

## **Switching them On or Turning Them Off? Engaging with Non-Users.**

How services engage with non users has long been an issue. This session will look at a range of factors surrounding students (and staff!) not engaging in accessing Learner Development services available at University and will explore some options for switching students on to accessing facilities. The session will draw on real life feedback from non users and provide participants with an opportunity to reflect on relevant issues for their services before starting to draw together a plan of action for engagement.

Becka Currant  
Senior Adviser  
Learner Development Unit  
University of Bradford  
Tel: 01274 236821  
Mobile: 07917 241214  
[www.brad.ac.uk/lss/learnerdevelopment](http://www.brad.ac.uk/lss/learnerdevelopment)  
E-mail: [r.currant@bradford.ac.uk](mailto:r.currant@bradford.ac.uk)