

REFERENCE: 530414-TEMPUS-1-2012-1-JO-TEMPUS-JPGR**TITLE:** Integrating a Holistic Approach to Student Services for Increased Student Wellbeing

DESCRIPTION: MEDAWEL provides HEIs in SNA with a holistic approach to student services (SS) for increased student wellbeing and applicable service offers via targeted planning and development on institutional, national and regional levels, in line with national goals and regional Tempus priorities. Specifically:

- sustainably strengthen capacities in 8 SNA HEIs for SS implementation and development via training actions and service development, widening service offer and implementing strategic thinking by end 2015;
- create a platform for dialogue via national roundtables and a network for SS to exchange good practice, identify needs and weaknesses and develop action plans;
- give a voice to the student populous to ensure the applicability of offered services via student surveys, develop a transparent culture of dialogue and teamwork for SS issues.

MEDAWEL works in this context to improve service offer, increase regional dialogue and student's institutional involvement. The project commences with a benchmarking exercise to identify relative strengths and offers capacity building training actions. In parallel, MEDAWEL provokes stakeholder interaction via roundtables, a dedicated network and regional dissemination actions and events. A specific strand of MEDAWEL is dedicated to students, promoting their involvement in decision making and needs analysis from a national student survey. Lastly, participating HEIs select services from a 'menu' and implement two services before project end.

Major outputs: benchmarking analysis guide, training modules, stakeholder mapping, heightened national focus including action plans, increased student involvement, service menu and creation of services. This is underpinned by a watch on quality, comprehensive dissemination on national and regional scale, and active involvement of diverse stakeholders.

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- Glasgow Caledonian University, UK
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