



STEP

Scotland's Tertiary
Enhancement Programme

STEM Student Support Navigation Map – Student Feedback Updated

A simplified student-facing route:

Start here; Who can help; What happens next

Updated evidence base: project proposal and Gantt commitments, current-practice mapping across 29 Scottish tertiary institutions, student interviews and focus group, and the new Student Review and Reflection session on the proposed model. The latest student feedback broadly validated the model, while asking for a simpler student-facing version, stronger visibility of technical/laboratory support, peer support, student choice, VLE/portal integration, and continued real-world testing.

Simplified student-facing version

This simplified version responds directly to student feedback that the full model is useful for staff and institutions but too detailed for everyday student use.

Start here	Who can help?	What happens next?
I am not sure what help I need.	Central student support hub, online support map, personal/year tutor.	You explain the issue in one place and are directed to the right support.
I am struggling with lectures, assessment or study skills.	Academic tutor, programme team, learning-development or study-skills service.	You receive academic advice or are referred to specialist learning support.
I am struggling with maths, programming or technical software.	Maths/programming support, technical/lab team, module staff, peer support.	You get targeted support or rapid troubleshooting.

I am struggling with laboratories, practical work or equipment.	Laboratory demonstrator, technical staff, module team.	You receive practical guidance, safety-related support or specialist technical help.
I am stressed, worried, overwhelmed or dealing with personal issues.	Wellbeing, counselling, student support or named pastoral contact.	You are supported directly or connected to specialist help.
I need adjustments or accessible support.	Disability/inclusion/additional support service.	Your needs are discussed and reasonable support or adjustments are considered.
I need help with placement, projects or career planning.	Placement team, careers service, project supervisor or programme staff.	You receive relevant employability, project or placement guidance.

What students said should be visible

- The support map should be available in places students already use, especially the student portal, VLE/course platform and induction materials.
- The map should be simple, searchable and problem-based.
- Students should not have to know the right service name before asking for help.
- Named contacts should be shown where possible because students want a person, not only a generic email address.
- Online support, peer support and flexible access should be clear.
- Specialist technical help should be visible for laboratories, programming, circuits, test benches, software and practical troubleshooting.

Student choice

Where feasible, students should be able to choose online, in-person, email, drop-in or scheduled support. This is particularly important for students who work, have caring responsibilities, face mobility barriers or feel stigma about seeking help.

Referral reassurance

The pathway should show that a referral is not the end of the process. Students should know who has been contacted, what happens next, who is responsible for follow-up and how they can check progress.