Bank appeals and many of our students volunteer in their communities, supporting local campaigns.



▲ Dan Smith (ENSA President 14/15) handing over a cheque for **£5892** to local charity, Foodbank, following a successful fundraising campaign in 2015.

ENSA Executive members joined NUS Scotland to rally for fairer support for students in 2016. ▶



◀ Edinburgh Napier students helping to promote ENSA's blood donation campaign at Craiglockhart campus.

ENSA campaigning on campus to help improve response rates for the National Student Survey. ▼





**Give Back | Feel Great | Get Ahead**



*The student volunteer has been a huge, huge help to the business, in so many ways. Through our volunteer's input and our discussions, I have identified which areas to explore in changing the business.*

**Sandy McGhie**

7Ahead



ENSA Volunteering aims to: promote high quality volunteering opportunities to students; build relationships with the charitable sector; develop community engagement; and improve students' opportunities through skill development and work-place experience.

ENSA Volunteering can be accessed through ENSA's website and we also have a physical presence on all 3 campuses, including two permanent volunteering hubs called 'VBase' at Merchiston and Sighthill. Students can access the service independently but we also offer drop in sessions and a bespoke one-to-one service.

ENSA Volunteering advisers work closely with students, academics, and professional services to identify challenging volunteering opportunities which chime with students' aspirations, academic programmes and career development plans. Students are supported to apply for positions and are invited to attend post-placement

interviews to reflect on their experience and development and to update their skills profiles.

Through our website, students can log their volunteering hours and apply for volunteering credit through external schemes and within the University via the Higher Education Achievement Record. ENSA can also use this information to evidence the impact our students have had on their communities.

ENSA Volunteering advisers have developed a network of charitable partnerships, mainly with small, local and resource-challenged charities in need of specialist skills. Our advisers support the work of the charities by helping them craft roles, promote their opportunities and recruit high quality volunteers who have the skills to contribute positively to their organisations.

ENSA Volunteering encompasses the Duke of Edinburgh's Award.





*Meeting and building effective collaboration with the team at ENSA has been such an inspiring experience. Their dedication and passion to making a positive difference to young people in and out of University is commendable. They are enthusiastic and energised to build, design and deliver services within the community supporting vulnerable and socially excluded groups, developing cultural awareness and celebrating diversity.*

**Khaleda Noon**

Youth Consultant, Action for Children



# vbase

**VOLUNTEERING STATS SESSION 2015/16**

**124**

**Charity Partners**

**397**

**Student volunteers registered**

**225**

**Opportunities applied for**

**2691**

**Volunteering hours logged**



*I found my 'Volunteering and Employability' module placement using the VBase hub at Merchiston. Here the staff helped me narrow down the hundreds of opportunities, according to the needs of my academic programme. They were really friendly and helpful, and kept in touch with me during and after my placement. I can positively encourage anyone interested in volunteering to use this amazing service.*

**Senia Almayah**

BSc Psychology, Year 2.





EDINBURGH NAPIER  
STUDENTS' ASSOCIATION



**79%** GOLD level participants

**10.5%** SILVER level participants

**10.5%** BRONZE level participants

In Spring 2015, ENSA became the first accredited centre for the Duke of Edinburgh's Award in Scottish Higher Education. Since then we have worked closely with DofE Scotland to adapt the School Framework and develop a model for delivery of the Award that is more appropriate to Higher Education students.

Going forward, our strategy is to extend our DofE provision to students articulating in to Edinburgh Napier from FE and to work with youth services for children and young people.

The DofE Award is an internationally recognised brand and is highly regarded by employers due to the fact that successful participants will have undertaken a series of challenges across a range of activities and over a sustained period of time.

There are three levels to the award but the majority of our participants (79%) are undertaking Gold, which is the highest level. Successful participants are

invited to Holyrood Palace to receive their Gold Award from HRH Prince Philip in June of each year.

DofE participants must complete three components: a physical activity, the development of a new skill, and working in a voluntary capacity. An additional requirement is that participants need to complete a week-long residential event and undertake an outdoor expedition.

Our DofE adviser helps students to identify the most appropriate components to undertake to support their personal development, and provides one-to-one advice on developing their DofE Award programme plans.

To deliver the Award, ENSA also provides a comprehensive training programme for participants, leaders and helpers.



*ENSA were the first higher education organisation in Scotland to take on a DofE licence, forging a new model of delivery and giving an opportunity to their students that was not offered anywhere else. The very positive relationship has been of great value to DofE Scotland as ENSA have been happy to share their experiences, challenges and successes which has in turn helped us to understand how best to support the higher education sector. ENSA is a flagship DofE model in the Higher Education sector, with very different challenges than other Licensed Organisations. The partnership with DofE Scotland is mutually beneficial, and we hope it continues long into the future.*

**Kate Somervail**

DofE Scotland Centre Coordinatator



◀ ENSA's Vice President for Reps & Volunteering and Depute Manager being presented with a special DofE plaque at Buckingham Palace by celebrity supporter, Sarah Willingham (BBC Dragons' Den) on 6 May 2016.

Edinburgh Napier students on excursion at the Pentland Hills, led by University employee, Rab Bell.





<b>38</b>	Total number of events in Freshers Week 2015
<b>26</b>	Number of events open to students of all ages
<b>12</b>	Number of events limited to over 18s only (nightclubs)
<b>9</b>	Number of free events (no entry fee required)

ENSA is committed to diversity and inclusion and our calendar of events throughout the year aims to provide 'something for everyone'. We host a broad range of activities from club nights and ceilidhs, to ceremonies, formal balls, workshops and training events.

ENSA's Freshers Week brings the student community together, through a week long programme of events which have broad appeal. Working in partnership with local attractions and venues, ENSA hosts a diverse Freshers Week, with more than two thirds of the events 'open to all'. A highlight is our free Freshers Fair, which introduces over 140 organisations to our student community. The event has a footfall in excess of 6,000 students.

Our 'Excellence Awards' give students the opportunity to nominate people within the University and student communities that have made a difference to their student experience. The Awards ceremony brings staff

and students together to socialise and celebrate their achievements.

The Team Napier Awards Ball, held at the Corn Exchange with an attendance of 580 students, recognises the hard work and achievements of sports clubs and societies over the past year. By bringing these groups together, this event fosters a real sense of community and 'Team Napier Pride'.

In general, ENSA facilitates many events throughout the year, with a particular focus on developing students through training events to which we commit considerable financial resource.





Percentage of attendees who rated Freshers Week as either 'Excellent' or 'Good'

Freshers Feedback Survey



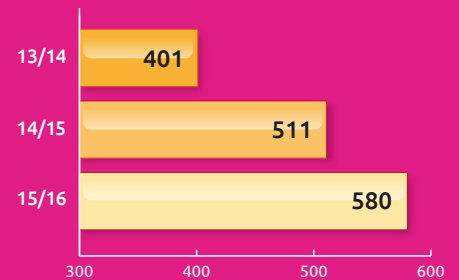
*The Team Napier Ball is an amazing event! It was great to celebrate with people from all of the different sports clubs and societies.*

**Benjamin Jung**

Member of ENSA's Drama, International, Nordic, Greenleaf and Whisky Societies.



**NUMBERS ATTENDING TEAM NAPIER BALL**



# COMMUNICATIONS

Communication is key to student engagement. ENSA's Communications and Marketing strategy is focused on providing engaging and relevant information, in ways that are most appealing to the student demographic.

ENSA promotes opportunities for students to make the most of their student experience locally, nationally and internationally. To enhance social, digital and traditional communication channels, ENSA brings the students' association directly to students through face-to-face interactions across all three campuses. With class talks, workshops, stalls and the innovative Pop-Up Unions, students can keep up to date and access ENSA services at a time and location that suits them.



ENSA Website: [napiersstudents.com](http://napiersstudents.com)

## 327,259

Page views (2015/16)

## 47,076

'Unique' users (2015/16)



New Likes: **1,112**  
Total Likes: **9,407**  
15/16 Impression: **1,852,849**  
15/16 Clicks: **448,791**

[facebook.com/napiersstudents](https://facebook.com/napiersstudents)



New Followers: **375**  
Total Followers: **1,508**  
15/16 Impression: **156,989**  
Total tweets: **2261**

[twitter.com/napiersstudents](https://twitter.com/napiersstudents)



New Likes: **393**  
Total Likes: **1,557**  
15/16 Impression: **627,182**  
15/16 Clicks: **327,882**

[facebook.com/teamnapier](https://facebook.com/teamnapier)



New Followers: **282**  
Total Followers: **900**  
15/16 Impression: **113,599**  
Total tweets: **1858**

[twitter.com/teamnapier](https://twitter.com/teamnapier)

# CUSTOMER SERVICES



*Since 1993, ENSA has been facilitating NHS Lothian's C:Card service at its various campus locations. This has allowed thousands of students to access free condoms and other sexual health supplies and advice thereby tackling poor sexual health, STI infection rates and unplanned pregnancies. The provision of the C:Card scheme by ENSA is fully supported by NHS Lothian.*

## Mark Baillie

C:Card Manager - NHS Lothian



ENSA's Customer Services team provides reception cover for all ENSA services. They also provide office co-ordination, administration, information management and executive assistance to our operations group.

ENSA's Customer Services team work closely with Sports Administration to arrange all transport and accommodation associated with fixtures and training, as well as issuing over 1500 Team Napier Membership Cards each year. They manage appointments for ENSA Advice across 3 campuses and offer a supportive first contact to students. The team also administers the ENSA Representation system and maintains information systems.

Students are offered three distinct services by the ENSA Customer Services team: the C-Card scheme, which provides free condoms to students, staff and the local community; the NUS Extra card, which is an external discount card that students can

purchase and in doing so, generate income for ENSA; and the ENSA Active Card, which is an internal loyalty card for use in the [EN]GAGE Sports & Fitness Centre and Enjoy catering outlets.



*Polite, diligent, ready to help and cheer you up at the same time...always go out of their way to help you.*

## Excellence Awards Nomination

Name anonymised



▲ ENSA Reception at B34 Merchiston

# CASE STUDY

## ENSA Event: Coming from College Welcome Day

ENSA's Coming from College Welcome Day is an innovative induction experience specifically aimed at around 200 direct entrants from Further Education. Through a variety of interactive workshops, speakers and support activities, students articulating in to the University are given a head start in early September. Topics covered relate to: University orientation, academic skill development, library and IT facilities and extra-curricular opportunities. There are opportunities for these new students to network over lunch and socialise at an evening event at the University residences.

This event reinforces ENSA's ongoing work around the QAA's Student Transitions Enhancement theme, acknowledging that the transition from

FE to HE can be challenging, requiring targeted and holistic support from Institutions. The Welcome Day aims to support direct entrants who face a number of challenges such as social barriers, adapting to new learning environments, increased independent study expectations, adjusting to different teaching methods and a higher level of academic study.

Participants are encouraged to engage with ENSA going forward by participating in Freshers Week activities, joining sports clubs and societies, and engaging with the many other extra-curricular activities that are available, helping them to feel included in the wider student community.



Direct entry students getting involved in one of the workshops, and Stephen Robertson (lecturer) providing an introductory talk





# CASE STUDY

## ENSA Sports: Rugby

ENSA Sports, in partnership with Scottish Rugby Union and the University employs a part-time Rugby Development and Coach Coordinator to support, develop and increase rugby participation. This has increased our men's team membership numbers, seeing them compete at the top of their league and getting through to the quarter finals of the BUCS Scottish Conference Cup. In 2016, it is intended to develop a second men's team and to increase the focus on coaching and strength and conditioning using the new Sighthill Academy facility.

ENSA has been working closely with the SRU to develop, support and participate in a new tournament, The Student Integrated Rugby Series, and has entered 2 teams into all of the tournaments. ENSA is also developing its touch rugby capacity.

ENSA successfully recruited our first women's rugby team at Freshers Fair in September 2015, which has progressed sufficiently to be entered into the British Universities Colleges Sport (BUCS) league in 2016. We have also been able to attract a volunteer coach who manages the SRU 'Women's and Girls' provision and also plays at an International level



Photograph by [rugbypeople.net](http://rugbypeople.net)

for Scotland. In addition, ENSA hosted the first Women's National Development League student training day at the new Sighthill pitches, again working with the SRU, to give new participants and fledgling women's rugby teams from a number of Scottish universities, the opportunity to get some professional coaching and develop the skills needed to play at university level.

# CASE STUDY

## ENSA Advice: Progression of a Case



### Presenting issue:

The student wished to know how to go about withdrawing from their course.

### Interview:

Questions and discussion with the student revealed that:

- They are struggling with one element of the course, and this is making them feel anxious;
- They have not connected with their peer group on the course, as they feel they are too far behind everyone else;
- They have recently had a change of circumstances to being in a one-parent household with a low income. As a result, they are struggling financially on their current SAAS award.

### Referrals:

- Contact PDT/ course team for options on alternative courses with a different focus;
- Engagement with Sports and Societies/ Volunteering to find a non-academic peer group with similar interests;
- Discretionary Fund application;
- Contact counselling/ mental wellbeing team to discuss stress/ anxiety issues.

### Action:

- Contact SAAS to request an in-year reassessment of financial circumstances and award level;
- Contact Student Funding to arrange an advance Discretionary Fund payment to ease immediate financial concerns.

### Outcomes:

- Discretionary Fund award;
- Increased SAAS support;
- Joins sports team;
- Changes to alternative course, and remains at Edinburgh Napier University.

# CASE STUDY

## ENSA: Student Development Programme (SDP)



The ENSA Student Development Programme (SDP) is a new training and skills development initiative available to all ENSA student volunteers, from Sports and Society Office Holders, to School and Programme Reps, our new ENSA Champions, the Executive Leadership team and Student Trustees.

The SDP combines role inductions, training workshops, experiential learning, and reflective practice to guide students through a development pathway that is unique to them, serving to improve the efficacy of volunteers in their chosen roles and enhance the student's personal portfolio. Utilising ENSA's in-house expertise, our colleagues in the University's professional services, and external

training providers, the SDP gives students a range of opportunities to engage with, while the experiential learning and reflective practice dimension allows the student to put their learning into practice and record their progress.

ENSA's commitment to, and investment in, student development, is centred on four key themes:

- Empowering students to become active participants in their communities
- Helping guide students to make the most of the opportunities on offer to them
- Preparing students to be impactful citizens
- Upskilling students to be effective graduates in their continuing careers

The SDP will focus on eight broad skill areas which will be of particular value to students in their volunteer roles, and going forward in their lives: Leadership, Communication, Problem Solving, Team-working, Digital Literacy, Entrepreneurship, Emotional Intelligence, and Global Citizenship.

In addition to the inherent benefits to students' personal development and the volunteer roles they perform, ENSA will use the SDP as a framework for verifying an individual's extra-curricular activities for their Higher Education Achievement Record (HEAR).

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