

Colleague Recognition Awards



Category	Outstanding Student Experience Award
Nominee (s)	Amanda Pitkethly
Individual or Team	An individual
School / Service	School of Applied Sciences;
Nomination	
<p>I don't know Amanda Pitkethly. I have never met her or had any communication with her. However, I am compelled to write this nomination because of the life-changing impact I know she has had on one of the students I am working with.</p> <p>This student came to a careers appointment last year and told me how she had been on the brink of leaving the course as she had faced so many struggles, both academically and personally. She had slowly and quietly started to withdraw and had finally made the decision not to continue her studies. Amanda had noticed this withdrawal and one day took the student aside to see what was going on. Amanda asked questions, listened, showed that she cared, and offered personalised advice and support. She gave encouragement to the student, highlighted her strengths and filled her with self-worth. She co-ordinated academic support and helped the student to access wider services which led to a neurodiverse diagnosis.</p> <p>Since that point, things have made more sense for the student, and she realised that she was far more capable than she thought she was. She feels the moment Amanda had that first conversation with her was a transformational turning point in her life. The student has told me, "I can't thank Amanda enough for all she has done for me. I only have a shot at this because she chose to care and help me, and I know it's not just me she is doing this for. I am still at Uni because of her, I believed I could do this because she has been telling me for a year I have some talent here."</p> <p>This student is now on track to complete her degree and is applying to do postgraduate study with the possibility of a PhD in the future. Amanda sounds like an incredibly special person who proactively looks for ways to improve the student experience, who lets individual students know they matter and has had a huge impact on this student's future. I think Amanda embodies what it is to be a difference maker and should be recognised for the important difference she has made to this student, and I'm sure many others.</p>	

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Category	Outstanding Student Experience Award
Nominee (s)	Security Services Vytautas Boleisa Shaun Roach David Francis Simon Blackwell Muhammad Rehman Cameron Mowat Patricia Onoh David Cuthbert Ian Hamilton Phil Boyle Andrew Tarnawczyk Jennifer Colman Jimmy Gordon Dave Aitken Calum Kinnaird David Muir Rab Be
Individual or Team	A team
School / Service	Property and Facilities;
Nomination	<p>The Security services team are engaging from students from day 1 at key collection and fresher's fayre providing advice on safety and security whilst they are students. This continues by assisting them on a 24/7 365 basis when staying in our halls and for the full duration of their time as ENU students including at student events throughout the year, from introduction to wellbeing days, to putting on Hogmanay events with Police Scotland. All with the goal of positive engagement whilst informing and teaching our students to be as safe as possible whilst studying with us.</p> <p>The Security team is the only team the students have available to them 24/7 and we ensure they get the best service provided during potentially their worst times, including mental health and welfare support (all the team are SMHFA/ASIST trained), dealing with them in a compassionate and professional when they have been victims of crime. The way the Security team handles these incidents with empathy and compassion ensures the students get excellent support and still views the University in a positive way after a negative event.</p> <p>This year the team has improved the student support by introducing the SafeZone APP, so that students can request security attendance in any circumstance. This allows the Security team to respond immediately and provide support to our students in any circumstance. The App has</p>



been used to provide first aid response, mental health first aid and support, criminality, and minor issues such as room lock outs.

The SafeZone app provides a modern approach which our students are more comfortable using, they can request help instead of calling Security control and if not comfortable calling or taking a call allows the students to open a messaging function. This has improved the Security's teams support to all students and has personalised it in a way that our neurodiverse, cognitively impaired and hearing impaired can get the same support that all students receive.

The Security team as a whole works at all levels to improve student experience, from the Security Manager engaging with the ENSA President and putting in place technology to support our students, such as long working technology for our SCEBE students working outside of normal hours, Team Leaders putting on events such as Hogmanay safety tips with Police Scotland and Assistants helping with general requests such as, out of hour campus requests and most importantly assisting our students when they need it most. The entire function of the Security team is to provide a good customer service to our student community, we ensure this continuously improves through better technology (SafeZone), better service through training and ensuring the culture of the Security team is an open, honest, inclusive and positive so every time students need us they get an excellent experience.

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Category	Outstanding Student Experience Award
Nominee (s)	Dr Kirstin Anderson
Individual or Team	An individual
School / Service	School of Applied Sciences;
Nomination	
<p>Kirstin has led and fully transformed the ways that our programme suite engages with students and pursues enhanced student engagement. Kirstin created a student engagement role within the group which</p> <ul style="list-style-type: none"> - focuses on fostering an engaged and active student rep community across the programmes - rigorously coordinates and pursues representation of students across all years of all students in our programme suite - Designed and delivered bespoke events to different year groups that meet specific asks from students within the programme (e.g. reading criminology, a 4th graduate job search and application development session for fourth years) which were identified by students as areas of demand. - Kirstin now acts as a liaison between reps, the subject group and different programmes more generally, and supports them to develop student-led socials, events, and most recently a social science graduation ball. <p>In our ILR in 2023 Kirstin's work was praised highly and since they created this role, engagement with students in the SSLC has become more pronounced and productive. Kirstin's work has positively enhanced students' relationships with the University by engaging with them as partners in fostering both student collective efficacy. Their sustained efforts in nurturing students' journey through the programmes are a perfect example of how lecturers can make a difference. They have developed strong relationships through personal and responsive communications with students. They have demonstrated endless energy and commitment in championing efforts to improve our students' experience in social science for the past number of years.</p> <p>As indicated in our ILR their work could well be used as an example for other subject groups pursuing the same student experience objective.</p>	

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Category	Outstanding Student Experience Award
Nominee (s)	Dr Kirstin Anderson
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School / Service	School of Applied Sciences;
Nomination	
<p>Kirstin has an outstanding approach to supporting and engaging with students as partners in their learning. In her role as deputy programme leader in the Social Sciences suite, and as module leader for our large year 1 Criminology module, she has developed and implemented our approach to engage our student reps and supporting them in their role. Kirstin's approach to this has been collaborative, engaging and really demonstrates her understanding of the student journey, and she has fostered a fantastic relationship with our student rep community. She has supported the use of a shared MS Teams space to enhance communication, and led meetings and social events to develop the rep community. This has resulted in the enhancement of our student feedback at SSLCs and Board of Studies, and cemented this as a partnership relationship supported our programme team to make informed changes and innovations to improve the student experience, resulting in a very successful ILR outcome with commendations for our programme suite in this area.</p> <p>Kirstin also has a thoughtful and student led approach to 1-1 support for students, both as module leader and PDT, and proactively seeks to support students' experience through this role. She is an excellent example of a colleague who goes above and beyond to benefit students.</p>	