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Title

An exploration of undergraduate students' views on the effectiveness of academic and pastoral support / Jo Cabill, Jan Bowyer and Sue Murray

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Abstract

Background: Academic and pastoral support is fundamental to the achievement of a high-quality student learning experience. Aim: This study reports on full-time undergraduate students' views on the effectiveness of academic and pastoral support in one higher education institution. The intent of the study was to explore how academic and pastoral support is provided and gain an appreciation of the value placed on each method of support used. Method: 935 students from a range of subject disciplines responded to a Bristol-on-Line Survey questionnaire. Findings: Analysis of quantitative data revealed that a wide range of support strategies are used and valued by students. Conclusions: Of significance was the emphasis placed on peer support and the skills required by staff providing support. Implications for policy and practice to enhance the student learning experience are discussed.(HRK / Abstract übernommen)