

# THE AWARDS 2021

## Outstanding Support for Students

<b>Institution name</b>	Edge Hill University
<b>Submission title or project name</b>	'Clearing the Hurdles'
<b>Nominee/key personnel</b>	
<b>URL</b>	
<b>Submission</b>	<p>In response to the COVID-19 pandemic Edge Hill University rapidly introduced an additional, comprehensive package of student support aimed at removing barriers and providing maximum assurance to students. Our primary objective was to ensure as many students as possible stayed on track to achieve their aspirations during what we knew would be a challenging but temporary crisis.</p> <p>The package was holistic, aimed at addressing the key concerns which could derail students: financial, wellbeing and academic. We also quickly developed an IT system to allow us to identify students in most need and proactively push out advice on the wrap-around support available.</p> <p>The support was widely praised by students, carers and the universities minister in Parliament. We also saw improvements in student retention, the ultimate indicator that we managed to support students to stay focused on their long term aims, throughout these unprecedented times.</p>