



The University of Glamorgan has 23,000 students spread over four campuses. Yet personal support is instantly at hand through GlamLife, a virtual centre for students. At any time, from anywhere and using any device, Glamorgan students can log on and receive advice and information on everything from part-time jobs and dyslexia to using the library and joining a sports club.

It also allows them to book appointments – be it with a counsellor or a careers adviser – practice psychometric testing for graduate scheme applications, purchase print credits and complete module amendment forms.

Since GlamLife's launch consolidated resources into one user-friendly online system, engagement with the university's student services has risen by 91%. The university has also provided this greatly improved level of support without employing more staff.

In its submission, the university said GlamLife was “an innovative alternative to the trend towards a single physical student centre” while the approach “empowers students to help themselves, freeing resources to help those most in need of one-to-one support”.

Liam Burns, President of the National Union of Students and one of the awards judges, said that the project was impressive for providing a service that encompassed “a wide range of issues, from welfare to employability”.

He added that it was notable that the student body had almost doubled its use of support services through the project and that Glamorgan had achieved this without increasing costs.”