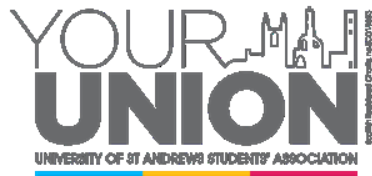


Student Mental Health Agreement 2019/2020



University of
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Academic Year 2019/20

**Revised April 2020*

University of St Andrews Student Mental Health Agreement:

Introduction & Background

The University of St Andrews has undertaken significant work in the development of its student wellbeing, mental health and suicide prevention agenda in recent years. The University is responding to leading research and key policy work from both academic and political contexts, as Higher Education Institutions (HEIs), Universities UK (UUK) and the Scottish Government continue to recognise student mental health as a priority agenda item.¹ This work has equally sought to respond to a dynamic socio-educational context in which there has been a significant increase in the numbers of students and staff reporting mental health issues across the university sector.² The Institute for Public Policy Research's 2017 study, 'Not by Degrees: Improving Student Mental Health in the UK's Universities', provides a valuable report on the contemporary challenges that UK Universities must meet in order to improve the mental health and wellbeing of students. These challenges are represented by key findings such as:

- The present generation of young adult students are more likely to experience mental illness than previous generations;
- The number of students disclosing a mental health condition to their university has sharply risen over the past decade;

¹ For the UUK Stepchange Framework, please see: <https://www.universitiesuk.ac.uk/policy-and-analysis/stepchange/Pages/framework.aspx>; for the Scottish Government's Mental Health Strategy, see: <https://www.gov.scot/publications/mental-health-strategy-2017-2027/>; for the Scottish Funding Council's (SFC) paper on mental health (14 November 2018), see: http://www.sfc.ac.uk/web/FILES/committeepapers_14112018/AIC18_23_Mental_Health.pdf.

² This increase in numbers is also evident at the University of St Andrews where, for example, the number of students disclosing a mental health disability has more than doubled – from 250 students in the academic year 2014/15 to 542 in 2018/19.



- In cases where there is a shortage of support provision, poor mental health can lead to increased risk of students dropping out of university, or in the most severe and tragic cases, death by suicide;
- Universities have, over the past half-decade, experienced a dramatic increase in demand for counselling and disability services.³
- As at other institutions across the UK, St Andrews students can also be susceptible to poor mental health as a result of the various academic, financial and social pressures they will face during their time at university.

For these key reasons, student mental health and wellbeing is an institutional priority at the University of St Andrews, and we have committed to delivery on a Student Mental Health Agreement and University Mental Health Strategy.⁴

At the heart of the University's development of its student mental health and wellbeing agenda is a 'whole-institution' approach, and the principle that student and staff mental health is everyone's business. Key research and sector guidance both advise that a 'whole-university' approach is fundamental to the path forward for HEIs to improve the mental health and wellbeing for students. Whole-university approaches are comprised by 'buy-in and direction from senior leadership', the integration of the mental health and wellbeing agenda as part of curricula, and the fostering of university environments that proactive, informed and responsible in supporting student mental health.⁵ This policy recommendation is echoed in the Universities

³ See the Institute for Public Policy Research's *Not by degrees: Improving student mental health in the UK's universities* (2017): <https://www.ippr.org/publications/not-by-degrees>

⁴ The University's wellbeing agenda is steadily growing throughout the institution. Many academic schools have successfully appointed designated members of staff as 'Wellbeing Officers', to coordinate wellbeing initiatives within the school and beginning work to embed wellbeing in the curriculum. Non-academic departments facilitate wellbeing-oriented sessions with the Centre for Educational Enhancement and Development (CEED) or Organisational and Staff Development Services (OSDS), and contribute to the activities coordinated by the cross-institutional Wellbeing & Engagement group.

⁵ See the Institute for Public Policy Research's *Not by degrees: Improving student mental health in the UK's universities* (2017). <https://www.ippr.org/publications/not-by-degrees>



UK Stepchange Framework (2017) and in the UUK and Papyrus's report and recommendations in 'Suicide Safer Universities' (2018), to guide university leaders in preventing student suicides.⁶ With representation from the Principal's office, academic schools, Student Services, professional services and the Students' Association, institutional working groups such as the Mental Health Strategy group and Suicide Safer University Strategy group provide a supporting framework of key stakeholders that we believe can effectively support our successful delivery on our Student Mental Health Agreement objectives.

University of St Andrews Mental Health Strategy

The University of St Andrews Mental Health Strategy was published in January 2020: <https://www.st-andrews.ac.uk/policy/academic-policies-quality-and-standards/mental-health-strategy.pdf>. The aim of the strategy is to raise awareness and to reduce stigma about mental health issues, to foster a collegial, responsible and supportive workplace, to enhance the support available to students and staff and to increase awareness of, and participation in, wellbeing activities. While specific to the context and needs of the University of St Andrews, the strategy reflects the themes put forward by Universities UK's Stepchange Framework for mental health in higher education (2017).⁷

The strategy's core foundations are the following:

- **Leadership:** As a strategic priority of the university, mental health and wellbeing will be supported by the Office of the Principal and the Students' Association. We will help our community as a whole to show leadership and take responsibility for supporting mental health and wellbeing at all levels across the University.

⁶ See Universities UK's '#Stepchange: Mental Health in Higher Education' at <https://www.universitiesuk.ac.uk/stepchange>; for UUK and Papyrus's guidance for universities on preventing student suicides, see: <https://www.universitiesuk.ac.uk/policy-and-analysis/reports/Pages/guidance-for-universities-on-preventing-student-suicides.aspx>.

⁷ For full details on the UUK Stepchange Framework, see: <https://www.universitiesuk.ac.uk/stepchange>



- **Promotion and Prevention:** We will work to destigmatise mental health issues and we will examine the areas in which stress and anxiety for students and staff can be reduced, resilience enhanced and a positive environment for mental health and wellbeing created.
- **Suicide Prevention:** We will deliver a suicide prevention strategy for the University.
- **Early Intervention:** We will continue to encourage early disclosure of mental health issues, deliver appropriate supports and enhance communication of available services.
- **Transitions and Pressure Points:** We will work to support students and staff at key transition points in their university careers.
- **Support for Students:** We will provide clearly sign-posted and accessible support services and training for students, including targeted support for those facing additional challenges.
- **Support for Staff:** We will improve communication around support services and we will increase training for staff to help themselves and others and to create a healthy working environment.
- **Partnerships:** We commit to cultivating and extending partnerships both internally and externally to deliver the best possible mental health support for students and staff.
- **Data and Monitoring:** In addition to keeping abreast of relevant national and international developments and best practice, we commit to the ongoing evaluation of needs of staff and students at St Andrews as the evidence base for our actions and, further, we commit to measuring their effectiveness over time.

The four key objectives of our inaugural Student Mental Health Agreement are aligned with these guiding tenets of the University Mental Health Strategy. This coherence between the SMHA and Mental Health Strategy (MHS) is reflected in the working models for delivering on each strategic document. Our SMHA working group sit on the MHS Taskforce, which meets monthly to plan for, and report on, the delivery of the MHS objectives. In turn, the SMHA working group reports on our development and delivery of our SMHA aims at the MHS Taskforce meetings, which provides an opportunity to bolster our ‘whole University’ approach to student mental health and liaise with key University stakeholders who lead institutional work in wellbeing, mental health and suicide prevention.



Developments for student mental health within Student Services

Represented on our SMHA working group and Mental Health Strategy Taskforce, Student Services shares, and delivers on, our institution's commitment to the vision for a socio-educational environment in which mental health and suicide prevention is everyone's business. Fitting this 'whole University' approach, Student Services not only provides front line support, psychological therapies, practical support for disabilities, money and international advice for students; the Unit plays a key role in institutional frameworks for development of wellbeing, mental health and suicide prevention resources and initiatives, works closely with Academic Schools to support staff and students, and fosters strong working partnerships internally and externally to deliver a high quality service and contribute to making St Andrews as informed, compassionate and supportive a community as it can be for every person.

University of St Andrews Student Services are the first psychological therapy service to have received the Royal College of Psychiatrists/ British Psychological Society APPTS (Accreditation Programme for Psychological Therapies Services) accreditation in Scotland and only the second HEI to have received it in the UK. Following the successful review of the upholding of APPTS standards, the service's accreditation has been renewed through to July 2021.



Student Services' Matching Care model includes wellbeing support and counselling, as well as CBT and mental health coordination. The guiding principles of Student Services Matching Care are: (i) to promote the autonomy, resilience and independence of students by offering the lightest effective interventions; (ii) to offer equity of access and appointments suited to students' needs at the right time; (iii) to prudently and efficiently use the service's resources in order to deliver for every student. The Matching Care model is guided by evidence-based



practice and the CORE 34 Outcome Measure, which provides a consistent framework for all practitioners working in the Wellbeing, Counselling and Mental Health team and guides the provision of support suited to student's needs at the right time. This Wellbeing, Counselling and Mental Health team works as part of an integrated, cohesive Student Services team working to deliver support in key areas that can impact on the wellbeing and mental health of students – including disability services, money advice, international student advice and a front-facing Advice and Support Centre (ASC) for student enquiries, service access, signposting and information.

Student Mental Health Agreement 2019/20: Our Core Objectives

Four key agenda items comprise the University of St Andrews Student Mental Health Agreement 2019/20. These items seek to develop and better publicise new or existing sources of support at the University, to identify new resources and strategic frameworks for supporting student mental health in our community, and as a result, to cultivate a stronger sense that the social and educational environments that comprise the University of St Andrews are ones in which student mental health is everyone's business.

Agreed in advance of our SMHA development at the Think+ Student Mental Health conference on Monday 22nd July 2019, our four key objectives for academic year 2019/20 are:

- 1. To build 'whole institution' awareness of the variety of sources of support for student mental health and wellbeing at St Andrews through the production of collaborative resources**

There are many avenues for professional and peer-led support for students at St Andrews, and many valuable pockets of activity that promote mental health and wellbeing across the institution. We aim to bring together this range of activities and support avenues by delivering widely-publicised, awareness-raising resources – produced in collaboration between the University and Students' Association.



2. To develop and deliver campaign work that destigmatises mental health problems and reaching out for support

We are committing to delivering campaign work to destigmatise mental health problems, and to effect positive change in our community by promoting the value of accessing support and talking about our mental health. In this academic year, we believe we can achieve this vital work through two focused campaigns: (i) a whole-University 'Recovery Stories' print, digital and social media campaign where a range of staff and students share their experience of recovery from mental health problems or period of emotional distress; (ii) 'No Problem too Small' – a campaign that develops from the Students' Association's highly successful Peer Support programme and aims to remove barriers that might prevent students from speaking up about mental health. In light of the COVID-19 pandemic, collaborative agreement was reached to redirect the SMHA working group resources to focused campaign work to promote wellbeing information, support and resources fitting the unique, significant challenges pandemic and lockdown conditions present for student mental health.

3. To enhance student and staff literacy around mental health through publicity, information and training

In recent years, both students and staff have demonstrated a marked willingness to nurture a socio-educational environment that is compassionate, informed and inclusive in relation to mental health and wellbeing. Following our recent successes in this area, we are dedicated to the continuous improvement of training, resources and publicity that will ensure students and staff across the institution have enhanced opportunities for improving literacy in mental health, wellbeing and suicide prevention. Our goal is that all students and staff at our institution are empowered to play their part in a compassionate and caring community, and equipped to provide effective first responses to help others who may be struggling or in crisis – and to better support their own mental health and wellbeing as a consequence.



4. To develop new work that addresses the risk factor that alcohol and drugs can present for student mental health and wellbeing ⁸

This year, we will work to establish an Alcohol Awareness branch of our Students' Association's successful 'StAnd Together' project. Building from StAnd Together's successful framework and implementation models for 'Got Consent?' and Peer Support, this Alcohol Awareness branch will deliver events, campaigns and initiatives that work to better inform and empower students, and mitigate risks to mental health linked to alcohol usage. We see the establishment of this branch as a valuable opportunity to lay vital groundwork for subsequent work focused on drug use and mental health in the next academic year and our second iteration of a Student Mental Health Agreement.

Student Mental Health Agreement Signatories - Monday 22nd July 2019

Flora Smith

Director of Wellbeing, Students' Association

Ruth Unsworth

Deputy Director, Student Services

Student Mental Health Agreement Working group 2019/20

- Flora Smith - Director of Wellbeing, Students' Association
- Ruth Unsworth - Deputy Director, Student Services
- Joely Nicol – Mental Health Development worker, Student Services
- Dr Adam Welstead - Mental Health Development worker, Student Services

⁸ Our focus on alcohol and student mental health for 2019/20 is aligned with the eighth key recommendation for UK universities from the Royal College of Psychiatrists' report 'Mental Health of Students in Higher Education' (2011): https://www.rcpsych.ac.uk/docs/default-source/improving-care/better-mh-policy/college-reports/college-report-cr166.pdf?sfvrsn=d5fa2c24_2



Student Mental Health Agreement Deliverables – Six Key Strategic Events

1. 'UniDrama' Student Induction Events

In our projects development work that followed our plans made at the Think+ Student Mental Health conference on Monday 22nd July 2019, we undertook work to model a Student Induction event with our existing partners 'Unidrama'. The Student Induction events (sessions held on Monday 9th September 2019 from 14:00 – 17:30, at Younger Hall) provided a holistic range of key messages, information and guidance for all entrant students related to mental health and wellbeing.

Through the performance of scenarios and interactive discussion with the student audience throughout, the induction event articulated key messages about the array of challenges to wellbeing and mental health that anyone might encounter while at University. The event also provided some vital guidance on how students might respond to a crisis or concerns about another student's welfare or mental health, used the dramatic form and socratic dialogue to de-stigmatise mental health problems, and raised awareness about key emergency contacts and resources available to them across key University buildings and residences.

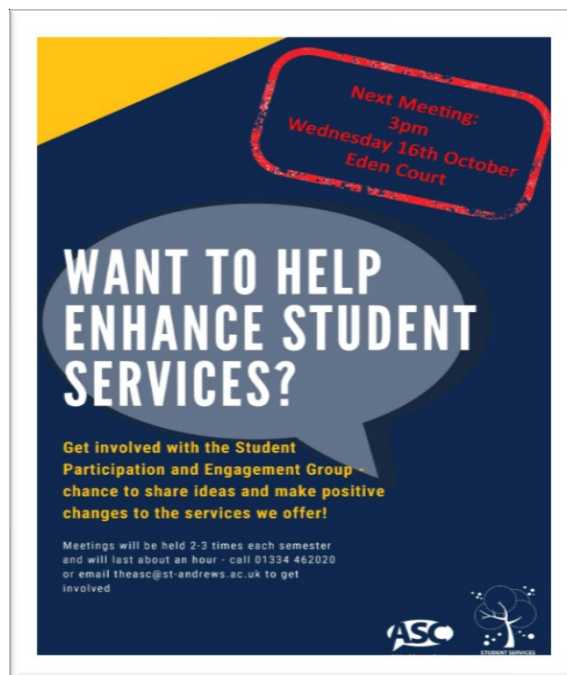


2. Student Participation and Engagement Events

We are committing to running Student Participation and Engagement Events 2-3 times per semester in academic year 2019/20. These events will provide students with the opportunity to share their feedback, ideas and suggestions related to mental health and wellbeing support at Student Services and the University. These events provide opportunities for the University to enhance its support services offering, with student voices taking a key place at the heart of our development.

Led by the work of our SMHA working group, the Participation and Engagement Group is now undergoing development for 2020/21 to promote and enhance the group to build a wider and more representative network of participants. This development is likely to result in a regular cohort of members, but the group will continue to be open to any student who uses services or has an interest in contributing to development of wellbeing and mental health services and resources for students. Our SMHA group has identified closer collaboration with the Students' Association Wellbeing Committee as a means of achieving this goal.

These events took place on 16th October 2019, 4th December 2019, 4th March 2020 and through email feedback gathered during the COVID-19 pandemic in early April 2020 (in lieu of an in-person event).



3. Students' Association 'Wellbeing Week'

We will collaborate to run a University wide "Wellbeing Week" from Monday 30th March to Sunday 5th April. This will be coordinated by the Students' Association's Wellbeing Subcommittee. This week will aim to highlight the importance of mental wellbeing, with events covering a wide range of wellbeing issues. This week will include wellbeing events from a range of groups, including societies, sports clubs and University halls of residence.

This Wellbeing Week project was unfortunately impacted by the Covid-19 pandemic. During these dates, the Students' Association redirected efforts to develop its online resources. These resources included information on existing support, ideas for how to look after your mental health during lock down and some ways to practice self-care and manage the challenges of lockdown through yoga videos, positive Instagram accounts and arts and craft ideas. These resources have continued to be posted long after the official end of Wellbeing week, including a positive news round up which is posted every Sunday evening.



4. Wellbeing and digital community during the COVID-19 pandemic

In light of the COVID-19 pandemic, it was discussed and agreed by our SMHA working group and MHS Taskforce that our campaign resources would be redirected to address supporting student and staff with resources for wellbeing and mental health during the pandemic crisis. Our SMHA members undertook work on the development and enhancement of a 'Wellbeing Hub' that would be prominent on the University landing page, covering a range of Wellbeing and Mental Health information, guidance, evidence-based resources and key contacts for students, staff, and specific groups such as carers. The University of St Andrews Wellbeing Hub is accessible via the following link: <https://www.st-andrews.ac.uk/coronavirus/wellbeing/>.

In collaboration with the University Mental Health Strategy Taskforce, our SMHA working group will also deliver a University-wide 'Five Ways to Wellbeing' social media campaign during the Mental Health Foundation's Mental Health Awareness Week, 18th – 24th May 2020. The campaign will provide a platform for connection, community and engagement through interactive posts, videos and stories shared via Instagram, Twitter and Facebook, featuring staff and students sharing their tips and practices for their guided and themed by the evidence-based 'Five Ways to Wellbeing'.⁹



⁹ See the New Economics Foundation's 2008 'Five Ways to Wellbeing' report here: <https://neweconomics.org/2008/10/five-ways-to-wellbeing>



5. Alcohol Awareness and the 'Fablo' Project

Led by the new Alcohol Awareness branch of 'StAnd Together', we will collaborate to deliver an Alcohol Awareness campaign and identify new resources and avenues that will help students to drink safely and reduce risks to their mental health and wellbeing. This includes the development of training for societies and sports teams focusing on how to ensure that Students' Association-run events are inclusive for those who do not drink. This training is currently in development and will be ready for the 2020/2021 academic year.

Led by the Students' Association Director of Wellbeing, a key initiative at the outset of academic year 2019/20 has been the introduction of the 'Fablo' – a non-alcoholic alternative to the widely known alcoholic drink, the 'Pablo'. As part of a Freshers' Week "Pace Yourself" campaign, Student Services and the Students' Association provided £250 each towards funding 500 free Fablos which were available to students throughout the week. This initiative was widely praised by the student community, including positive feedback in Students' Association surveys.



6. LGBTQ+ Rainbow Campaign Events

We will work collaboratively with colleagues and students across the institution in order to undertake strategic campaign work, and the distribution of resources, with a view to enhancing our environment as one that is inclusive and proudly allied with our LGBTQ+



community. As part of the campaign, we will be encouraging staff and students to add gender pronouns to their email signature and social media to promote our values of inclusion and acceptance, and to raise awareness of LGBTQ+ representation and community events across St Andrews. We hope to encourage both students and staff to show support for the community by wearing University of St Andrews Rainbow lanyards, and will run publicity events at key locations – the University Library, University halls of residence, the Students' Association - in order to promote the campaign, distribute rainbow merchandise and engage students to participate in person and via social media. The aim of the Rainbow campaign is to show solidarity and support for the LGBTQ+ community through a 'whole University' campaign approach. The campaign will be carried out during LGBTQ+ history month, February 2021, and involve the whole university community.



Student Engagement, Feedback and the Student Mental Health Agreement

Student engagement and feedback have been at the foundation of our Student Mental Health Agreement agenda items for 2019/20. This section details the range of development areas identified by students through the Students' Association and Wellbeing



Committee, student participation and engagement group forums facilitated by Student Services, in addition to feedback from Athletic Union clubs and student leaders and the Saints Wellbeing partnership. The formal survey feedback cited below was collected in academic year 18/19 through the course a week in November 2018, March 2019 and April 2019; the 19/20 feedback was collected in participation and engagement events on 16th October 2019, 4th December 2019, 4th March 2020 and through email feedback gathered during the COVID-19 pandemic in early April 2020. Throughout academic year 19/20, a range of student feedback was raised by the Students' Association Director of Wellbeing on a monthly basis at the University Mental Health Strategy group meetings, on which all four members of our SMHA working group sit; equally our regular SMHA working group meetings provided a platform for feedback transfer from Student Services, the Students' Association and its key groups such as the Wellbeing Committee.

Key student feedback via the Students' Association, Wellbeing Committee & Saints Wellbeing:

Suggestion #1:

Students reported often not being fully aware of the range of services and support available to them across the University, and on how best to access those services. It was suggested that more work could be done to help students find this information and access University, peer or external support.

Actions taken:

Our SMHA group undertook work to produce a collaborative resource – the 'Guide to Student Support at University' – that would include University services, peer support and Students' Association resources, Chaplaincy and information on a range of related support services such as disability and money advice. This resource was completed in spring 2020 and will be in place for academic year 2020/2021. Not only will the resource be available in key areas in hard copy format, and in digital format – we are developing the Guide to be integrated in to the University Orientation App, which is the key University resource each September and allows us to reach the vast majority of entrant students in Autumn 2020.



Suggestion #2:

Students reported they would like to know more about how to better help a friend who is struggling with their mental health.

Actions taken:

This theme has been central to student feedback for some years – for instance, it was a notable point from the University’s first ‘mental wealth Wednesday’ in 2013. A number of efforts have addressed the feedback since that time, however our SMHA group are agreed that our new work should strive to achieve *sustainability* in this area – especially in the Students’ Association which experiences annual turnover within committees and Sabbatical teams. Actions taken in line with SMHA agenda item #3 - enhancing student and staff literacy around mental health through publicity, information and training – saw the development of an enhanced Peer Support training, and a sustainable ‘Train the Trainers’ programme. This was delivered in spring 2020 in Student Services and Students’ Association-delivered training for Peer Supporters, and through Saints Wellbeing training for staff, coaches and student club captains from the Athletic Union. This training equips trainers to facilitate discussions and workshops for their clubs, societies and within their halls of residence, enabling us to reach a wider base of students with a programme that equips students with: (i) active listening skills, (ii) information and awareness on mental health and wellbeing, and (iii) with knowledge of emergency contact points, University services and avenues for support, in order that they can effectively signpost to the right sources of help.

We believe further proactive work is possible in this area through an awareness-raising campaign - #AskTwice – which highlights the often natural response to automatically affirm that we are okay when perhaps we are struggling, and encourages peers and friends to ask twice, showing their care and communicating their care and willingness to listen. This campaign is under development for the next academic year 2020/21, and would be a print, digital and social media campaign that would be tailored with text and imagery applicable to its screening and publicity areas – the library, halls of residence, academic schools, the sports centre and Students’ Association, to name a few.



Suggestion #3:

Our Saints Sport community – clubs, societies, committees, captains and coaches have raised feedback that additional training appropriate to their settings and roles would support them. Often friends, colleagues and coaches notice something isn't right within sports settings, or often as trusted persons stories and disclosures are shared within the community.

Actions taken:

Additional tailored training through the 'Saints Wellbeing' collaborative partnership between the University Sports Centre, the Students' Association Athletic Union and Student Services has been delivered. As above, this training equips staff and students with: (i) active listening skills, (ii) information and awareness on mental health and wellbeing, and (iii) with knowledge of emergency contact points, University services and avenues for support, in order that they can effectively signpost to the right sources of help. Additionally, the training provides a scenario workshop tailored to the participants' contexts, enabling them to collaboratively put their new skills in to practice and raise questions and feedback together.

Student Surveys and Participation & Engagement Group Feedback

Suggestion #1

A number of students reported that when personal difficulties and mental health challenges arise and impact on their studies, they have experienced some difficulties in communicating with academic schools and felt that communications and understandings could be bolstered to better support students.

Actions taken:

SMHA agenda item #3 - enhancing student and staff literacy around mental health through publicity, information and training – seeks to further develop existing efforts to support academic and professional services staff across the University in understanding mental health and being equipped to take key steps every person can take to be part of an informed,



safe, supportive and inclusive environment. The Mental Health Toolkit training, developed and delivered by Student Services, is an ongoing programme that delivers on these 'whole University' aims, and the SMHA working group has represented this important point of student feedback with key institutional stakeholders to inform its continued efforts moving forward. The SMHA working group's collaborative resource – the Guide to Support Services – is a resource academic staff will have available to them to support effective signposting with students and to increase staff and student awareness about the range of mental health-related support available across the University and beyond.

Led by the Mental Health Strategy Taskforce, the University is committed to delivering a 'Wellbeing Officer' in every Academic School, who will coordinate activities, publicity and be a key point of liaison within schools for student wellbeing issues. It is anticipated that these role holders within schools will be in place in the next academic year – 2020/21. At present Student Services works closely with Academic Schools, the Proctor's Office and key professional services to support students in periods of difficulty or transition in their studies, and is committed to continued enhancement of its processes in this area. A relevant example addressing includes a streamlined process for notifications to, and in response to, academic schools for circumstances such as an impact of physical or mental health difficulties on the studies of a student.

Suggestion #2

The Student Services website could make support information is more accessible and easier to find.

Actions taken:

A review of key Student Services pages was undertaken in order to streamline information and review the presentation of essential contact details and resources. Revisions were made to a number of pages – including the essential 'In Crisis Now?' webpage, which signposts to key contacts for urgent situations, emergencies or crises: <https://www.st-andrews.ac.uk/students/advice/counselling/incrisis/>. Following the COVID-19



outbreak, this feedback was placed at the forefront of University wellbeing and mental health action plans, in order that students or staff who may need support during the pandemic can access information and resources efficiently. Members of the SMHA working group and the MH Strategy Taskforce worked collaboratively on an accessible Wellbeing Hub that includes support information ranging from how to stay healthy during lockdown to what to do if you are in a crisis: <https://www.st-andrews.ac.uk/coronavirus/wellbeing/>

Suggestion #3

More than half (53%) of students reported that they would be unsure of who to contact if they were dissatisfied with any aspect of Student Services.

Actions taken:

Student Services developed a poster campaign highlighting how students could feedback if they were dissatisfied with the service. This included contact information for the Deputy and Assistant Director of Student Services who lead on this work to enhance the service and work with students who might have feedback or experienced difficulties within the service, or at the point of access. The posters were displayed across areas of the University that are visible to students, and promoted through social media.

SMHA Strategy and Implementation: Agreement #1

To build 'whole institution' awareness of the variety of sources of support for student mental health and wellbeing at St Andrews through the production of collaborative resources

There are many avenues for professional and peer-led support for students at St Andrews, and many valuable pockets of activity that promote mental health and wellbeing across the institution. We aim to bring together this range of activities and support avenues by



delivering a widely-publicised, awareness-raising resource – produced in collaboration between the University and Student’s Association. Guided by the obtained feedback that students report often not being fully aware of the range of services and support available to them across the University, and on how best to access those services, this collaborative resource could raise student awareness of key services and supports, reduce barriers to accessing those services and supports and support our ‘whole University’ approach to improving our socio-educational environment for student mental health.

Actions to be taken:

- Obtain, review and discuss student feedback to identify key points that this resource should address – achieved by the end of semester one 2019/20.
- SMHA working group meeting to discuss the project, agree on the form and contents of the guide and a delivery timeline. Completed by January 2020.
- Project owner (Joely Nicol) to develop the resource in consultation with SMHA group and key stakeholders, including student participation and engagement groups. Completed by April 2020.
- SMHA working group to review the document and plan for delivery – delivery timeline agreed to be August 2020 in advance of academic year 2020/21, and it was agreed that print, web and digital platforms would be the delivery mediums. Our group has identified the University Orientation App as a significant opportunity to convey this important information to entrant students from the outset of their studies. Delivery planning is now underway (April 2020).

Success measures:

Our success measure would be the production of this guide for students across accessible and visible platforms, to address this key demand with a collaborative, comprehensive resource in time for the 20/21 academic year.



SMHA Strategy and Implementation: Agreement #2

To develop and deliver campaign work that destigmatises mental health problems and reaching out for support

We will deliver on SMHA core objective #2 - to develop and deliver campaign work that destigmatises mental health problems and reaching out for support – by designing and delivering an anti-stigma campaign. In line with the ‘whole-university’ principles of our SMHA and University Mental Health Strategy, the SMHA working group and MHS Taskforce agreed to undertake a ‘Recovery Stories’ anti-stigma campaign, where staff, students and community leaders would share their experience across a selection of videos, social media posts and posters through the community.

We agreed that our interpretation of ‘recovery stories’ will not be limited to recovery from diagnosed mental health problems; these recovery stories will capture a broader range of challenges to mental health and emotional distress that have been experienced by our campaign advocates. Our campaign will convey the following key messages:

- Recovery from mental health problems or emotional disorders is possible.
- We are not alone in our distress.
- There is hope, even when we might not be able to see it.
- Struggle is not abnormal, but rather part of the norm.
- Recovery is a journey.
- It’s okay to talk about challenges to our mental health, and to seek support.
- Mental health is everyone’s business.
- Suicide prevention is everyone’s business.
- Recovery looks differently for each person, and is never ‘one size fits all’.

We identified the revision weeks and exam period of semester two (w/c April 27th and May 4th) 19/20 as a suitable date to run the video, social media and poster components of the campaign. 7 participants have been identified through our MHS Taskforce partnerships, with



candidates covering a broadly representative range of topics in order to reach our diverse community as effectively and inclusively as we can.

Actions to be taken:

- Propose and agree a campaign with key University stakeholders, via the Mental Health Strategy Taskforce.
- Agree project owners, schedule campaign/project progress meetings and identify timeline for delivery.
- Meet with campaign sub-committee to gather ideas, identify participants and plan for delivery via print, digital and social media.
- Project leads to develop campaign content and consult with SMHA and MHS Taskforce groups for review and approval.
- Run the campaign in spring 2020.
- Identify sources of student feedback on the campaign, to gather data to inform whether campaign aims were achieved and on feedback to take forward for future campaign work next year – Students' Association, Saints Sport and Halls of Residence identified as key areas for accessing feedback from students.

Success measures:

Success measures would be the deliverable of the print, digital and social media campaign, reaching a wide range of students in their academic, social and residential environments. Success measures can also be defined through campaign feedback data, to support our assessment of whether the objectives have been achieved and the key anti-stigma messages received by students.

***COVID-19 Wellbeing and Mental Health project**

In light of the COVID-19 pandemic, our model for delivering the 'Recovery Stories' campaign was agreed to no longer be suitable for the Spring 2020 semester. It was thus discussed



and agreed by our SMHA working group and MHS Taskforce that our campaign resources would be redirected to address supporting student and staff with resources for wellbeing and mental health during the pandemic crisis. Our SMHA members undertook work on the development and enhancement of a '[Wellbeing Hub](#)' that would be prominent on the University landing page, covering a range of Wellbeing and Mental Health information, guidance, evidence-based resources and key contacts for students and staff. Our campaign efforts were also redirected to the University-wide 'Five Ways to Wellbeing' social media campaign, which will be delivered during the Mental Health Foundation's Mental Health Awareness Week, 18th – 24th May 2020.

SMHA Strategy and Implementation: Agreement #3

To enhance student and staff literacy around mental health through publicity, information and training

In 2019/20 we will work to achieve the aims of agreement through work on three key programmes: the development of a sustainable peer support training framework within the Students' Association, supported by Student Services; continued efforts to deliver Mental Health Toolkit training to student-facing staff across the institution; the design and development of online suicide prevention training.

(i) Peer support "Training for Trainers" programme

Following unprecedented demand for Active Listening Training from clubs and societies, the Training for Trainers programme will set up a sustainable and continuous framework to train and support Peer Supporters in providing training through peer-led workshops. Peer Supporters are student volunteers who already have training in active listening, effective boundary setting, signposting and other essential support skills. The long-term aim is to create a sustainable peer-led system within the Students' Association, making prudent use of staff training resources and empowering student peers to deliver an effective package of skills and information tailored to their roles and needs. This programme is in the end stages of development (as of



April 2020), however this has been slowed by Covid-19. The training is now ready to be tested on selected clubs, and a schedule has been developed for training volunteers next semester.

(ii) Mental Health Toolkit Training (staff) & COVID-19 period 5 Ways to Wellbeing (students)

Our SMHA group recognises the University's Mental Health Toolkit Training programme for staff as one that enhances student and staff literacy in mental health. Through information, guided discussion and practical scenario work, the training raises awareness about the range of challenges students are likely to face at university, equipping staff to be a supportive first responder and to contribute to the creation of a compassionate, informed and caring community for student and staff mental health. There are two training streams, for staff within academic schools and for staff within professional services units – bespoke scenario work is tailored to the student-facing engagements these staff are likely to encounter in their roles, and academic staff have an additional training section on academic adjustments as they relate to student mental health.

In light of the COVID-19 pandemic, work was undertaken to create an online Wellbeing module for students. Informed by the evidence based [Five Ways to Wellbeing](#), this guided module will be accessible via Moodle, a platform all students engage with, and will provide an opportunity to reflect on reliable steps each person can take for their wellbeing and mental health. The training was completed in April 2020 and will be delivered at the nearest available opportunity.

(iii) Digital training provision for suicide prevention

Recognising the Suicide Safer University Strategy's emphasis on mental health and suicide prevention as 'everyone's business', requiring a whole-institution strategic approach, we have identified an opportunity for a digital training module aimed at both students and staff. The aims of this training are to increase awareness and literacy on mental health with a specific focus on suicide prevention. Following a review of current resources of this kind, we began work with Relias and Zero Suicide Alliance, in order to tailor the successful [ZSA suicide awareness training](#) to our socio-educational context. The module enhances knowledge and awareness of



suicide in the UK, places lived experience at the heart of the key anti-stigma messages and provides good quality interactive scenarios for trainees to identify warning signs and be informed on how to respond supportively and effectively should someone be in crisis or disclose thoughts about suicide. Work is now at an advanced stage on this training and we anticipate delivery in August ahead of academic year 2020/21.

Actions to be taken:

- SMHA group to work closely with Student Services and the University MH Taskforce on each project, supporting the commitment to resource and development with student feedback and the SMHA strategic direction.
- SMHA group to support publicity and advocate for the Mental Health Toolkit, and to liaise through AY 19/20 with Student Services on outcomes and implementation across academic schools and Units. Feedback from training participants will support ongoing development to meet key needs staff may have and gaps our future SMHA work can address.
- Online Five Ways to Wellbeing module to be made accessible to students via Moodle and publicised widely via social media and emails targeting key student groups across summer 2020. Gaining feedback through summer 2020 would support development ahead of academic year 2020/21.
- Suicide awareness training module to be delivered in August 2020. Interim actions include the approval of our tailored content by the MH Taskforce key stakeholders, working alongside our Relias project manager and Zero Suicide Alliance and creation of the web page for the resource. Publicity strategy to be agreed and designed in August 2020 ahead of training launch in September (or before).

Success measures:

A sustainable 'Training for Trainers' programme will be completed and ready for delivery in AY 2020/21 – we are firmly on course for achieving this goal (April 2020). The Mental



Health Toolkit will be rolled out across schools, focusing on new academic appointments and front line staff in academic schools and on front line Estates staff (cleaners, new security team appointments). The Five Ways to Wellbeing will go live on moodle and feedback secured for review and development. Our suicide awareness training resource will be delivered by September 2020 and publicised widely, with ongoing monitoring and feedback to be secured for future development and resource evaluation.

SMHA Strategy and Implementation: Agreement #4

To develop new work that addresses the risk factor that alcohol and drugs can present for student mental health and wellbeing ¹⁰

We are addressing the risk factor that alcohol and drugs can present for student mental health and wellbeing by laying foundational work focused on alcohol in academic year 2019/20. This work is comprised firstly of the establishment of an Alcohol Awareness branch of the Students' Association StAnd Together framework, which has been a successful model to date for delivering impactful change in enhancing student literacy in consent and bystander awareness. This work would establish a sustainable Students' Association framework for alcohol awareness initiatives, campaigns and events. This branch was created in academic year 2019/20, and was launched with the 'Fablo' initiative described in our SMHA events section; feedback on this initiative was positive and work is underway to make the 'Fablo' a permanent fixture in the Students' Association. As of spring 2020, the Students' Association has successfully appointed a

¹⁰ Our focus on alcohol and student mental health for 2019/20 is aligned with the eighth key recommendation for UK universities from the Royal College of Psychiatrists' report 'Mental Health of Students in Higher Education' (2011): https://www.rcpsych.ac.uk/docs/default-source/improving-care/better-mh-policy/college-reports/college-report-cr166.pdf?sfvrsn=d5fa2c24_2. The Universities UK Suicide Safer document indicates that 54% of mental health patients who died by suicide had a history of alcohol/drug misuse, demonstrating the significant risk factor that alcohol and drugs can present for mental health.



coordinator for this StAnd Together branch for the next academic year 2020/21, who will drive this work in the new academic year.

Student Services staff, including Wardens and the Wellbeing, Counselling & Mental health team, have undertaken training to support students with the delivery of [Alcohol Brief Interventions](#). ABIs are designed to reduce risks related to alcohol consumption and to facilitate a collaborative reflection and empowerment of students to make steps towards the aims they identify with a facilitator. Feedback on the resource was sought from student participants and staff facilitators, which will support the development and delivery of ABIs in the coming academic year.

Actions to be taken:

- Students' Association Director of Wellbeing to lead and implement work on StAnd Together: Alcohol Awareness branch, including recruitment of a project coordinator for academic year 2020/21. Incoming project coordinator to seek student feedback and ideas for initiatives and needs that this branch might provide in future.
- Students' Association Director of Wellbeing to lead project work on the 'Fablo' initiative, and to liaise with Student Services and University MH Taskforce on the development of the project and initiatives, including collaborative.
- Student Services to lead ABI work and monitor feedback on the initiative to inform the work going forward.

Success measures:

Our key success measure would be the successful establishment of the StAnd Together: Alcohol Awareness branch and successful recruitment of a project coordinator for 2020/21, along with a successful launch campaign to raise student awareness of this work and the key messages of the project. The training of ABI facilitators and provision of support to students who feel they would benefit from this resource would be a success measure, in addition to the procurement of feedback from participants and facilitators to inform and enhance our work going forward.



Appendix:
SMHA 2019/20 Mapping & Overview of student mental health provisions
& resources at the University of St Andrews

**University of
St Andrews**

**Guide to
Services**



University of
St Andrews



Any worries ...
... just



Student Services - The ASC

The Advice and Support Centre (ASC) is the front face of Student Services, and a place where students can drop in, call or email for information or advice. Whether to book an appointment with Student Services or to ask about student matters.

Students can contact the ASC for a range of matters, from questions about finances to academic advice to finding out where lectures and tutorials are and how to get further support and advice.

Visit our web page: st-andrews.ac.uk/students/advice/

Email: theasc@st-andrews.ac.uk

Telephone: 01334 462020

Location: Advice and Support Centre, 79 North Street, KY16 9AL

Our opening hours are: 09:30 – 17:00 Monday to Friday

Student Services – Eden Court

Many one-to-one student appointments take place at Eden Court. Student Services staff also host group sessions and workshops here that students can attend. The Student Services Participation and Engagement group meets here during the terms, students can become involved by speaking to a member of staff or using the email/phone number below.

Visit our web page: st-andrews.ac.uk/students/advice/

Email: theasc@st-andrews.ac.uk



Telephone: 01334 462720

Location: Eden Court, The Scores, KY16 9AS

Our opening hours are: 08:45 – 19:00 Monday to Friday during the term

08:45 – 17:00 Monday to Friday outside of term



A – Z Wellbeing

The A-Z guide provides specific information and eBooks about a range of topics including mental health, exam stress, mindfulness and relationship issues. Any student can receive further support from Student Services if they feel it is required.

Visit our web page: st-andrews.ac.uk/students/advice/personal/



Wellbeing, Counselling and Mental Health

There may be times where professional support is required. Student Services offers a wide range of support to help students manage their difficulties.

Student Services Counselling, Wellbeing and Mental Health Matching Care has been accredited by the Royal College of Psychiatrists in partnership with the British Psychological Society.

Wellbeing

An initial appointment with the Wellbeing Team can help students identify the most appropriate support. We have Wellbeing Advisers for both Undergraduate and Postgraduate students. The Wellbeing Team provide evidence-based wellbeing interventions including positive psychology and coaching. Also, they can provide support on sexual assault reporting, student finances, matters relating to international students and disability legislation.

Visit our web page: st-andrews.ac.uk/students/advice/counselling/

Email: support.advice@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations. Please check your email/text reminder, or appointment card. Alternatively, you can phone us on the number listed above to double check the venue for your appointment.

Counselling

Counsellors collaboratively work with students using evidence-based strategies to help them explore the thoughts and feeling they are experiencing more effectively. The Counselling Team have a range of expertise including staff who are Chartered Psychologists and Cognitive Behavioural Psychotherapists.

Visit our web page: st-andrews.ac.uk/students/advice/counselling/

Email: mhealth@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations. Please check your email/text reminder, or appointment card. Alternatively, you can phone us on the number listed above to double check the venue for your appointment.



Mental Health Coordination

Mental Health Coordinators offer a range of services for students with a history, current diagnosis or concern of a mental health problem. Coordinators work alongside existing NHS provisions to facilitate access to services.

Visit our web page: st-andrews.ac.uk/students/advice/counselling/

Email: mhealth@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations. Please check your email/text reminder, or appointment card. Alternatively, you can phone us on the number listed above to double check the venue for your appointment.



Student Health Hub

Located in the St Andrews Community Hospital, the Student Health Hub is staffed by Student Services and helps students to access the most appropriate health advice, information or NHS service. Students are encouraged to register with a GP and to download the Student Health App, which contains information local to St Andrews. Opening hours may vary during vacations, but the Student Health Helpline will be answered during regular office hours.

More information on the GP services in St Andrews can be found on the website below under the “Doctors” section.



The contact number for Pipeland Medical Practice is 01334 476840, and the contact number for Blackfriars Medical Practice is 01334 477477.

Visit our web page: st-andrews.ac.uk/students/advice/health/

Email: studenthealth@st-andrews.ac.uk

Telephone: 01334 465777

Location: Student Health Hub, St Andrews Community Hospital, Largo Road, KY16 8AR

Our opening hours are: 08:00 - 17:00 during the term



Wardennial Team

The University of St Andrews halls of residence each has a Wardennial Team to provide support and advice to its residents. The Team hold daily drop-in office hours and provide an overnight and weekend on-call service for emergencies. They also organise regular community-building social events and work to ensure that halls of residence are safe, respectful and inclusive environments in which students can find opportunities for personal growth and development.

Visit our web page: st-andrews.ac.uk/accommodation/ug/current/residents/wardens/

Email: see individual halls page

Telephone:

Agnes Blackadder: 01334 467019

Andrew Melville: 01334 467077



David Russell Apartments & Fife Park: 01334 46 7103

John Burnet: 01334 467027

McIntosh: 01334 467040

St Regulus: 01334 467059

St Salvator's: 01334 467125

University Hall: 01334 467167

Location: Different locations across the town

Our opening hours are: 19:00 – 08:00 Monday to Friday

14:00 – 08:00 Saturday to Sunday



Disability Team

The Disability Team support students who have declared a disability. The Team work collaboratively with academic schools and students to agree reasonable adjustments to help students access teaching and learning. Adjustments can be viewed on the 'Disabilities' tab in the Module Management System (MMS). Schools can contact the Disability Team with questions, issues or concerns.

Visit our web page: st-andrews.ac.uk/students/advice/disabilities/

Email: disability@st-andrews.ac.uk



Telephone: 01334 462720

Location: Appointments can be in different locations. Please check your email/text reminder, or appointment card. Alternatively, you can phone us on the number listed above to double check the venue for your appointment.

Our opening hours are: 09:00 - 17:00 Monday to Friday all year round



Chaplaincy

The Chaplaincy provides support for any student or member of staff, irrespective of faith or philosophy of life. It is a confidential service offering support to explore questions of faith, sexuality or emotional issues.

The Chaplaincy offers worship in the University. A team of Honorary Chaplains from different faiths and Humanism philosophies support several student-led faith societies, as well as events for international students.

Visit our web page: st-andrews.ac.uk/chaplaincy/

Email: chaplaincy@st-andrews.ac.uk

Telephone: 01334 462866

Location: Mansefield, 3 St Mary's Place, St Andrews, Fife KY16 9UY



Our opening hours are: 08:45 - 17:00 Monday to Friday during term time



International Advice

International Advisers assists students with Tier 4 visa applications, refusals and errors, Doctorate Extension Scheme applications and guidance for Tier 4 family and dependent visas. If a Tier 4 visa is lost or stole the Team can assist in arranging a replacement.

Visit our web page: st-andrews.ac.uk/study/support/international-students/

Email: advint@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations. Please check your email/text reminder, or appointment card. Alternatively, you can phone us on the number listed above to double check the venue for your appointment.

Our opening hours are: 09:00 - 17:00 Monday to Friday all year round





Money Advice Team

The Money Advice team offer advice and assistance to students facing financial difficulty and those seeking advice on topics from budgeting and benefits through to tax and scholarships.

The Team administer several funds, which are available to support students financially and can offer University loans to help with temporary cash flow problems. They can also assist with Student Funding applications and are the point of contact to provide information regarding the financial implications of taking a leave of absence, study break or withdrawing from studies.

Visit our web page: st-andrews.ac.uk/students/money/

Email: moneyadvice@st-andrews.ac.uk

Telephone: 01334 462020

Location: Appointments can be in different locations. Please check your email/text reminder, or appointment card. Alternatively, you can phone us on the number listed above to double check the venue for your appointment.

Our opening hours are: 09:00 - 17:00 Monday to Friday all year round





Peer Support Network

The Peer Support Network is comprised of trained student volunteers trained. They are available for an informal chat or to accompany students to events or society activities. Meet-ups are commonly once a week for an hour or so but can be tailored to individual circumstances.

Visit our web page: st-andrews.ac.uk/students/advice/peer-support/

Email: peersupport@st-andrews.ac.uk

Telephone: 01334 462020

Location: Various locations as decided with the Peer Supporter and the student

Our opening hours are: 09:30 – 17:00 Monday to Friday





Nightline

Nightline is an anonymous listening and information service run by students every night of term time. The service aims to provide a non-judgmental space for students to speak about what might be on their mind. The volunteers are there to listen in an empathetic and confidential way to any student. Students can contact one of Nightline's trained volunteers by phone call, email or online message. The website contains all necessary links to contact them via Skype Calling and Instant Messaging. They are also there for information about general University matters, including exam timetables.

Visit our web page: st-andrews.ac.uk/nightline/

Email: nightline@st-andrews.ac.uk

Telephone: 01334 46 22 66

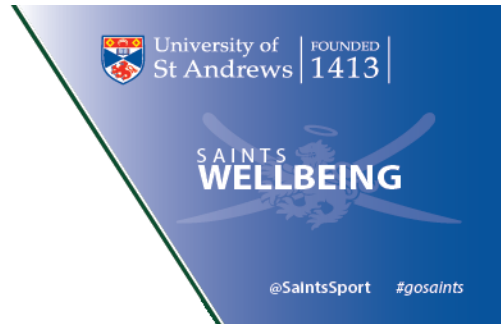
Location:

Our opening hours are: 20:00 - 07:00 during term

Instant messaging 20:00 – 00:00

Summer and Winter break via email





Saints Wellbeing

Saints Sport have teamed up with Students Services and the Students' Association to deliver a service that offers support and guidance to improve the wellbeing of St Andrews students, staff and community. It is a safe space where students can discuss any concerns regarding sport, wellbeing, mental health or academic life.

Visit our web page: st-andrews.ac.uk/sport/sport/wellbeing/

Email: support.advice@st-andrews.ac.uk

Telephone: 01334 462190

Location: University of St Andrews Sports Centre, St Leonard's Road, KY16 9DY

Our opening hours are: 09:00 - 17:00 Thursday

Saints Sport

Saints Sport manages all sport and fitness-related activities, services and facilities at the University of St Andrews and is a partnership between the Department of Sport and the Athletic Union. They offer a Buddy Scheme to pair incoming students with student mentors who are active members in the Saints Sports community. Over the summer months the mentor will be able to answer any questions about Saints Sport at St Andrews.

Visit our web page: st-andrews.ac.uk/sport/

Email: sport@st-andrews.ac.uk

Telephone: 01334 462190

Location: University of St Andrews Sports Centre, St Leonards Road, KY16 9DY

Our opening hours are: 06:30 - 21:00 Monday to Friday

08:00 - 21:00 Saturday to Sunday





University of St Andrews Nursery

The University has a purpose-built children's nursery at East Sands with 44 places welcoming children aged 0-5 years for both University and non-University parents and carers'.

Visit our web page: ace.st-andrews.ac.uk/nursery/

Email: nursery@st-andrews.ac.uk

Telephone: 01334 460606

Location: University of St Andrews Nursery 4 Collins House East Sands St Andrews KY16 8TU

Our opening hours are: 07:30 – 18:30 Monday to Friday





Advocacy

The Students' Association runs a professional advocacy service for all students, as well as former students if their query relates to their time at St Andrews. This service is free, confidential and independent of the University of St Andrews. The advice can cover academic judgments including appeals and limitations, complaints against the University, university discipline and both private and University accommodation.

Email: helphub@st-andrews.ac.uk

Telephone: 01334 462700

Location: Students' Association St Mary's Place St Andrews KY16 9UZ

Our opening hours are: 09:00 – 17:00 Monday to Friday all year round

The Help Hub

The Help Hub is the Students' Association's one-stop-shop for information. Students can access information about accommodation, education, finances, health, personal safety and more. This information includes both external agencies and services which can be accessed through the Students' Union and the University.

Email: helphub@st-andrews.ac.uk

Visit our web page: yourunion.net/helphub/





Shelf Help

The University Library has a selection of books which explore common problems that students may face. These books are available to borrow from the Library or read online. If further support is required a student can make an appointment with a Wellbeing Adviser at Student Services.

Website: libguides.st-andrews.ac.uk/ShelfHelp

Location: University of St Andrews Library, North St, St Andrews KY16 9TR

Our opening hours are: 08:00 – 22:00 Monday to Friday

10:00 – 19:00 Saturday to Sunday



SilverCloud

SilverCloud consists of online cognitive behavioural therapy courses about issues such as stress, anxiety, OCD and depression. Students work through a series of topics either by



directly accessing the material and working through it alone or by working through the material with Student Services staff.

Visit our web page: st-andrews.silvercloudhealth.com/signup/standrews/

Email: theasc@st-andrews.ac.uk

Telephone: 01334 462020



Careers Centre

The Careers Centre aims to enable current students and graduates of St Andrews to successfully implement decisions about what they will do next in their lives. The Centre strives to communicate the entire range of available options and to encourage individuals to identify the options which would suit them best.

Email: careers@st-andrews.ac.uk

Telephone: 01334 462688

Location: 6 St Mary's Place, St Andrews KY16 9UY

Our opening hours are: 10:00 – 12.30 and 13.30 - 17:00 Monday to Friday





Centre for Educational Enhancement and Development (CEED)

CEED provides joined-up learning and teaching support to staff and students, combining educational development, pedagogical workshops, technology-enhanced learning, IT skills and study skills support.

CEED will deliver its Professional Skills Curriculum through the Careers Centre, and GRADskills and M-Skills programmes for PGR and PGT students alongside St Leonards College.

Email: ceed@st-andrews.ac.uk

Appointment Email: learning@st-andrews.ac.uk

Telephone: 01334 462141

Website: st-andrews.ac.uk/capod/

Location: Hebdomadar's Block, St Salvator's Quad, 75 North Street, KY16 9AJ

Our opening hours are: 09:00 – 17:00 Monday to Friday



Registry Student Support

The Registry Team provide advice when students are considering or requesting a change of circumstance, such as Leave of Absence, Withdrawal, Mode of Attendance (part/full-time study), Location of Studies, Fieldwork etc. Officers provide information and a drop-in service for students wishing to consider the various options relating to changes in circumstances, as well as taking forward requests for changes to the student record.

There are two Registry Student Support Officers, one focusing on undergraduate and postgraduate taught students, and the other on postgraduate research students. The Team works closely with Student Services, and if a student is experiencing difficulties, they can refer them for further support.

Email Undergraduate: reg-support@st-andrews.ac.uk

Telephone: 01334 462129

Email Postgraduate: reg-support-pgr@st-andrews.ac.uk

Telephone: 01334 462256

Website: st-andrews.ac.uk/registry

Location: St Katharine's West, 16 The Scores, St Andrews

Our opening hours are: 09:00 – 17:00 Monday to Friday





Pro Deans

The Deans of Arts and Science are supported by a team of Associate Deans and Pro Deans who have responsibility for a range of learning and teaching matters.

Pro Dean Curriculum - Arts and Divinity

Dr David Evans is the Pro Dean Curriculum for Arts and Divinity for undergraduate curriculum design and approval for these Faculties.

Email: prodeanarts-curr@st-andrews.ac.uk

Telephone: 01334 463665

Pro Dean Curriculum - Science

Dr Sharon Leahy is the Pro Dean Curriculum for Science for undergraduate curriculum design and approval for the Faculty of Science.

Email: prodeansci-curr@st-andrews.ac.uk

Telephone: 01334 463937

Pro Dean Taught Postgraduate & Research Postgraduate

Professor Sibylle Scheipers is the Pro Dean Curriculum for both Taught Postgraduate and Research Postgraduate.

Email Postgraduate Taught: prodean-pgt@st-andrews.ac.uk

Email Postgraduate Research: prodean-pgr@st-andrews.ac.uk



Telephone: 01334 462944

Website: st-andrews.ac.uk/about/governance/faculties-deans/pro-deans/

Emergency and support telephone numbers:

Security and Response Team 01382 468999

Nightline 01382 381183 20:00 - 08:00 (term time)

Emergency Services 999 (Police, Fire, Ambulance)

Police Scotland (non-emergency) 101

National Health Service 111(NHS 24)

Samaritans 116 123

Breathing Space 0800 83 85 87

