# **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



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



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.



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.



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 <a href="https://www.edgehill.ac.uk/studentservices/letusknow/">https://www.edgehill.ac.uk/studentservices/letusknow/</a>

More information can be found on:

- https://www.edgehill.ac.uk/studentservices/the-health-well-being-centre/
- https://www.edgehill.ac.uk/studentservices/counselling



### **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



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

Student has difficulties



# **Early** identification

as being at risk

or

They tell 'someone' they are Thinking of Leaving



Their tutor,

Academic Registry

or the new

ToL Service

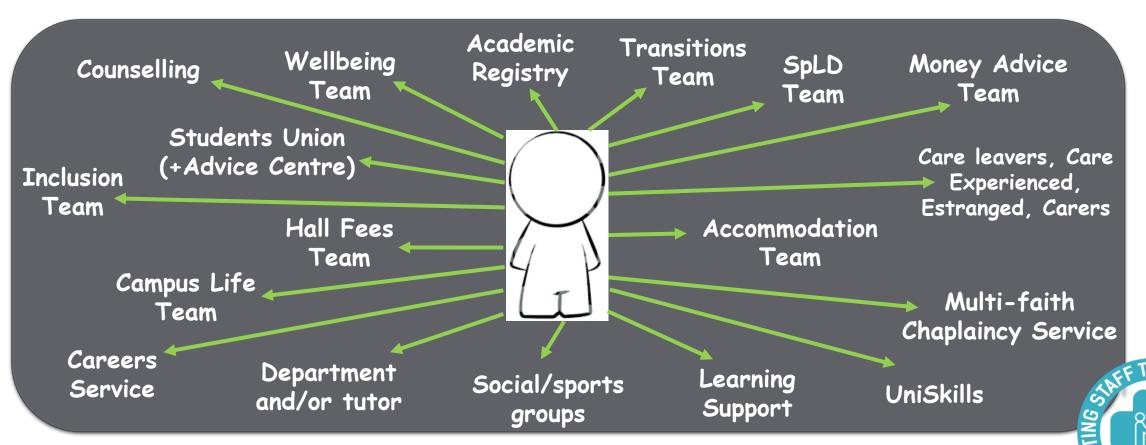
They receive consistent high-quality, coordinated support/advice



If possible, the student stays (with support and/or course changes)



'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
Which member of staff is completing this?	
Advisor position	Personal Tutor
What is the position of the staff member completing this?	
Personal Tutor	Type Here
If different from above	**

#### 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 Do you agree with the following statements?	Select
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
Average hours in employment (not placement).	Hours per week
Are you a care leaver, care experienced or	Select
estranged?	
I am none of these	⊠
I am a care leaver / care experienced	
I am estranged	
It's complicated	
Notes Click or tap here to enter text.	
Are you a carer?	Select
Yes	Delect
No No	
It's complicated	
•	
Notes Sister has been ill so May has been helping mum look at	
struggles with depression and this is putting an extra strain on	the family.
Who have you spoken to so far?	
Any staff? Careers?	
Any staff? Careers?	
Any staff? Careers? No one.	
Any staff? Careers? No one.  What support have you had so far?	
Any staff? Careers? No one.  What support have you had so far? Have you been involved with any other teams or services?	
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Any staff? Careers? No one.  What support have you had so far? Have you been involved with any other teams or services?	

## Overview of Support Available

If a student thinks they may have a health issue (physical or mental) always advise they

see their GP.

If in doubt, or for information on sources of other advice/support not listed here, contact

#### **Action Plan**

Support available	Email	Web	Act	Academic/pastoral support plus advice on EMCs, appeals and assignment to make local arrangements/ own study skills, or pastoral support, system Academic Registry  Academic Registry  Academic Registry  AR-Academic-  Bassords@edgehill.ac.uk  Academic/pastoral support plus advice on EMCs, appeals and assignment to make local arrangements/ own study skills, or pastoral support, system source of support/reassurance.  Advice on, and processing of course.	
Academic actions			Extensions granted for up	Academic Registry  Some departments/courses also becoming the source of support, system	extens
(Including dept./tutor)			Discussed resits/EMC for	Academic Registry  AR-Academic  Records@edoehill.gc.uk  Academic Registry  AR-Academic  Advice on, and processing and processi	is and m
Mentoring/Buddy			Type Here	on, and process aring buddy and	ede .
Scheme			Type Here	changes chan 3 of course chan	n nnout
Academic Registry	Email	Click	May will collect form from	Make local arrangements/ adjustments to accommodate a student's new Academic Registry  AR-Academic Registry  AR-Academic Registry  Alvice on, and processing of course changes: transferring course/unit and process (including advice on implicit.)  Wellbeing	1-0110
Wellbeing	Email	Click	CE to refer May for supp	any issue impacting	ating a y ne withd
Counselling			Type Here	Commence engage with a solution of the second party and single engage with a solution of the second pa	na
Multi-Faith Chaplaincy	Email	Click	Type Here	(via Walls open-state of the state of the st	·
Service				student's find solution of the state of the	riers an
Social/sports groups		Click	Looked at the list of gr	Multi-faith Chaplaincy Service   F   Provides students students and a 1:1 therapeutic service   F   Provides students students students and a 1:1 therapeutic service   F   Provides students students and a 1:1 therapeutic service   F   Provides students and a 1:1 t	training
			think about going alon	roid/sports groups  Provides students of all faiths (and service et al., resilience et al	
Campus Life and 'That	Email	Click	CE to ask Campus Lif	Auti-faith Chaplaincy Service F Provides students of all faiths (and none) with pastoral guidance/support for sugestified and respective.  A good recommendation for students to help them make friends de students of all groups/society.  A good recommendation for students to help them make friends de students of all groups/society.	to help
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Accommodation Team	Email	Click	Looked at drop in tim	Life & These Tr	
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Inclusion Team	<u>Email</u>	Click	Type Here	Inced and Social in 3 difficulties with	
Library - UniSkills	Email	Click	Type Here	Support and suppor	
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Library - Learning	<u>Email</u>	Click	Type Here inclusion	Income Income	
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Library - SpLD Team	<u>Email</u>	Click	Type Here Uniskills	Targeted support and case management of Young Adult Carers, Care Leavers, Care  Experienced and Estranged students. Also strategic work re: BAME, Mature, part-tim  Bamille adult Library of Status/Low Household  Mature, Part-tim	ie,
Money Advice Team	<u>Email</u>	<u>Click</u>	Type Here   learningsu	earning Support Specialist Support (via year)	
Students' Union		Click	Library	AD To	$\neg$
(+Advice Centre)			Type Here	lacuk N Super Student population	
Careers Service		Click	money Aut.	PED Team  No. Support for specific learning needs - dyslexia, dyspraxia, dyscalculia, ADHD  Advice/support to sturfact.  Advice/support to sturfact.  No. Support for specific learning needs - dyslexia, dyspraxia, dyscalculia, ADHD  Advice/support to sturfact.  Advice/support to sturfact.	7
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Thinking of Leaving?	<u>Email</u>		Type Here Students Uni	f:_ rport tond	
Service			www.edoober	Advice/sunnest	-
GP			Type Here Careers Service	Advice/support to students on a range of issues e.g. Academic issues, housing, money and work experience.  Advice/support with career planning, job hunting, CV writing walking to students and societies.	
Student Services/others	Email		Type Here	(including managing of issues e.g. Academic and are struggling	-11
Student Services/others	Lillali		Type Here	Advice/support will social/sports are	
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			Thinking of Lean	g? Service Advice/support for	
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			Student C	If a student thinks they may have a health issue (physical or mental) always artistication.  If in doubt, or for information on sourcest 4.	1
			Student Services/estudentservices@ea	hers see their GP.  If in doubt, or for information on sourcest of Student Services  Thinks they may have a health issue (physical or mental) always articles	1
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Service

Department/Tutor

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	elp students make friends an medisite.		

eeks.

### **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	0	DH
Not made friends	0	HGD
Can't settle, homesick		DHG

Course/Uni		S/C
Attendance Issues	0	А
Need help with study skills		ABL
Too hard (level of knowledge)		ABL
Academic failure / misconduct	0	ACL
Workload too much		AL
Timetabling issues		А
Issues with teachers		ΑP
Institutional barriers (WP issues)		AJP
Has let things get on top of them	0	ADL
Dislike course (how it is run)		ΑP
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	0

Personal issues/reasons		S/C
"Things going on at home"	M	DC
Change in personal circumstances		DC
Family pressures/issues	0	D
Don't feel 'involved' at uni.	0	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	(	0	DMC
Diagnosed MH condition			DMC
Low mood/motivation/depression			DS
Anxiety/stress	(	0	DS
Autistic Spectrum Disorder			K
Self-harm/suicidal thoughts			DS
Generally overwhelmed, can't cope	(	0	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	0	HI
Issues with private accommodation		IP
Dislike room/building/location		HIP
Don't 'get on' with housemates	0	HI
Travel is too far/time-consuming		Α
Public transport is an issue		AOP
Car parking is too much of an issue		Т
Travel costs are an issue	0	0
Want to stay at uni but leave halls		1

	Overview of Support Available
Service	Support Available
Department/Tutor	s/c Available
- Utor	Academic/past
	A departments also support plus additional support plu
Mentoring/Buddy Scheme	Academic/pastoral support plus advice on EMC's, appeals and assignment extensions. Some to make local arrangements/ adjustments to accommodate a student's newspaper source of support/reassurance.  Advice on, and processing of counter the commodate and support of the commodate
Academi	B Some departments/ adjustments to accommodate a student's needs.  Advice on, and processing of course changes: transferring course/usi.  First conservations of support of student's needs.
Academic Registry  AR-Academic-	source of support/reassurance.  Advice on, and processing.
Records@edgehill.ac.uk	Advice on, and processing of course changes: transferring course/uni; repeating a good process (including advice on implications of all of these e.g. tuiting and the withdraw).  First contact for mental health concerns positions of all of these e.g. tuiting and the withdraw.
<u>acuk</u>	module changes
Wellbeing	Advice on, and processing of course changes: transferring course/uni; repeating a good process (including advice on implications of all of these e.g. tuition fees, student long at left exercise; drugs/alcohol of the selection o
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studentwellbeing@edgehill.ac.uk	b diet/even impacting on a study concerns part these e.g. tuition of the withdraw
	help them drugs/alcohol c
Counselling	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's wellbeing e.g. mental health concerns. Practical advice, support and signposting for help them engage with and access facilities/activities. Also provide at sexual health; Referral always via Wellbeis to study.
(via Wellbeing)	Referral alumning in; sexual health
Multi-fries	diet/exercise; drugs/alcohol. Can link students to peer-support to reduce barriers and student's. Referral always via Wellbeing. Group workers and solutions to in pressure student's mellocing e.g. mental health; settling in; sexual health; Referral always via Wellbeing. Group workers always to student's find solutions to in professional boundaries, fitness to study.
Multi-faith Chaplaincy Service chaplaincy@edoehill.ac.uk	diet/exercise; drugs/alcohal. Can link students to peer-support and signosting for professional boundaries, fitness to study.  Referral always via Wellbeing. Group workshops and a 1:1 therapeutic service to help perspective, confidence, anxiety, stress, resilience etc. Also provide students for sources.  A good recommendation for students to help with pastoral guidance/support from a state.
Social/sports groups	rrovides students of users parties a students of users parties and users parties a students of users parties and users parties a
www.edgehillsu.org.uk/groups 6	Presides, confidence, anxiety, stress, resilience etc. Also provide support for staff.  A good recommendation for students to help them make friends at a spiritual romote activities/events and groups/society and a 1:1 therapeutic service to help perspective.  A good recommendation for students to help them make friends do not a spiritual romote activities/events and groups/society make friends do not recommendation for staff.
Constitution of the control of the c	good recommendation
Campus Life & 'That Thursday P	age of belonging at the students to be
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/ /T	hursday Thursday The and help studged a societies available
Accommodation Team	in your recommendation for students to help them make friends, de-stress and develop a uni. List of all groups/societies available via Student Union website.  That Thursday Thing" - a weekly social group to help students of the EHU compression to the part of the EHU compression.
accommodation@edgehill.ac.uk 1 Abl	ense of belonging at uni. List of all groups/societies available via Student Union website.  ormote activities/events and help students settle in and feel part of the EHU community. Thursday Things - a weekly social group to help students make friends at uni sport/advice/intervention to students having difficulties with other students at uni set of help resolve practical and social issues (in halls/housing) and provide students having difficulties with other students.  et al. Sport and case management of Young Advis of Compus.
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<u>studentservices@edgehill.oc.uk</u> J Expe	peted support and case management of Young Adult Carers, Care Leavers, Care  Low Participation Neighbourhoods/Low Socio Economic Status/Low Household  Lysupport for students with physical (Carels and Carels)  Low Participation Neighbourhoods/Low Socio Economic Status/Low Household  Lysupport for students with physical (Carels and Carels)
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Library - UniSkills Uniskille®	Support for Low Socio Economic St. Mature Dant I
Uniskills Advice Uniskills  Library	Tor students with physical and Socioeconomic background Status/Low Household
Library - Learning Support	se, and While British Males from Low Socioeconomic Status/Low Household  I study skills support (via workshops or 1:1) for the whole student population.  Signey of those with physical or mental health or organization.
Library - SpLD Team Spld@edgehill.ac.uk M Speciali technolo	sed and tailored 1:1 study skills support and access (including assistive  for specific learning needs - dyslexia, dyspanial
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www.edgehillsu.org.uk/advice  Careers Service	pport (and potential access to extra funding) for students who are struggling sperific fearning needs - dyslexia, dyspraxia, dyscalculia, ADHD  port to students on a range of issues e.g. Academic issues, housing, money and arranging social/sports groups and societies).  protect to students on a range of issues e.g. Academic issues, housing, money and arranging social/sports groups and societies).  protect to students are planning, job hunting, CV writing, walnut.
Careers Service welfare. All	oprovide representation of issues p.a. A
www.edgehill.ac.uk/careers Q Advice/supp	so provide representation for certain student groups and activities/events ort with career planning, job hunting, contents
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R Withdrawn). Pi	ovider sthinking about
GP Steel by	anaging social/sports groups and societies).  ort with career planning, job hunting, CV writing, valunteering and maximising rovides opportunity to talk about, or at risk of, withdown
Student All Studen	creer planning, job hunting, CV writing, volunteering and maximising also (case-manage' the students to talk about 'what's going on' & explore anti-
Student Services/others  5 If a student the see their GP.	rt for students thinking about, or at risk of, withdrawing (or being also 'case-manage' the student, coordinating support with the student, coordinating support from numerous areas inks they may have a health issue (or being support from numerous areas
studentservices@edgehill.oc.uk  See their GP.  T in doubt, or f	In students thinking about, or at risk of, withdrawing (or being also 'case-manage' the student, coordinating support from numerous areas inks they may have a health issue (physical or mental).
Student Service	described and succession of the student serior of the succession of the student serior of the succession of the succes
DELAICE	s. Sources of other advice
	- Support not listed L.
_	nere, contact

Other notes:



- 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 Conditions

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

ALCOHOL MISUSE DISORDER

CHRONIC FATIGUE SYNDROME

EATING DISORDERS

PHOBIC DISORDERS

**ANXIETY** 

**DEPRESSION** 

OBSESSIVE COMPULSIVE DISORDER

POST-TRAUMATIC STRESS DISORDER BIPOLAR DISORDER

DRUG MISUSE DISORDER

> PANIC DISORDER

SCHIZOPHRENIA



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@ <u>CLT@edgehill.ac.uk</u>

