

Supporting Staff to Support Students



Centre for Learning and Teaching
Learning and Teaching Day

Aims of this session...

Mindful of retention, the student experience and the NSS this session aims to support staff to support students and will:

- Present an overview of the Wellbeing Service
- Signpost useful University Services and Support Teams
- Highlight new support services and web resources
- Support staff to access further staff development, training and support



University Support for Personal Tutors

Mental Health and Wellbeing

The Role of Wellbeing and Counselling Services: Students

Provision:

- Wellbeing appointments
- Counselling
- Workshops
- Liaising with sport, SU, SS & faculty
- At risk students
- Overnight reports
- Safeguarding
- Duty appointments
- Death of a student

Student numbers: 1100
since September



University Support for Personal Tutors

Mental Health and Wellbeing

The Role of Wellbeing and Counselling Services: Staff

- **Advice and guidance** - General and individual, working together with the student, safeguarding.
- **Training** - General mental health, professional boundaries, Fitness to Study Policy, bespoke sessions offered.
- **Fitness to study** - Supporting the student and the faculty to ensure consistency and responsibility on both sides.
- **Counselling for staff** - Self referral or occupational health.



University Support for Personal Tutors

Mental Health and Wellbeing

Future goal is that all staff at the University can:

- **Identify** - Skills to recognise a wellbeing need.
- **Approach** - Confident and capable to discuss with the student.
- **Refer** - Know when to refer, when to signpost and who to.



University Support for Personal Tutors

Mental Health and Wellbeing

Referral Routes:

Phone: Catalyst - 01695 584554 or Milton House - 01695 650988

Email: studentwellbeing@edgehill.ac.uk or counselling@edgehill.ac.uk

Catalyst : Students and staff can present at the desk in the Catalyst

Let Us Know <https://www.edgehill.ac.uk/student services/letusknow/>

More information can be found on:

- <https://www.edgehill.ac.uk/student services/the-health-well-being-centre/>
- <https://www.edgehill.ac.uk/student services/counselling>



The Transitions Team

Student Support Officer

- 'Thinking of Leaving?' Service
- Case management approach
- Early intervention strategies
- Reasons why students leave

Student Transitions & Support Advisor

- Targeted support for, and case management of: Carers, Care Leavers, Care Experienced and Estranged.
- Strategic work on other WP groups



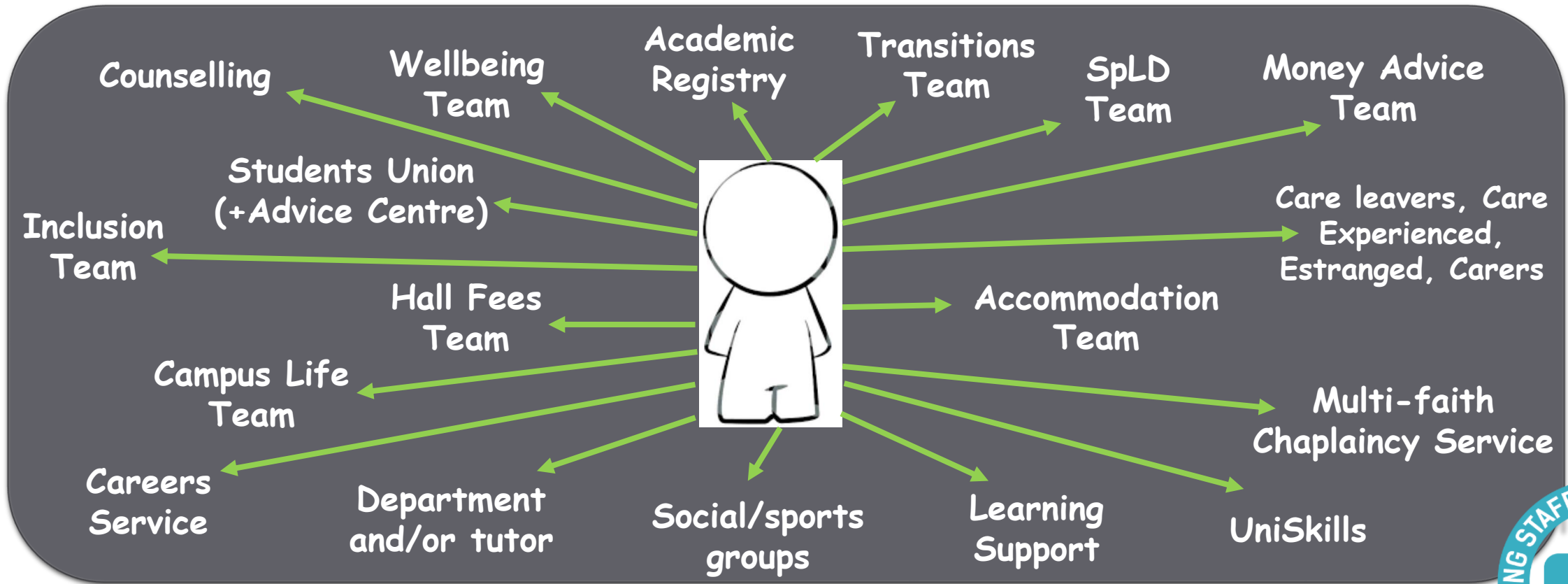
The Transitions Team

Students 'at risk of' or 'thinking about' leaving



The Transitions Team

'Thinking of Leaving' - Case Management



Thinking of Leaving? Toolkit

Summary of the student's story, their desired outcome, and action plan.

Date of chat	01/03/2018
Student name	May B. Leaving
Student ID Number	12345678
Course	Intergalactic Leadership
Year	1
Advisor name	YOU
<i>Which member of staff is completing this?</i>	
Advisor position	Personal Tutor
<i>What is the position of the staff member completing this?</i>	
Personal Tutor	Type Here
<i>If different from above</i>	

Unpicking the story

What's your story?

Tell me a bit about why you are here today? What's been going on for you?

May enjoys her course but hasn't made many friends on course or in halls. She spends a lot of time at home (despite living in halls) and feels like she needs to prioritise family right now as her sister is ill. Feels quite stressed and didn't do well on her last assignment.

Overview of the student's experience as a whole	Select
<i>Do you agree with the following statements?</i>	
I feel ready for uni	Agree
I like Edge Hill as a uni and a place	Agree
I feel well supported on course	Agree
I am enjoying my course and the subject	Agree
I have attended all/most of my classes	Agree
I have the skills/knowledge I need for uni	Agree
I am happy with my grades so far	No, disagree
I can manage everything I have going on right now	50:50
I like where I am living	50:50
Travel into uni isn't an issue for me	Agree
I have made friends at uni	No, disagree
I feel 'involved' in university life, I feel like I belong here	No, disagree
All is well in my personal and family life	No, disagree
I am happy and well mentally	50:50
I am in good health	Agree
Any individual needs I have are met	Agree
I am okay financially	Agree
I have no other issues, worries or difficulties	Agree

If you have a job, how many hours do you work?	20
<i>Average hours in employment (not placement).</i>	Hours per week

Are you a care leaver, care experienced or estranged?	Select
I am none of these	<input checked="" type="checkbox"/>
I am a care leaver / care experienced	<input type="checkbox"/>
I am estranged	<input type="checkbox"/>
It's complicated	<input type="checkbox"/>
Notes Click or tap here to enter text.	

Are you a carer?	Select
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
It's complicated	<input checked="" type="checkbox"/>
Notes Sister has been ill so May has been helping mum look after her. Mum struggles with depression and this is putting an extra strain on the family.	

Who have you spoken to so far?

Any staff? Careers?

No one.

What support have you had so far?

Have you been involved with any other teams or services?

Asked for an extension on Leadership assignment.

Action Plan

Support available	Email	Web	Action
Academic actions (Including dept./tutor)			Extensions granted for up to 3 weeks Discussed resits/EMC for 1 year
Mentoring/Buddy Scheme			Type Here
Academic Registry	Email	Click	May will collect form from you
Wellbeing	Email	Click	CE to refer May for support
Counselling			Type Here
Multi-Faith Chaplaincy Service	Email	Click	Type Here
Social/sports groups		Click	Looked at the list of groups to think about going along to
Campus Life and 'That Thursday Thing'	Email	Click	CE to ask Campus Life for support
Accommodation Team	Email	Click	Looked at drop-in time to discuss her issues
Care leavers, care experienced, estranged & Carer support	Email	Click	Type Here
Inclusion Team	Email	Click	Type Here
Library - UniSkills	Email	Click	Type Here
Library - Learning support	Email	Click	Type Here
Library - SpLD Team	Email	Click	Type Here
Money Advice Team	Email	Click	Type Here
Students' Union (+Advice Centre)		Click	Type Here
Careers Service		Click	Type Here
Thinking of Leaving? Service	Email		Type Here
GP			Type Here
Student Services/others	Email		Type Here

Overview of Support Available

Service	s/c	Summary
Department/Tutor	A	Academic/pastoral support plus advice on EMCs, appeals and assignment extensions. Some departments also have their own study skills, or pastoral support, systems and may be able to make local arrangements/adjustments to accommodate a student's needs.
Mentoring/Buddy Scheme	B	Some departments/courses also have a mentoring/buddy scheme which can provide a good source of support/reassurance.
Academic Registry AR-Academic-Records@edgehill.ac.uk	C	Advice on, and processing of course changes: transferring course/uni; repeating a year; module changes; changing mode of study; intercalation; appeals, TPT; and the withdrawal process (including advice on implications of all of these e.g. tuition fees, student loan etc.).
Wellbeing studentwellbeing@edgehill.ac.uk	D	First contact for mental health concerns. Practical advice, support and signposting for any issue impacting on a student's wellbeing e.g. mental health; settling in; sexual health; diet/exercise; drugs/alcohol. Can link students to peer-support to reduce barriers and help them engage with and access facilities/activities. Also provide staff with training e.g. professional boundaries, fitness to study.
Counselling (via Wellbeing)	E	Referral always via Wellbeing. Group workshops and a 1:1 therapeutic service to help student's find solutions to issues they are facing e.g. Family/relationship issues, course pressures, confidence, anxiety, stress, resilience etc. Also provide support for staff.
Multi-faith Chaplaincy Service chaplaincy@edgehill.ac.uk	F	Provides students of all faiths (and none) with pastoral guidance/support from a spiritual perspective.
Social/sports groups www.edgehill.ac.uk/groups	G	A good recommendation for students to help them make friends, de-stress and develop a sense of belonging at uni. List of all groups/societies available via Student Union website.
Campus Life & 'That Thursday Thing' campuslife@edgehill.ac.uk	H	Promote activities/events and help students settle in and feel part of the EHU community. Run 'That Thursday Thing' - a weekly social group to help students make friends at uni (Thurs 5pm, meet in the Hub by the orange sofas). Also provide support/advice/intervention to students having difficulties with other students.
Accommodation Team accommodation@edgehill.ac.uk	I	Targeted support and advice about accommodation both on and off campus. Experienced and Estranged students. Also strategic work re: BAME, Mature, part-time, LGBT+, Low Participation Neighbourhoods/Low Socio Economic Status/Low Household Income, and While British Males from Low Socioeconomic backgrounds.
Care leavers, care experienced, estranged & Carers studentservices@edgehill.ac.uk	J	Advice/support for students with physical/sensory/mental health or other needs.
Inclusion Team inclusionteam@edgehill.ac.uk	K	Specialised and tailored 1:1 study skills support and access (including assistive technologies) for those with physical or mental health difficulties.
Library - UniSkills Uniskills@edgehill.ac.uk	L	Support for specific learning needs - dyslexia, dyspraxia, dyscalculia, ADHD
Library - Learning Support learningsupport@edgehill.ac.uk	M	Advice/support (and potential access to extra funding) for students who are struggling financially.
Library - SpLD Team spld@edgehill.ac.uk	N	Advice/support to students on a range of issues e.g. Academic issues, housing, money and welfare. Also provide representation for certain student groups and activities/events (including managing social/sports groups and societies).
Money Advice Team moneyadvice@edgehill.ac.uk	O	Advice/support with career planning, job hunting, CV writing, volunteering and maximising work experience.
Students Union (+Advice Centre) www.edgehill.ac.uk/advice	P	Advice/support for students thinking about, or at risk of, withdrawing (or being withdrawn). Provides opportunity to talk about 'what's going on' & explore options/support available. Can also 'case-manage' the student, coordinating support from numerous areas listed here and reviewing with the student periodically.
Careers Service www.edgehill.ac.uk/careers	Q	If a student thinks they may have a health issue (physical or mental) always advise they see their GP.
Thinking of Leaving? Service studentservices@edgehill.ac.uk	R	If in doubt, or for information on sources of other advice/support not listed here, contact Student Services.
GP	S	
Student Services/others studentservices@edgehill.ac.uk	T	

It may help you stay on

Select

make course changes

able now

weeks.

Factors Tracking

Enter M next to the main reason and O next to other factors impacting on the student.

Engagement with the department (A) is always encouraged.

Support codes here focus on 'other' sources of support.

If at any point a student is thinking about, or at risk of, withdrawing they can be referred to the Thinking of Leaving service (R).

Cross-cutting/common causes		S/C
Uni not what I thought it'd be like*		HQ
Not "ready" for uni		DQ
Wants to be closer to home	O	DH
Not made friends	O	HGD
Can't settle, homesick		DHG

Course/Uni		S/C
Attendance Issues	O	A
Need help with study skills		ABL
Too hard (level of knowledge)		ABL
Academic failure / misconduct	O	ACL
Workload too much		AL
Timetabling issues		A
Issues with teachers		AP
Institutional barriers (WP issues)		AJP
Has let things get on top of them	O	ADL
Dislike course (how it is run)		AP
Change of career aspirations		AQ
Dislikes subject choice		AQ
Unclear career prospects		AQ
Wasn't original application choice		AQ

Financial		S/C
Poor/unrealistic financial planning		OP
Unexpected event/change in personal circumstances had a financial impact		OP
Hidden costs of the course		AOP
Mismanagement of money		OP
Student finance delays/barriers		OP
I need to work for the money		OPQ
I have debt		OP
I need to support others financially		OP
Parent's finances		O

Other notes:

Personal issues/reasons		S/C
"Things going on at home"	M	DC
Change in personal circumstances		DC
Family pressures/issues	O	D
Don't feel 'involved' at uni.	O	GH
Cultural pressures/issues		JDF
Childcare issues		OP
Carer / Care Leaver / Care Experienced / Estranged		J
Addiction, drug/alcohol misuse		DPTS
Offered a great opportunity		Q

Mental health		S/C
Possible MH condition	O	DMC
Diagnosed MH condition		DMC
Low mood/motivation/depression		DS
Anxiety/stress	O	DS
Autistic Spectrum Disorder		K
Self-harm/suicidal thoughts		DS
Generally overwhelmed, can't cope	O	D

Physical Health		S/C
Accident/injury		AC
Possible/diagnosed long term illness or condition		KS
Persistent low-level illness		ADS
Health impacting on ability to attend/engage/study		AKMCS
Getting to/around EHU is an issue		KT
Pregnancy (and related issues)		ADCS
My individual needs are not met		AKP

Accommodation and travel		S/C
Halls too lively/quiet	O	H I
Issues with private accommodation		I P
Dislike room/building/location		H I P
Don't 'get on' with housemates	O	H I
Travel is too far/time-consuming		A
Public transport is an issue		AOP
Car parking is too much of an issue		T
Travel costs are an issue	O	O
Want to stay at uni but leave halls		I

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Library - UniSkills Uniskills@edgehill.ac.uk	L	General study skills support (via workshops or 1:1) for the whole student population.
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- YOU are key
- Remember the 'Thinking of Leaving?' Service
- Personal Tutor training
- Use Personal Tutor monthly drop-in's
- Use the ToL toolkit
- Also...



Supporting Staff to Support Students

A new multi access initiative for staff



What is the toolkit for?

The aim of this toolkit is to help staff to support students at Edge Hill University. It was recognised that staff were unsure about how to support and where to go to for advice. This toolkit aims to provide a single resource which can be used by all university staff to increase knowledge, understanding and confidence, in order to help students maximise their academic potential.

**MENTAL
HEALTH**

DISABILITY

**SEXUAL
VIOLENCE**

**OTHER
CRIMES**

**BULLYING &
HARASSMENT**

PREVENT

**TRAINING &
LEARNING**

WP GROUPS

**MONEY ADVICE
& SUPPORT**



Mental Health Conditions

Click the images below to find out more about a range of mental health conditions.

**ALCOHOL
MISUSE
DISORDER**

ANXIETY

**BIPOLAR
DISORDER**

**CHRONIC
FATIGUE
SYNDROME**

DEPRESSION

**DRUG MISUSE
DISORDER**

**EATING
DISORDERS**

**OBSESSIVE
COMPULSIVE
DISORDER**

**PANIC
DISORDER**

**PHOBIC
DISORDERS**

**POST-TRAUMATIC
STRESS DISORDER**

SCHIZOPHRENIA



The Transitions Team

Student Transitions & Support Advisor

Targeted support for, and case management of Young Adult Carers, Care Leavers, Care Experienced and Estranged students.

Strategic work for these (left) plus,:

- BAME
- Mature students
- Part-time
- LGBT+
- Low Participation Neighbourhoods / Low Socio Economic Status / Low Household Income
- White British (Male) Students from Low Socioeconomic Status Backgrounds



Further additional information and support

Scheduled staff development and training seminars and workshops run frequently throughout the academic year.

Details of courses and how to book can be found on the CLT Professional Staff Development Series webpages.

In addition if you would wish the team(s) to come and run a bespoke session(s) for your team or department these can be arranged.

Please contact: CLT@ CLT@edgehill.ac.uk

