

Settling In Emails

'Settling In Emails' are an intervention utilised by the BSc (Hons) Sport Business Management team in the Academy of Sport which has a cohort of around 75 students. Weekly emails are sent from a member of the teaching team to all first year students for the first six weeks and here's an example:

Hello

As per my post on Facebook this is the **Fifth** of your Settling In Emails. You will receive 1 email each week over the first 6 weeks of your course and it's our way of keeping track of how well you are settling in. If you respond with a 1 or 2, we will contact you to see if there is any additional support or guidance that you may need.

All you need to do is reply to this email with a number between 1 and 5

5 **I've made the best possible choice of City, University, Course and Accommodation.**

1 **I've made a mistake and want to go home.**

4 - 3 - 2 **Are on a sliding scale between 5 and 1.**

So please just hit reply and the number that most closely represents how you are feeling this week.

Thanks

The team has a closed Facebook group which prompts students that the email is going out and helps with engagement. The concept works best when academic staff explain the rationale behind the emails clearly to students in a lecture. Essentially the message is that we care about how they are settling in, that if they are having any issues there is usually a way to help solve them, that them being settled into their course and happy at SHU is important to us.

88% of the 216 responses received to the 2018 'Settling In Emails' scored a 4 or 5, identifying a generally happy cohort. Any students responding with an issue or the number 1 or 2 will be contacted and referred to their Academic Advisor and/or Student Support Officer for support and guidance.

Typically students just respond with a number, but you get a bit more from others who want you to know how they are getting on or what is causing them concern.

Here are some examples of responses (and subsequent communication) to the emails sent during the first six weeks of the 2018/19 academic year.

5 - 😊 Loving Life!

2 - Your response is really appreciated. I don't think it's my AA that I need to speak to. How would I get in contact with my SSO? Thank you

Hi! Its number 4 for me

4 - I am much better now that our first big assignment is out of the way! Thanks for all of your help and support.

2 - Thank you for going out of your way for me. Appreciate it.

Apologies for not responding for the first few weeks, I've only started to become familiar with working my way around blackboard this week. My first three weeks at uni I would rate each one of them 2, my fourth week I would give a 3.

2-3 for settling in this week for the only matter being accommodation, as I have been having problems with my room but for university life and study a 4.

4 - Just struggling to find the best way to get in as I'm commuting. Sometimes I'm late and sometimes with traffic don't make it at all.