

Aim

The aim of this tool-kit is to be used as an 'off-the-shelf' resource, with the flexibility of moulding it to any given service provision, within Student Services in education.

Context

It is suggested that this tool-kit could be used as a reflective tool for practitioners or be used when working with students either on a 1:1 basis or as a focus-group activity.

Practitioners could use this to gauge their perception of students' motivations for engagement and identify key themes brought to them during an identified period of time. Students should be encouraged to identify their personal motivations for engagement and indicate key words/themes for use with the confidence line.

Activity

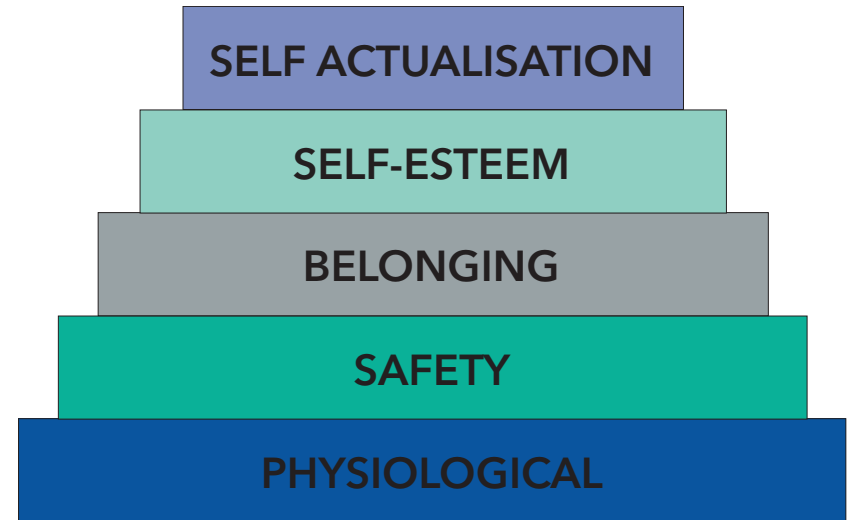
Utilising the diagram 1, identify key words per stratum as appropriate within your service setting.

For each stratum, use the 'confidence line' and plot your key words from 0 being 'not at all confident' to 5 being 'very confident'. This activity is equally appropriate for service providers and users of the service.

Ideally, this exercise would be conducted concurrently by practitioners and students in order to effectively map the level to which students' motivations are understood and needs met.

It is further suggested that, depending on the needs of the service-users, it is practical to adapt the numerical confidence line and use alternative visual imagery to increase engagement and enhance the inclusivity of the activity.

Tools



Confidence Line:



1 – Not at all confident	2 – Not really confident	3 – Indifferent
4 – Fairly confident	5 – Very confident	