



THE Awards 2019 – Outstanding Support for Students

Institution/Nominee	Edinburgh Napier university
Title	Could Information Services make exam time less stressful for our students?
Key personnel	Edinburgh Napier University
Submission	<p>“You wait 8 weeks for results, then the system crashes, congratulations Edinburgh Napier University.”</p> <p>This is not the type of twitter post that we wanted to see on exam results day. But, it was one of many we saw when our eStudent Records results portal failed.</p> <p>With 82% of students suffering from stress and anxiety, universities clearly need to support their students, but it is also incumbent on us to avoid adding to any stress and anxiety. Therefore, on the back of such negative feedback, Edinburgh Napier’s Information Services team took action.</p> <p>The result was the introduction of a range of innovative initiatives to enhance support for students during exams, including:</p> <ul style="list-style-type: none"> • Welcoming and comfortable Relaxation Areas within our three libraries • Shelf Help, an initiative providing students with access to a range of self-help materials • An app-based solution to deliver of exam results faster and easier