

# Words Matter

Shaping positive experience and belonging

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# Background

- High proportion of ethnic minority backgrounds
- High proportion of Muslim students
- Commuter students
- First generation
- English as a second language
- International students from 120 countries





- Is it clear?
- Is it written in plain English?
- How much jargon is being used?
- Is it inclusive?
- Are we using neutral language?
- What is the tone?

# Words Matter



You can't use a phone here



You're welcome to take phone calls in the phone zone

This is not a prayer space



Prayer facilities are available (then list the spaces)

No hot food / no food



Hot food can be eaten on the ground floor

Shhhhhh



This is a silent study space for individual study

# Physical signage

- Consistent tone
- Reinforce what can be done
- Use simple language
- San serif fonts
- High contrast between text and background
- Minimalist backgrounds

Are we getting it right?

Tell us your thoughts to help us improve your Library



Working to improve your experience

[aston.libwizard.com/feedback](https://aston.libwizard.com/feedback)



## Quiet Study



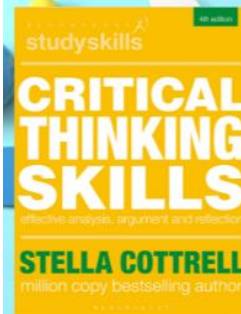
Whispered conversation

2-4 per group



Mobile phones on vibrate

Take calls and face time into the phone zone



Access via  
[Kortext.com](https://www.kortext.com) or  
from your Module  
Reading List

You can add  
highlights, text,  
and make notes



## Where to find prayer spaces on campus

Martin Luther King Multi-faith Centre



Multi-faith prayer space with chairs, cushions and mats

Students Union



Islamic prayer space ground floor with male and female prayer rooms and washing facilities

Main Building



Islamic prayer space first floor with separate male and female prayer rooms MB163 and MB183

 In person at Reception or Help Point

 Chat with us online [aston.ac.uk/library](https://aston.ac.uk/library)

 [library@aston.ac.uk](mailto:library@aston.ac.uk)

 +44 (0) 121 204 4525

 FAQs [libanswers.aston.ac.uk](https://libanswers.aston.ac.uk)

- Workshop how to make interactions more positive
- Provide options when resolving challenging interactions
- Develop shared answer templates
- Share best practice

# Policies / “Rules”

- What are the blocks to a sense of belonging?
- What sources of feedback are available to identify the blocks?
- How can these be removed?
- What are the alternatives?



# Measuring impact

Setting up resources  
and displays for events

Work done by team

Brilliant service and  
staff are very polite  
and helpful

Feedback from student

Develop wellbeing  
collection

Work done by the team

A\* help service 😊

Feedback from student



Developing and running  
'Share your Shelf'

Work done by the team

The online chat  
function to contact  
library staff is helpful

Feedback from student

Creating digital signage  
and developing digital  
skills

Work done by the team



# What's next



- Develop mechanisms for student input and build them into business as usual
- Build links across the University to be part of strengthening the community and sense of belonging
- Words are just the beginning

# Any questions?

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