
Student Support and Wellbeing Appointments: Guidance for Students

2020-21



| | |
|--------------------------------------|---|
| Introduction | <p>In order to keep you safe we have looked at how we deliver appointments with the Student Support and Wellbeing Team, this includes, Student Guidance, Student Wellbeing, Disability Support, Chaplaincy and International Student Support.</p> <p>Please be aware that Trent no longer has a reception area – all appointments should be booked online but if you are finding this difficult please contact the Student Hub:</p> <p>Telephone: 01782 294751</p> <p>Email: studenthub@staffs.ac.uk :</p> |
| How do I book an appointment? | <p>You can book an appointment via https://bookings.staffs.ac.uk/ if you know who you would like an appointment with. Please note that Student Wellbeing appointments cannot be booked via this link – you would need to complete the contact form or contact Student Wellbeing directly – studentwellbeing@staffs.ac.uk</p> <p>If you are not sure who you need to see, then please complete the 'contact Student Support and Wellbeing form'</p> <p>If you cannot use this link, you can also find links to the form on the current student webpage under the Student Support section and on the Student Hub webpage via the 'contact Student Support and Wellbeing' button to the right of the screen.</p> <p>We are continuing to offer appointments online or by telephone – for information about the availability of face to face appointments, see What about face-to-face appointments? Section in this document.</p> <p>If you are having difficulty accessing the booking system or making an appointment, please contact the Student Hub. Contact details are in the introduction to this document.</p> |

| | |
|--|--|
| <p>Which email address should I use?</p> | <p>Please ensure that when booking an appointment or completing the contact form that you use your student email address and not your personal email address – we will not be responding to personal email addresses moving forward as we have no way of checking that personal email addresses are genuine.</p> |
| <p>What do I do when it is time for my appointment?</p> | <p><i>Online</i> – make sure you have access to a device that has the appropriate app on it for an online video call to take place e.g. Microsoft Teams, Zoom. The person you have made an appointment with will contact you at the time you have booked.</p> <p>If you do not have access to a PC, then please note that there is a PC in R105 (Science Centre) that you can be booked into by the advisor you are seeing. There is also a student PC in the hub if the conversation is not confidential</p> <p><i>Telephone</i> – make sure you are able to take the telephone call on the number that you have provided. The person you have made an appointment with will contact you at the time you have booked. Please ensure that your telephone number is up to date on e-vision.</p> |
| <p>What about face-to-face appointments?</p> | <p>Only in very exceptional circumstances will face-to-face appointments take place – e.g. where online or telephone will not be appropriate e.g. mediation between students. Unfortunately, at the moment face-to-face appointments will only be available at the Stoke Campus. This will be reviewed regularly.</p> |

| | |
|---|--|
| <p>What can I expect from face-to-face appointments?</p> | <p>All staff involved in face-to-face appointments will be wearing clear plastic face shields and for some appointments there may also be clear plastic screens between you and the member of staff you are having the appointment with.</p> <p>If you want to wear a face-covering to your appointment, then please do. The following steps <i>only apply to face-to-face appointments</i></p> <ol style="list-style-type: none"> 1. Attend your appointment no more than 5 minutes before your appointment time 2. For appointments with Student Guidance Advisors, Disability Support, International Student Support and Chaplaincy please go to the Student Hub. For Student Wellbeing appointments please go to Trent Building 3. Use hand sanitiser provided at the entrance and observe social distancing (2m) 4. For appointments in the Student Hub, book-in at the Student Hub desk. You will be given a buzzer 5. Your appointment will take place in the following rooms: Chaplaincy – Room 2 Student Hub Disability related Support – Room 3 Student Hub Student Guidance Advisor – Room 4 Student Hub Student Wellbeing Team – Trent Building 6. For appointments in Trent arrive no more than 5 minutes before your appointment as you will not be able to access the building. At the time of your appointment, the member of the team you are seeing will meet you at the door of Trent. Please ensure that you wait 2m away from the door. |
|---|--|

| | |
|--|---|
| <p>Mental Wellbeing appointments – One at a time model.</p> | <p>The Student Wellbeing Team offer counselling and mental wellbeing support to students who are experiencing mental wellbeing difficulties in relation to their academic and day to day lives.</p> <p>We offer one-at-a-time appointments This means each appointment will be a standalone appointment – with the option to arrange further appointments during the academic year.</p> <p>A single appointment may be sufficient in itself (many students find that one appointment is enough) But you can book another appointment with our team if you feel you need to at any stage. This gives time to reflect on what was discussed and to try out any suggestions or other options of information and support before making another appointment.</p> <p>We can also offer short-term counselling or follow on mental wellbeing support where appropriate. In addition, we can signpost or refer you to NHS or other community services, particularly where specialist or longer-term support is needed.</p> |
| <p>Anything else?</p> | <p>Please ensure that you maintain social distancing at ALL times. Wash hand regularly for 20 secs or use hand sanitiser regularly if this is not possible.</p> <p>Please do not come to Trent Building <i>unless</i> you have an appointment as currently there is no reception area.</p> |