



Student Transitions: Example of transitions practice

Title: Web Based Student Information Navigation Tool

Transition(s) the practice supports: New students transitioning into Edinburgh Napier University, current students and University staff, particularly Personal Development Tutors.

Abstract: The move into University can be challenging for all new students requiring each individual to adjust to their new environment. Identifying and accessing relevant services and information that can help support their transition is often problematic for new students, particularly within a multi-campus University where services cannot always be delivered equitably across sites.

Napier Students' Association's (NSA) navigation tool is a purpose built system to assist: students to navigate the complex range of services available.

The navigation tool will incorporate an interactive services map containing service specifications across the University such as student wellbeing and development, diversity and inclusion, and extra-curricular opportunities.

Description: With the navigation tool we aim to organise and cross-reference the vast amount of information that is available to students regarding resources and services. Users will be able to navigate this information through a tag system, and save the most relevant pieces of information to their individual accounts. The navigation tool will facilitate student access to support services and thus ensure that they receive timely and relevant support. There will also be a facility for students to strategically manage their student journey by responding to the solutions suggested by accessing the services map.

Planned Features:

Personalised to the individual's requirements. The interactive services map will allow students to save information relevant to them for later viewing, allowing a student to build up their own customised information pack accessible through their profile.

Strategic and Holistic. It will have a 'similar issues' feature. For example, a student reading about tenancy agreements would also be directed to sections containing information about Housing Rights, links to Tennant and Landlord intermediaries, welfare organisations etc.

Diagnostic. A diagnostic feature is planned in which the system will read how the user

browses the map, suggesting to them relevant links or contact information.

Cross Device Capability. The tiled, grid based layout is the foundation of this tools cross device compatibility. Users will be able to make use of this system on laptops, phones and tablets, allowing for easy access to the information on the move.

The cross device nature of this service will result in it being much more accessible to differently able students.

FAQ. An FAQ page containing frequently asked questions, with links in the answers to the relevant sections of the website and/or with links to the NSA/University websites.

Customised Sections. The website will have 'how to' sections aimed at different students groups. For example, for Direct Entrants there will be a "getting started" section, that runs the user through a typical situation involving joining the university, and the usual things the student needs to do, and what to expect. These articles will again contain links to the relevant sections of the website.

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