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Stand Alone
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The Pledge: Developing Support for Estranged Students in Higher Education

The University of Brighton is proud to be signing the Stand Alone Pledge

As a university we strive to put students at the heart of everything we do and signing this pledge is our public declaration of our commitment to this vulnerable group of adults.

The Pledge also sits well with our core values **Inclusivity, Creativity, Sustainability** and **Partnership**.

Student Services is working collaboratively with other professional departments within the university and sharing best practice with Stand Alone and NASMA in order to deliver the best offer we can for these students. This translates as seamless expert support, advice and guidance at all levels of the student journey - outreach, pre-entry, in course, graduation and beyond.

Taking the lead from Champion Institutions in the sector, we have undertaken our own research to try to identify estranged students within our student community and we have proactively targeted these individuals in the form of bespoke financial support during the last two academic years. We have now introduced a new Estranged Student Bursary, which sits within our 2018 Access Agreement

Research has shown that having a named single point of contact is very important to estranged students, enabling them to build a relationship with a designated member of staff who can respond and react quickly in order to meet their support needs. We have this mechanism in place.

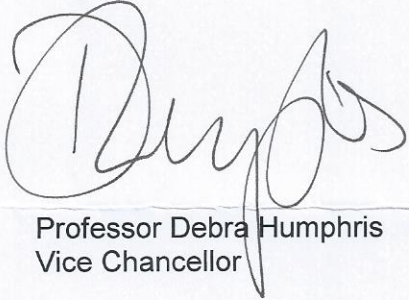
We have embedded in our online enrolment process for 2017 entrants, an opportunity for a student to self-identify as someone who has lost family contact. This means that we will be able to reach out to these individuals before their course has started to ensure that they are aware and in receipt of the full support package available and to introduce them to our designated member of staff.

Applications to university funds will be fast-tracked for this vulnerable group and we will offer every student a tailored money management and income maximisation during the first academic term. We also pledge to offer one to one Careers support to help to enhance their employability profile.

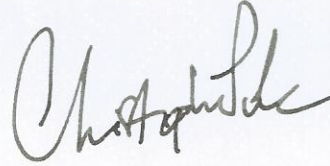
Our designated staff member has been engaging in one to one focus interviews with estranged students to seek their input on service delivery and where our priorities should lie. This qualitative research will form the foundations of our next phase of support, relating to Accommodation and Wellbeing. It is our intention that our pledge in these areas will be akin to that offered to Care Leavers.

We will be introducing a new graduation incentive for estranged students, which will help cover all cost aspects of graduation.

Student Services has recently been awarded the Customer Service Excellence certificate and our work in this area is testament to this award. Our formal commitment is very much work in progress and we will continue to monitor and evaluate using student input at every stage.



Professor Debra Humphris
Vice Chancellor



Professor Chris Pole
Deputy Vice Chancellor