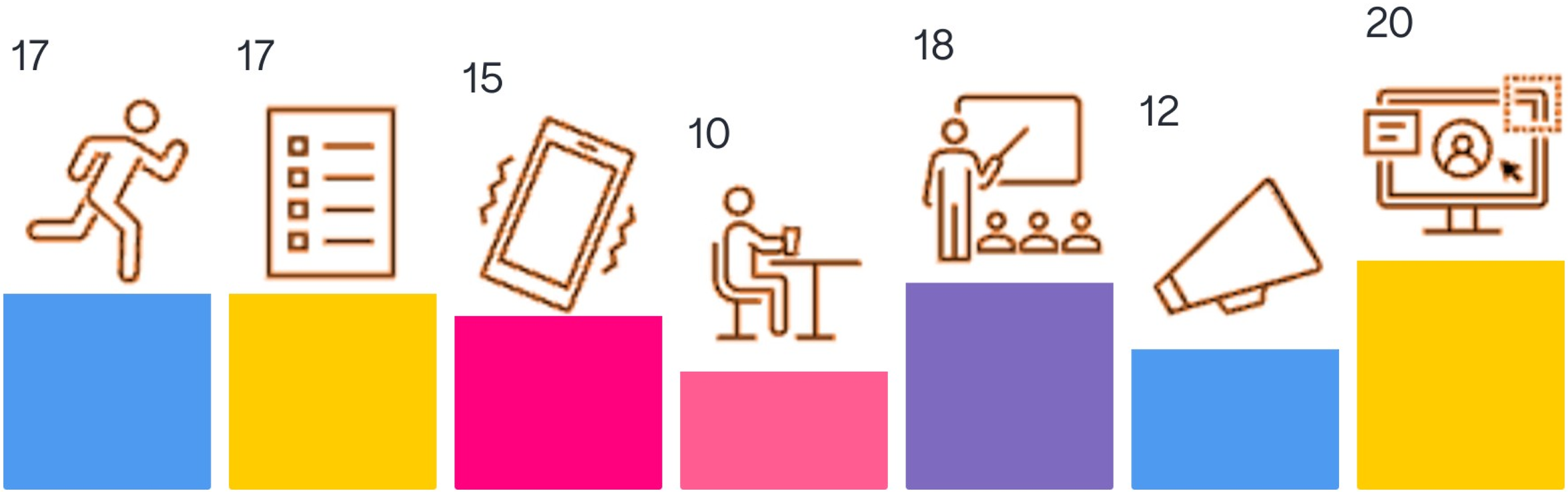
What makes student support unsustainable in YOUR context?



Reactive focus & fire-fighting

Daily detail, no bigger picture

Always 'on' - lack of boundaries

Disconnected, working solo

International students not well understood

Lack of advocacy/ institutional support

Clumsy systems and processes

What would make a difference for you and your team? How could your work be more sustainable?

Less firefighting

Understanding and supportive

Clearer responsibilities

Systems, multiple systems takes extra work. reduce admin to dedicate more time to student support

Building and maintaining barriers. Don't instantly respond to Teams, emails, out of hours etc

more time or staff allocations to work on the bigger picture ideas so that the team are not always in triage emergency mode. .

understanding

More time and reaources to work on student-centric projects and events

What would make a difference for you and your team? How could your work be more sustainable?

Reduce double handling

There is no time (or inclination) to reflect and then plan with lessons in mind. We can work in fire prevention rather than fighting, but this seems to be not a priority

Better understanding of international students and our roles in supporting them

More promotion and advocacy for our services across the university so students have more accessibility

Student Mentorship – Connecting new students with alumni for guidance, reducing the need for additional support staff.

Delegate, delegate, delegate

Managing the workload and team development strategies side by the side. Focusing on prioritising the planning for long term for team development. Being there for each other as team with adequate info

Removing the low value work to make room for high value work

What would make a difference for you and your team? How could your work be more sustainable?

less system changes..

Higher management to go down from the clauds and experience that their high level strategies don't work

Building student capacity to provide support to fellow students

Single person doing all the task and no proper department

more time or staff allocations to work on the bigger picture ideas so that the team are not always in triage emergency mode. .

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