

Developing effective partnerships with SSS to Transform our practice in supporting students.

**Sara Baldwin and
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**Student Support
Services**



Objectives

- To explore common issues, offer solutions and detail resources developed to support you in supporting students.
- To disseminate ideas to encourage students to disclose difficulties at an early stage and engage in support.
- To explore how to utilise our experience to support a mixed strategy approach for effective use in the academic environment.

Common Issues – retention/progression and attainment.

- Disclosure of disability incl. mental health difficulty.
- Staff concerns about wellbeing.
- Not achieving / progressing / non attendance.
- Repeating elements of the course.
- Repeated NECs / R4R.
- Third party contact / concerns.
- Behaviour.
- Unreasonable requests for support.
- Complaints.

Encouraging disclosure.

- Clarity within course handbook.
- Open days.
- Referring to the Student Support Services website.
- Ask at interviews / in communications with students.



Policies and Procedures.

- School Attendance / engagement policies.
- Student Code of Behaviour.
- Fitness to Study Policy.
- Crisis Intervention - Students Causing Concern /Students At Risk.
- Dignity and Respect (including Respect and Consent staff briefing).

(Can be found on eCentral)

- Equality Act (access statements).

Student Support Services – Who are we?

Wellbeing

- Mental Health Support
- Student Support Officers
- Counselling
- (Chaplaincy)

Disability

- Support Workers
- Autism support
- Dyslexia / SpLD Support

Finance

- Fees and Funding
- Money Advice
- Hardship Funds
- Scholarships and Bursaries

International

- Immigration Advice
- Visas

Health

- Campus GPs
- Information, campaigns and self – help.
- Health Risks
- Health services on Campus

Services for Students.



Student Services Appointments.

- 30 minute appointments for students with a range of issues or general concerns, to give brief support and advice.
- Issues - thinking of leaving/deferring/withdrawing/transferring. Settling in and transition including engagement / low level wellbeing /vague &/or multiple presenting issues / health / personal issues.
- Self refer at any Student Services Centre (SSC) desk, email student.support@ntu.ac.uk / phone 0115 848 6060 / website "Need help" section.

Contacting Student Support Services – information for students.

Wellbeing Service.

- Counselling.
- Mental Health Team.
- Student Support Officers.
- [Simple online form](#) available for student and third parties.

Disability Services.

Drop in sessions – 2 hours per week on each campus.

Financial Support.

Online enquiry form.

Financial.support@ntu.ac.uk

Resources for Students

Student Support Services Website

Includes:

- Induction film
- Staying Healthy
- Self Help Resources
- Respect and Consent
- Self referral to Wellbeing Services (I want help)
- Looking after yourself guide
- NTSU Consent is Everything campaign
- Social media:
 - ✓ Find SSS on **Facebook**
- NTU Student Services
 - ✓ Follow SSS on **Twitter**
@NTU_SSC

Support and advice for staff.

- Training and information sessions.
- Consultation.
- Advice.
- Resource development.

Contact:

- **Disability** Services
Disability.support@ntu.ac.uk
- **Fitness to Study** - Sarah Bustard.
- Concerns about a student – **wellbeing** third party referral (with consent of student).
- **Serious concerns** – Student Services Manager / Security.
- **Emergency services** – serious risk to self /others.

Resources for Staff

Training.

Supporting you in Supporting Students.

(2 hours)

Disabled Student and responding to Access Statements.

Tailored sessions to meet your needs.

Mental Health First Aid Training (MHFA)

- MHFA Lite (3 hours)
- MHFA standard (2 days)



Resources.

Student Support Resource Directory

- Format: A – Z pages to photocopy
- Internal and external services

How to respond to distressed students – a guide for staff

Mixed strategy approach.

Academic School.

- Personal Tutor arrangements.
- Attendance and engagement policies.
- Signposting and referral.
- Agreement and implementation of Reasonable adjustments.

Student Support Services.

- Access statements and support arrangements for disabled students.
- Supporting students and liaising with Schools as appropriate.
- Campaigns and wellbeing promotion.
- Targeted support.

Case Study - Student A.

Has acquired brain damage.

Impact on mobility, eyesight, speech, slow neuro processing speeds, limited ability to write and type/ use assistive software, such as voice activated software- dragon.

Academic school.

- Lectures and seminars, facilitated recording.
- Group work - facilitated the same group to work with student to understand his speech and neuro processing speeds.
- Exam/ assessment - agreed to solely assignment based assessments. Preparing appropriate assignments to meet the learning outcomes. All briefs were broken down into bite size questions by tutors to take into account Neuro processing abilities.
- Encouraged placement.

Student Support Services.

- Provided a note taker and a support worker to help student to collate essential information.
- Provided a support worker to facilitate this relationship, clarifying tasks and supporting learning outcomes.
- Worked closely with tutors on how to achieve this and support worker acted as a scribe to type all assignments.
- Liaison with placement provider to ensure understanding and appropriate and realistic support.

Contact details

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