The Big Hello: Welcoming our students to Brunel University London

Lesley O’Keeffe, Brunel University London

Imagine facilitating a one to one conversation about support with nearly every new student as they arrived at University.

Imagine seeing a trail of pairs of students speaking about student support.

That was my vision. This year it came true!

Student Services were given the challenge of improving student connectedness to the university through their Welcome and onboarding activities. In September 2019, following a sequence of improvements to the communications to students, new students were welcomed to the University by ‘The Big Hello’.

**Learning outcomes**
- See an example of onboarding of students through the use of collaborative work and planning
- Learn from a worked example of peer to peer support to welcome students to their new academic journey
- Using an evaluation framework to demonstrate impact of an initiative

**Presenter**

Lesley O’Keeffe, Brunel University London

Lesley O’Keeffe is Deputy Director Academic and Student Services at Brunel University London. Having worked in Higher Education in the UK for 19 years her areas of responsibility now include all aspects of Academic Services, including timetabling, quality assurance and complaints/appeals. Additionally Lesley is responsible for Student Services which include the Student Centre, Chaplaincy, Medical Centre and all aspects of student support.

Lesley is currently an Executive Board member of AMOSSHE – the student services association in the UK. The Executive team work to ensure that the voice of the student services sector are included in the national debate on a variety of topics.

Lesley’s particular areas of interest are Mental Health and Wellbeing and Sexual Violence support for students.