



UNIVERSITY OF
LEICESTER

THE Awards 2019 – Outstanding Support for Students

Institution/Nominee	University of Leicester
Title	Making Every Contact Count
Key personnel	Martin Miller, Head of Campus Services Operations
Submission	<p>Making Every Contact Count (MECC) is a simple way for staff to flag concerns about students in University accommodation.</p> <p>MECC cards are postcard-sized referral forms, easy to fill out, which quickly get all the necessary details to the relevant person for quick escalation or signposting. All employees in Campus Services, from porters and cleaners to managers and directors, use the cards when engaging with our 4,700 residents; the system is particularly useful for staff who don't have regular computer access.</p> <p>For example, when a domestic assistant spotted a significant increase in empty alcohol bottles in a shared kitchen, a MECC card led to a proactive follow-up with one of the residents. Combined with related staff training, MECC shows that everyone can have an impact on student experience – and reminds us that we are all part of one Residence Life Team, with collective responsibility for the wellbeing of our residents.</p>