

# Imperial College London

## Student Support & Wellbeing Committee

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**Date:** Tuesday 05 February 2019

**Time:** 14:00 – 16:00

**Venue:** Business School LG19A

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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
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
Student Hub	Student Hub Manager	Sue Mannion	SM
	Acting Student Hub Manager	Michael Swan	MS
Registry	Head of International Student Support	Lizzie Huckle	LH
	Student Financial Support Manager	Louise Menard	LM
Chaplaincy	College Chaplain	Andrew Willson	AW
Imperial College Union	Deputy President (Welfare)	Becky Neil	BN
	Advice Centre	Deborah Hunte	DH
Hall Wardens	Woodward Hall Warden	Mark Kennedy	MK
Centre for Academic English	Preessional Administrator	Elaine Homer	EH

### Agenda

#### 1. Apologies

1.1. Apologies received from Sarah Freedman, Dan Balint, Paul Noke, Monica Marinescu, David Ashton and Rosie Summerhayes.

#### 2. Welcome and introductions

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

3.1. Approved

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

- 4.1. HB reported that space for the newly appointed counsellors had been approved and that Estates were looking for appropriate rooms. It was noted that new appointments will take place in SALC until there is a permanent solution.
- 4.2. DO reported that the Student Services team will be changing the brand and structure of the Student Space website with a view to launching in September. It was noted that the team are currently meeting with stakeholders and assessing impact.

**Action:** DO to arrange meeting with the Student Hubs communications team

- 4.3. It was noted that the following were continuing actions: Registry improving regulations and management of students on Interruption of Studies; Registry writing fitness to study/live in halls protocol; HB finding permanent space for the Counselling Service.

### **5. Response to Student Support Strategy (HB)**

- 5.1. HB reported that consultation went well with just shy of 500 staff and student responses. It was noted that feedback was generally positive with no glaring issues or disagreements. HB informed the Committee it would be taken to Provost's Board in February or March.
- 5.2. HB reported the Mental Health Strategy will involve a research piece into the root causes of poor mental wellbeing at the College to help inform initiatives on student mental health.
- 5.3. HB reported work on a central case management system has begun. The system needs to capture issues students are asking support for and interact with student records, it will enable information sharing across services. A proposal will be sent to the Project Resource Investment Board.

### **6. Student Accommodation Subsidy (MB)**

- 6.1. MB reported the new student accommodation subsidy did not receive as many applications as expected, with the majority not being approved. Following online advertisement there was hope applications for 2019 will increase.
- 6.2. It was noted that issues with payments in term 1 have been resolved and the subsidy carried over into rent payments for term 2.

**Action:** MB to amend the subsidy criteria to request independent evidence rather than self-reporting and evaluate other aspects of the criteria in advance of 2019 cohort.

### **7. Service updates**

- 7.1. LM informed the committee the Student Financial Support Service had been hosting activities in partnership with the Union for National Student Money Week. The Service will be running a staggered campaign for the Student Support Fund targeting EU and Masters students. LM informed the committee they are working on changes to the maternity and paternity fund in the hope to present to Provost in March.
- 7.2. LH reported the EU Settlement Scheme for students is in its pilot phase, guidance for students is on the website and staff are being trained on EU Settlement. Areas of complication for students on study abroad and those outside the UK on 29 March. There is uncertainty over what a future immigration system will look like.

- 7.3. SM informed the committee that MS will be the Acting Student Hub Manager until further notice. The Student Hub will be running a private housing event in March. SM informed the committee that Student Hub's presence at White City does not see many students.
- 7.4. MB reported one advisor is on long term sick leave. DAS had been attending White City but due to capacity issues will only return on a monthly basis. MB reported the SpLD workshops pilot in faculties has been relatively successful. MB informed they will investigate whether an in-house mentor will be more financially viable with the current demand. The Inclusive Technology programme is now arranging 1-2-1 tutorials with students. MB reported that government changes to applying for the Disabled Students' Allowance might impact procedures. MB reported the new administrator had started in the department.
- 7.5. AW reported current programmes are running successfully. Business School recently dealt with a bereavement and were able to take the administrative burden of mitigating circumstances off students who might have been affected. Remembrance Service on 11 November went well, looking at possible scaling down. AW reported the Chaplaincy will be temporarily moving to the old Chemistry Building at Easter onto levels 4, 6 and 7.
- 7.6. BN reported recruitment for a new Advice Centre Manager was unsuccessful and there may be temporary staff put in place while recruitment continues.
- 7.7. HB informed the committee Rosie Summerhayes is on sick leave, Claire Fox will cover in her absence.

## **8. AOB**

- 8.1. HB informed the committee the a new UG student newsletter will launch in February and have a monthly issue. Any contributions for content, speak to Martha Nahar.
- 8.2. HB informed the committee the OE evaluation for induction received a 7/7.5 out of 10 score. The learning from the evaluation will be embedded into the 2019 induction.

**Action:** HB to circulate OE evaluation presentation when complete

- 8.3. LC reported some students have been waiting 5-6 weeks between initial counselling assessments and second appointments. HB informs there is a plan to do daily drop-in triages when logistical issues have been overcome.

**Action:** HB to check with Claire Fox on current appointment waiting times.

- 8.4. JV commented on the Health Centre assessments for students returning from interruption with issues arising when the Health Centre have never met the student before so cannot complete an assessment and the students do not know their interruption status is due to health reasons. HB informed there is guidance being written for these situations. MB suggested mentoring through the Disability Advisory Service may help students on return.

**Action:** HB to circulate proposed procedures on Interruption of Studies to Faculty Senior Tutors before implementation.

**Meeting concludes:** 15:30

**Date of next meeting:** Tuesday 4 June 2019, 14:00 – 16:00

**Venue:** S309 Sherfield (Centre for Academic English)

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