

# Imperial College London

## Student Support & Wellbeing Committee

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**Date:** Tuesday 04 June 2019

**Time:** 14:00 – 16:00

**Venue:** Centre for Academic English, Room S309

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### Present

Department	Role	Name	Initials
Student Services	Director of Student Services	Hannah Bannister (Chair)	HB
	Deputy Director of Student Services	Debra Ogden	DO
	Senior Student Services Administrator	Laura Regan (Minutes)	LR
Disability Advisory Service	Head of Disability Advisory Service	Mary Bown	MB
Faculty Senior Tutors	Faculty Senior Tutor (Engineering)	Lorraine Craig	LC
	Faculty Senior Tutor (Business School)	Benita Cox	BC
	Faculty Senior Tutor (Medicine)	Jeffrey Vernon	JV
Campus Services	Residential Services Operations Manager	Philip Notley	PN
Occupational Health	Director of Occupational Health	Claire O'Brien	COB
Health Centre	Head of Imperial College Health Centre	Sarah Freedman	SF
Registry	Academic Registrar	David Aston	DA
	Head of International Student Support	Lizzie Huckle	LH
	Student Financial Support Manager	Louise Menard	LM
Imperial College Union	Education & Welfare Manager	Fran Hyatt	FH
	Interim Advice Centre Manager	Anna Dodridge	AD
	Advice Centre Advisor	Deborah Hunte	DH
Centre for Academic English	Preessional Administrator	Elaine Homer	EH

### Agenda

#### 1. Apologies

- 1.1. Apologies received from Becky Neil, Mark Kennedy, Paul Noke, Michael Swan and Andrew Willson

## **2. Welcome and introductions**

### **3. Minutes from previous meeting – 09 October 2018**

- 3.1. DA noted that Registry will be working in collaboration with Student Services on the fitness to study/live in halls protocol.
- 3.2. Approved

### **4. Matters Arising and Action Tracker**

- 4.1. HB noted the completed actions.
- 4.2. HB informed the committee the current average wait time for counselling is 23 working days and that Student Services and Counselling are working with Estates to find space for newly appointed counsellors for August.

### **5. SVLOs (DO)**

- 5.1. DO reported the launch of the SVLO awareness raising campaign to all students in May. DO informed the committee next steps would be to analyse data from social media/website and run the campaign twice a year with the next instalment being October/November.
- 5.2. DO reported there has been a small increase in use of the SVLOs but time of year may have impacted the uptake.

**Action:** LR to send COB posters for Occupational Health noticeboards.

### **6. Student Space (DO/LR)**

- 6.1. LR informed the committee of a project to rewrite and rebrand the current Student Space website, to be known as Student Support Zone. The committee were assured that the online migration will be relatively seamless and redirect links have been set-up to ensure anyone accessing via the old URL will reach the new site.
- 6.2. COB questioned whether more publicity could be given to Mental Health First Aiders on the new site as the scheme is available to support students.
- 6.3. DO reported the move to the new site is due for early August and it will be located in the same area of imperial.ac.uk under 'Current students'.

**Action:** LR to circulate updated short URL to committee before the launch of the site.

### **7. Student Comms (LR)**

- 7.1. LR informed the committee of a joint venture between central Communication team, Sport Imperial, Student Service and Security to create a student-facing campaign(s) on the topics of health & wellbeing and personal safety. LR invited members of the committee to express interest to get involved with the project.
- 7.2. DH informed the board the Union have launched a small project to improve wellbeing provisions for students.
- 7.3. The committee discussed cross-promotion of services, thematic campaigns that interact with multiple services and a coordinated visual approach.
- 7.4. HB encouraged the committee to get involved when the project team get in touch.

### **8. Student Newsletter (HB)**

- 8.1. HB reminded the committee about the monthly newsletter, Inside Imperial, for all UG students and asked members to consider what relevant information their services might be

able to contribute as content. HB reminded the committee information for PGs should go through the Graduate School.

8.2. HB reported the newsletter has had positive analytics for open/read rates

**Action:** LH to send HB/DO email regarding advertisement of events in the newsletter. HB/DO to get clarity on procedure for event advertisement from the comms team.

## 9. Service Updates

9.1. LH reported the EU settlement scheme is not a priority with delays to Brexit. The Tier 4 pilot scheme will likely be superseded by the Immigration White Paper granting an addition 6 months to student visas after their studies. Discussing with the Home Office visa complications when students change courses. eGates replacing border control causing significant issues for Tier 4 students, building guidance into an official letter from the College. Reporting on impact of third-party organisation processing visa applications to the Home Office.

9.2. DA reported Registry are treating Brexit as an emergency situation to minimise impact as an ongoing piece of work. Moving towards a single set of regulations for students which will go to QAEC then Senate for approval after which they can be published.

9.3. LM reported EU students will have the same financial status as previous years. The Student Support Fund received approx. 450 application with a success rate of approx. 60%. Targeted email campaign saw an increase in PGT applicants. Completing a review in August and welcome feedback. BC noted the fast-tracking students needing swift support was useful and should be considered to be written into procedures.

9.4. FH reported the Deputy President (Welfare) working to launch the Wellbeing Map linking support services in July/August. The Wellbeing Representation Network is looking for a platform to report feedback to Support Services directly in addition to department representation. The Education & Welfare team are operating at reduced capacity. The committee discussed feeding Wellbeing Reps into existing structures and replicating the model in the Faculty of Engineering.

9.5. AD reported they will be interim Advice Centre Manager for 6 months. Completed campaigns around wellbeing, exams and mitigating circumstances. The committee discussed the implementation of the new mitigating circumstances policy, the challenges of self-certification and department advice that is misaligned with the current policy. LC reported there is a review of mitigating circumstances happening which is a continuing piece of work. SF offered to compile a list of common certified issues at the end of term.

9.6. SF reported the Health Centre have run an MMR campaign in response to an increase of measles and mumps cases in young adults in the local area. Running a social media workshop that needs advertising. Psychotherapy appointments congested. Running sexual health clinic providing screening and advice. Long-term looking at developing in-house ADHD service in response to inadequate service at Northwick Park. Health Centre will be open on the weekend at the start of the Autumn Term.

**Action:** LR to forward advertisement for social media workshop to central comms.

9.7. PN reported issues with Banner, the migration of information and SIMP project has delayed communications about accommodation, offer holders have been made aware. Roadshows were well attended. Student Hubs appointed 2 front of house fixed term assistants.

Safeguarding training and refresher sessions being held for Residential Life staff. Student Hub presence at White City has been reduced to once a week due to lack of demand.

- 9.8. COB reported the Mental Health First Aid project is getting closer to target of 1 Mental Health First Aiders to every 50 members of the College community, with the hope of achieving by 2020. FH reported some members on the website are no longer employees which would need to be verified and updated.
- 9.9. MB reported the advice team are operating at reduced capacity however student wait times are no longer than a week. Looking to start drop-in sessions this calendar year. Updating accommodation subsidy applications to require independent evidence is supplied. DAS website to be overhauled and updated. Reasonable Adjustment Fund committed to £119,000, clearer this year on the student needs. Working on inclusive teaching and facilities across several areas. SIMP project might cause issues with identifying students who have declared a disability.

#### **10. AOB**

- 10.1. HB informed the committee Warden recruitment is currently taking place, open to academic staff. The committee commented on opening this up to Professional Services staff and improving the support structure for Wardens.
- 10.2. HB informed the committee of a working group looking at sexual harassment provisions for staff and students. HB reported there will be an anonymous reporting tool and currently working with EDI Centre to expand the staff support scheme to incorporate students, increasing the number by 10-12 harassment supporters.

**Meeting concludes:** 15:38

**Date of next meeting:** TBC

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