

## Student Support & Wellbeing Committee

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**Date:** Tuesday 09 October 2018

**Time:** 14:00 – 16:00

**Venue:** SKEM 165

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### Present

Christian Adams (Secretary)  
David Ashton  
Daniel Balint  
Hannah Bannister (Chair)  
Mary Bown  
Lorraine Craig  
Benita Cox  
Sarah Freedman  
Lizzie Huckle  
Fran Hyatt  
Sue Mannion  
Louise Menard  
Becks Neil  
Michael Schachter  
Rosie Summerhayes  
Andrew Willson

### Agenda

1. **Apologies: Alejandro Luy, Julie King, Paul Noke and Angela Urusala**
2. **Welcome and introductions**
3. **Minutes from previous meeting – 05 June 2018** Paper A  
Approved
4. **Matters Arising and Action Tracker** Paper B  
8.3: HB updated information for students in Induction Talks and this information has been added to the Open Day talks.  
Student Support Strategy: data still being processed and final findings will be circulated / 250 student respondents, thanks to the SU for their help in response rate / early indications from the strategy are that there is overall enthusiasm for change.  
Student webpage: a central webpage with support information for students has now been updated and went live prior to the start of session / David Ashton has confirmed that an email announcing the update will be sent to Departments in due course to be disseminated to students.

Health Centre: raised at Senior Tutor Forum, request for staff to phone the Health Centre in advance of sending students over / not resulted in a change / request for this matter to be raised again amongst Senior Tutors.

## 5. Student Accommodation

Disability housing subsidy: eligible students have been contacted / 5 applications so far / applications to be assessed in November.

## 6. Student Space

Debra Ogden started in August as Deputy Director of Student Services and will be leading on the review of the Student Space / this is a webpage not a physical space / the name, structure, content and tone need to be reviewed and updated.

## 7. Welcome Week Evaluation

Operational Excellence have taken on the project of assessing and evaluating Welcome Week 2018 / once collated this will be fed back with recommendations / noted in the meeting that a common theme emerging is that students are not sure what they need to have done by the end of their first week on campus – a checklist of some sort may be required to address this.

## 8. Assistive Technology update

A new suite of software is available on the Imperial website for students and staff / software includes mind maps and annotating lectures / External company, DnA, also provide additional resources on the inclusive technology webpage / Web link for the inclusive technology page:

<http://www.imperial.ac.uk/admin-services/ict/training-and-resources/inclusive-technology/>

/ Assistive technology room in the library has been refreshed, specific training available for students with an external instructor / Disabilities can provide funding for disabled students who require additional training.

## 9. Annual Reports

(i) **Centre for Academic English**

**Paper C**

(ii) **Counselling**

**Paper D**

1106 students approached the service (9.2% increase), 971 attended (11% increase) / overall waiting time for a student from date of first contact to beginning ongoing counselling increased from 36.6 working days to 40.4 working days / 57% of students needed to wait more than 7 working days for their first initial appointment and 23% waited longer than 28 working days for their first ongoing appointment / Student DNA/cancelled sessions increased by 1% to 17.2% / Mean average waiting times for initial meetings increased from 12.6, in 16/17, to 13.6 working days.

Noticeable high usage from Home/EU students / workshops on life skills and wellbeing/mental health have continued through the year / 105 students were referred to our student mental health advisers and 63 were referred for study mentoring. This is an overall increase of 16% over academic year 16/17 / 6% of students who used the service responded to the evaluation / due to

administrative difficulties fewer evaluations sent out in a timely manner / se 95% said they would recommend the service to a friend / 14% of students who attended the MHA team returned evaluation / 100% said they would recommend the service to a friend / evaluation system will be reviewed for the forthcoming academic year / Titanium Schedule, a stand-alone integrated diary and data collection programme was introduced to the Service and has now been in use since 1<sup>ST</sup> August / PURCHASED Silvercloud software in 2017 but still waiting for final approval and to be set up on the website / College has approved funding for 3 new counsellors and 0.6 FTE SMHA / need to address rising rate of 'did not attend' / plans to expand workshops offered and reintroduce Procrastination workshop

**ACTION: HB to investigate for additional space for new staff**

**(iii) Student Financial Support**

**Paper E**

Student Support Fund: spent £ 105 000 in grants and loans / ran a Christmas Campaign in 2017, will run again in 2018 / awarded 100 students, 300 applications / EU PG applications increasing / 2017 developments: updated cost of living information / Working with SU on money management events and NASMA / Graduation assistance – open to students who need financial support to participate in their Graduation, 1 application to-date, still under development and possibly turned into College wide bursary, Events team refer on eligible students / Imperial bursary £ 8 million / Students on 6 year MBBS are offered a payment plan to spread their bursary of 4 or 6 years to counter lesser funding received in final 2 years.

**(iv) Health Centre**

**Paper F**

Recent staff turnover has impacted delivery of service, this should be better going forward / the Life Coach returns at the end of October, please refer anyone you may feel would benefit / Registration weekend went very well, thanks to support from the wardens, HUB and ISS / Old registration forms still on Halls websites – need to be updated / CBT service will continue as the College had agreed to cover the funding for this role / Visiting psychiatrist, Dr John Meehan, offers 1 session a week and has agreed to offer this sessions flexibly over 3 terms / Resilience and Work & Exam Performance workshops to be offered throughout the academic year / Reminder that HC is not legally covered to offer medical advice whilst students are abroad / Changes to Emergency Clinic: duty doctor will phone patients in the afternoon to assess appropriate action if someone expresses suicidal tendencies speak to duty doctor, if not available leave a message with reception / Reminder: HC on separate telephone system than College / Raised again that a working group needs to be established to set out a process for students who are returning from interruption of study, particularly for those returning from a health interruption / Mit circs: increase in requests for spurious reasons / Faculty of Engineering created updated form for all tutors, will share with other Departments as an interim measure / Change of regulations to facilitate a universal approach to mit circs goes to Senate on 10 October.

**(v) Student Hub**

**Paper G**

Exceptionally busy in week prior to start of session, increase in numbers / private housing event was a success and 1500 students attended / at May Mayhem housing event provided follow up talk and contract checking / Mean average waiting times

for initial meetings increased from 12.6 in 16/17 to to 13.6 working days / Home Solutions site revamped / contract checking has increased, 110 in June / Rent Guarantor Scheme extremely successful, no defaults, a lot of interest from PG students who are not currently part of the scheme / looking to streamline contracts and rent guarantor information / Jun-Oct had 103 medical and well-being appointments / projects for 18/19 include the White City Hub opening in May 2019 to provide Mon and Thurs appointments.

**(vi) International Student Support**

**Paper H**

Immigration Rules changes: ATAS now required for all courses regardless of length, will affect resits students and those on short research periods / China now a low-risk country which makes the visa application process more streamlined / International Welcome – a success, good numbers / Huge increase in students needing to register with the police and this is admin intensive / Increased workshop provision during the year / Tier 4 pilot expected to become permanent / Challenges facing the team are the impact of the visa rules on course changes / Will continue this year to work with International Friends to provide trips

**(vii) Students Union Advice Centre**

**Paper I**

**(viii) Disabilities Advisory Service**

No significant increase in declaration rate / reasonable adjustment fund – committed £ 42 000 / high costs of using external note-takers, rely on departments to refer PhD students but currently lacking a pool of note-takers / Currently advertising for a new administrator who will revamp the website and provide a drop-in service / Offering telephone appointments for students at Silwood Park and will visit the campus if needed.

**(ix) Chaplaincy**

**Paper K**

Continuing work focused on meditation and mindfulness / physical move of Chaplaincy to Beit Quad / multi-faith provision still going strong / the Chaplaincy Centre hosted the Islamic Society's 'Ramadan@Imperial' project helping students to keep their fast during revision and exams / ran four group sessions of Reflective Practice for PhD students / Chaplaincy hosted 'Benefits of Sleep', an event as part of Imperial Sleep Week / offered support to staff responding to student deaths / Medical Humanities degree – presenting for 1 day around death / Chaplaincy continued to support second and fifth year medical ethics teaching, as well as the offering a half day on Cultural Patterns in Bereavement and Mourning, as part of the new MSc Medical Humanities / We facilitated twenty students – medics and PhD Chemical Engineers – to be on a panel exploring the idea of justice with Harvard's Prof Michael Sandel at St Paul's Cathedral.

10. AOB

No AOB.

**Date of next meeting:** Tuesday 5 February 2019, 14:00 – 16:00

**Venue:** TBC

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Please send apologies to [christian.adams@imperial.ac.uk](mailto:christian.adams@imperial.ac.uk)