

University Counselling Service

Annual Report 2008-09

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Head of Service Report

Executive Summary

- Continuing high demand for individual appointments
- Opening of a new service on Jubilee campus
- Establishment of a Counselling Service on the Ningbo campus
- Increase in the groups and workshops programme, and introduction of a statistical analysis of this programme

Introduction

In 2008/09 the number of students and staff seen by the University Counselling Service (UCS) increased once again. We have continued to offer evening appointments and have begun early morning appointments once a week during term time, and these have proved popular. We have increased the number of groups and workshops offered and this year collected statistical information about those attending. We are pleased that we have been able to offer new services this year at Jubilee and Ningbo campuses, and to continue an additional 0.5 day at Derby. Additional temporary HEFCE money has enabled us to increase staff hours at both at University Park and the service offered at Derby, where there is a high level of demand from the School of Nursing and Midwifery, and the Graduate Entry Medical School.

Jubilee Campus

UCS aims to offer a service for staff and students of the whole University. Until the start of the academic year 2008/09, those at Jubilee campus came to University Park for appointments. The opening of the

Student Services Centre in the new Amenities Building at Jubilee has enabled us to offer counselling at Jubilee for the first time.

The service opened in November 2008 and is staffed by Dr Val Watson, a counsellor who works in University Park as well as at Jubilee, and she has quickly developed a service for the Business School and the Schools of Computer Science and Education. Further service enhancements are planned for the coming year as some of our workshops will be held on the Jubilee campus. Appointments at Jubilee have been well used and we have been able to offer sessions during vacations as well as in term-time.

The Service is already very well integrated into the life of the Student Services centre at Jubilee, and this development has raised the profile of UCS and its distinctive work among other Student Services colleagues. Due to the location of the Service on the main corridor in the Amenities Building, it is a very visible presence on campus and home and international students and staff are learning of its existence, and making

good use of it. It is early days, but at this stage the signs are encouraging.

Ningbo campus

As I stated in my last Head of Service report, in September 2008 it seemed very timely to put a sustained counselling provision in place on the Ningbo campus in response to the rapid growth of the campus. From the beginning it was recognised that this would be a particular challenge as counselling or psychotherapy are in the early stages of development in China, and there is no Mental Health Act though mental health services were re-established after the Cultural revolution. Currently there are few counselling training courses, and no process of professional accreditation exists. So we started the year with the task in mind to develop a counselling service for students and staff on the campus which would parallel the service here in Nottingham, be culturally congruent, have professional integrity and fulfil the BACP codes of ethics and practice.

Professor Roger Woods, the new Provost of the Ningbo campus, has worked very closely with Robin Dollery (Head of Student Services), Stephen Dudderidge (Head of Student Operations and Support) and with me to develop this new role. I would like to thank all three for their work on this project, and especially Professor Woods for carrying this work forward with enthusiasm, and for his thoughtful support at all stages of the process. Once the role profile, funding and accommodation were in place we advertised, and were pleased to attract 39 applications from around the globe. The outcome of the interviews, conducted through video link between three countries and across three time

zones, was the successful appointment of Gayle Chell, a very experienced counsellor from the University of Waikato in New Zealand, and she took up the post in June 2009.

The early beginnings look promising and Gayle and I have consulted closely via Skype, email and phone communication to establish counselling provision. Gayle already has the structure of the Service in place, is building constructive dialogue with colleagues on campus and local health services and has begun to see clients - both students and staff - from the Chinese as well as international communities. This is a successful development for the University of Nottingham, another first in the internationalisation of UK higher education, and an achievement to be proud of.

Malaysia Campus

Following my visit to work with colleagues on the Malaysia campus in March 2008, the links to Shamini Nadarajan have remained strong, and both she and Paul Boardman visited University Park in July 2009. The Service now has a dedicated administrator post and a recently appointed counsellor. Shamini is now able to reduce her work in covering disability provision as there has been a recent appointment of a new member of staff to cover this area.

International students

There can be significant differences in the experiences and expectations of international students during their time as students. International students experience similar academic stresses as home students but these are often compounded by expectations from their home country

and family, and by a sense of cultural isolation. International students are thought to be at increased risk of mental distress (Royal College of Psychiatrist Report 2003) and culture shock can affect the health of overseas students (Hamboyan H, Bryan AK 1995).

The staff from UCS have given a presentation at the International Students Welcome Week for a number of years now, and this gives an opportunity to outline and explain what we offer. During the last few years the number of international students contacting the Service has grown, and last year saw a further increase to 19.5% of the total number who came for appointments, which is very encouraging. We have noticed that international students respond positively to our workshops and groups programme, and last year 29.4% of workshop and group participants were international students.

Groups and workshops programme

The delivery of our workshops and groups programme has been an increasingly positive and important component of the work of the service over the last few years, but it has only been possible to make qualitative comments on it until now. During 2008/09 detailed attendance statistics were collected, and this will from now on form a regular part of our annual collection of statistics. The groups and workshops programme has been in existence for over ten years, and in that time it has grown steadily from a few workshops to a substantial programme involving most of the UCS team in its delivery and content. Workshop themes are wide-ranging, and are based on the problems commonly presented by

students. The workshops are well subscribed and a successful therapeutic intervention for many clients.

University life

The Student Service Centres have rapidly developed to become central to the student's experience on campus, and our ongoing collaborative work with them through the Student Services Management Committee is very valuable for the integrated network of services. Robin Dollery, Head of Student Services, has continued to give ongoing support for and encouragement of our work throughout this year, and we value this.

Whilst it is an important feature of UCS that it stands alone, our links with other areas of the University are vital. Our strong links to Cripps Health Centre continue to be very important, and we are fortunate in being able to have regular meetings with the GPs and other staff involved in supporting student mental health. We offer a consultation service for academic and support staff when they are concerned about individual students, and this is well used by staff of the University. We also continue to offer workshops each vacation to a group of members of staff, the Counselling Associates, who have completed our 'Listening and Responding to Students in Difficulty' course. Both of these areas of our work support staff in responding appropriately to students in distress, and in deciding when referral to a specialist service might be needed. Parents contact us quite frequently, especially at the start of the academic year. Whilst we cannot give information about students who are known to the Service, we are able to

offer general information and advice about their concerns.

We benefit from our position within the Registrar's Department enabling us both to keep in touch with University developments on a regular basis, and to contribute our perspective to the discussion of problems and the implementation of policy and procedure. We are grateful for the support which Dr Paul Greatrix and Stephen Dudderidge give to our work.

We were pleased to be visited by the new Vice Chancellor, Professor David Greenaway, during the course of this year. The Vice Chancellor toured the Service and met with most of the team, and we greatly appreciated the time which he took to come and meet us, and to learn first hand of our work.

Contribution to the profession at a national level

Our profile at the national level of our profession is continuing to be high at the moment. I have the honour to be Chair of the national Heads of University Counselling Services (HUCS) for the academic year

2009/10, and I took up this post in July 2009 having been on the Executive committee for the last three years. The work of HUCS is extremely important in developing the integrity of the work of our services as part of the academic endeavour in Higher Education, and I am pleased to be able to play a role in this. The benefits to the University of Nottingham and to UCS are considerable in networking, and benefiting from the expertise and experience of other services in Britain and Southern Ireland.

Conclusions

It has been another busy year for the Service and we are pleased that we have been able to offer a service to more people, and to add new developments. We continue to play a positive, vital role in the life of the University by responding to the personal, emotional and mental health problems of students and staff, and through this supporting the success of both individuals and the University.

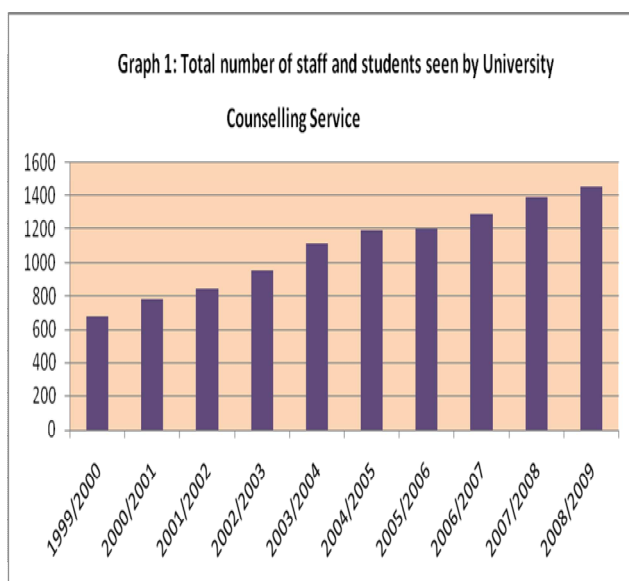
Pat Hunt
Head of the University
Counselling Service

Statistics for the Academic Year 2008–2009

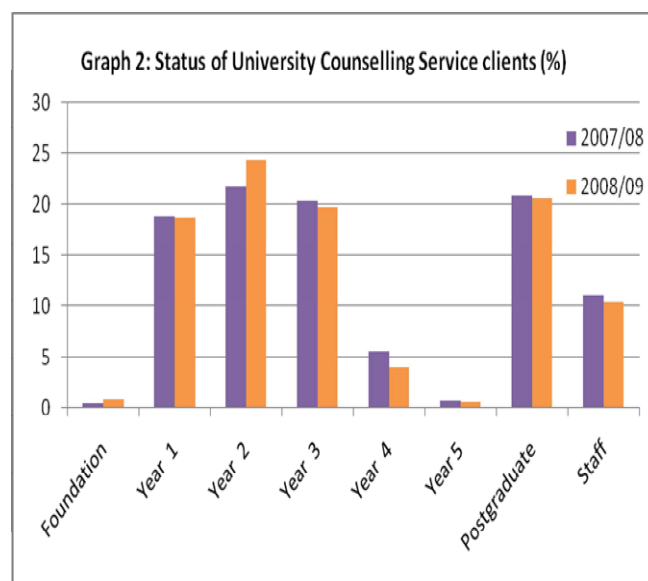
Introduction

The University Counselling Service (UCS) team collect comprehensive statistics on an annual basis. These are used in three ways: to inform the University about our ongoing work; for our own use in evaluating the effectiveness of the Service in meeting our aims and objectives; to feed into a national collection of statistics which is completed annually by the AUCC, the national body for University and HE Counselling Services.

Increase in numbers

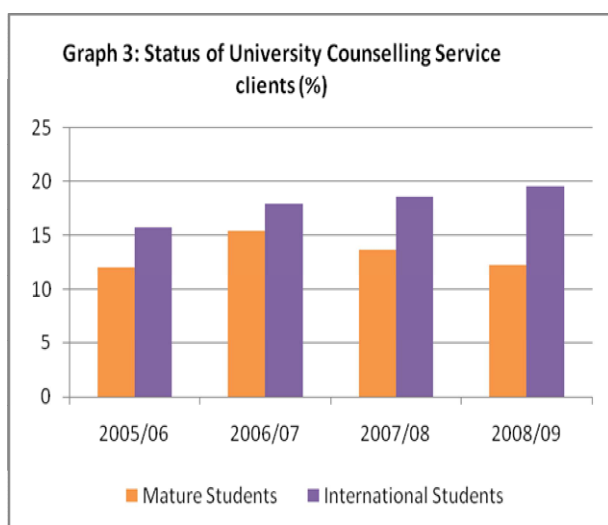


For the eleventh consecutive year the demand on the University Counselling Service has increased. We saw a total of 1450 staff and students between 1st August 2008 and 31st July 2009. This was a 4.2% increase on the previous year when the total was 1391. 1450 is 3.9% of the total University population, and the number of students who came for appointments (1306) is 4.2% of the total student body.



The increase in the proportion of male students and staff coming for appointments has been sustained. In the year 2005/06 the proportion was 29% men and 71% women, and in 2008/09 33.2% were men. In 2008/09 34.2% of those who attended for appointments were men. In 2008/09 the gender balance for the student population was even (50:50) although there are marked differences between Schools. The School of Nursing has for the last few

years been one of the biggest users of our Service and it has a very high proportion of female students and staff (81% in 2008/09). For the last four years we have been working to increase the number of male students using the Service. We give a number of introductory talks about UCS at induction sessions for new students in Schools and Departments with a high proportion of male students, and we have also continued to run workshops for male students.

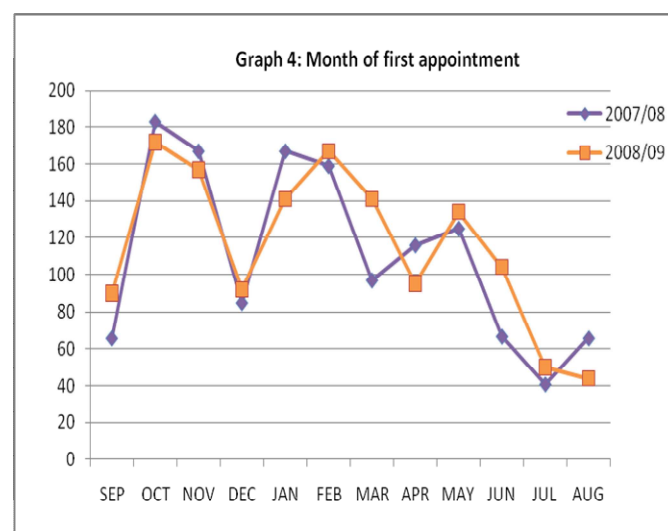


Both the number and the proportion of international students who attend UCS has increased steadily over the last few years – from 15.7% in 2005/06 to 19.5% in 2008/09. In 2008/09 the percentage of international students within the University was 23.8%. The percentage of mature undergraduate students who came for appointments was 12.3% (there are 9% mature undergraduate students within the student population).

Peak periods

Last year the peak months for attendance for initial appointments were October, November, January, February, March and May. The percentage presentations were

Autumn 40.0%, Spring 39.2% and Summer 20.8%. During term time we offered evening appointments on two days and an early morning appointment on one day in each week. The University Counselling Service remains open during the vacations and it is noticeable that staff, postgraduate students and international students especially contact us in these months.



Counselling location

We record the primary counselling location for each client, and as in previous years the majority (87.3%) of staff and students attended for counselling at University Park. The percentage usage at Sutton Bonington was 3.0 (an increase from 2.4% in 2008/09), and we continue to monitor this as the School of Veterinary Medicine grows in size. The combined attendance from the Boston, Derby, Lincoln and Mansfield campuses is 8.0%, with Derby having the largest attendance of 3.7%. In Derby staff and students from both the School of Nursing and Midwifery, and also the Graduate Entry Medicine course all use the Service to its full capacity.

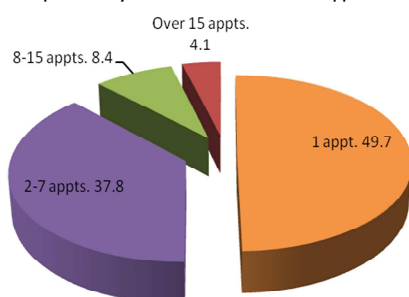
Waiting times

The average waiting time for an initial appointment was 4.9 days. The waiting time between the initial appointment and the first ongoing appointment was recorded during the year. 50% of clients were offered an ongoing appointment in 3.8 weeks, which is well within the Service objective of offering ongoing appointments within twelve weeks. The 90 percentile figure was 12.0 weeks, a slight increase from 11.6 weeks in 2008/09. Therefore a proportion of staff and students were not offered an appointment within the time frame. This is a situation of considerable concern to us as we work very hard to keep our waiting times to a minimum. We were disappointed not to receive the promised funding for an additional post within the Service, but are encouraged that we have been invited to apply again for funding in the coming year.

Number of appointments offered

77.3% of students and staff were seen for the first time, 8.3% were continuing counselling from the previous academic year and 14.4% had been seen before and were returning for further help. These proportions are very similar to those of the previous year.

Graph 5: Analysis of the total number of appointments



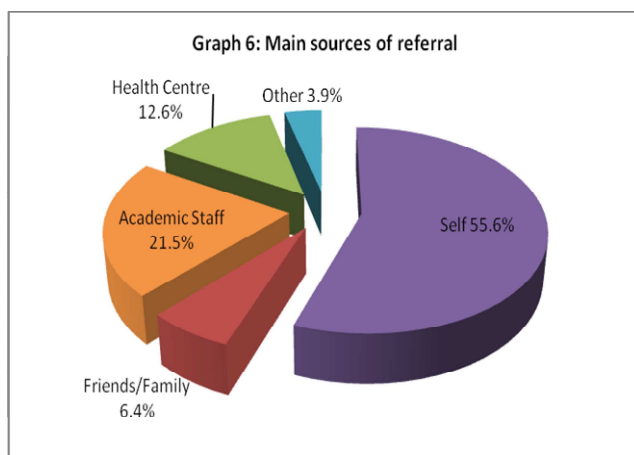
Our aim is to meet the diverse mental health needs of the whole University community. Almost half (49.7%) of the students and staff who contacted us came for one appointment only, and they either received the help that they needed to resolve their situation or were referred to one of the University Counselling Service groups or workshops or to other sources of help where this was appropriate. We continue to receive a large number of requests for a single appointment from students wishing to request evidence of extenuating circumstances, and this continues to be a problematic area of our work. The number of requests in 2008/09 was 219 (173 in 2007/08). Most of these requests came at exam times and there was an inevitable knock on effect on the length of wait for appointments.

37.8% came for between two and seven sessions, weekly appointments with a time limited, focussed therapeutic frame which gives sufficient opportunity for working through moderate emotional and mental health problems. 12.5% of staff and students came for longer - term therapeutic work, the appropriate response to more serious mental health and relationship problems.

Sources of referral and contact with other agencies

The Mental Health Advisor post has now been in place for more than two years, and UCS has developed an effective, direct liaison between counsellors and the Mental Health Advisor and vice versa, and this has become an important reciprocal referral route. The number of students referred to the Mental

Health Advisor last year was 11(16 in 2007/08). Sometimes the referral means that the student has no further contact with UCS, and at other times the MHA and UCS counsellor work to offer complementary provision, for example in situations of serious suicidal risk. The development of the role of MHA has been a highly successful one, and Claire's work complements that of UCS in a very effective way.



Referrals from Cripps Health Centre increased from 9.8% in 2007/08 to 12.6% in 2008/09. Referrals from academic staff and hall wardens increased slightly from 20.9% in 2007/08 to 21.5% in 2008/09.

Presenting Problems

In 2008/09 20.4% of the problems presented were academic or work related (in 2008/09 this figure was 21.8%). This includes anxiety about academic work and exams, considering leaving the University or transferring course, work related problems for staff, and requests for evidence of extenuating circumstance. This area of our work in particular contributes to the retention figures for the University, and many students state that the

help they receive from our Service enables them to continue with their academic work and studies.

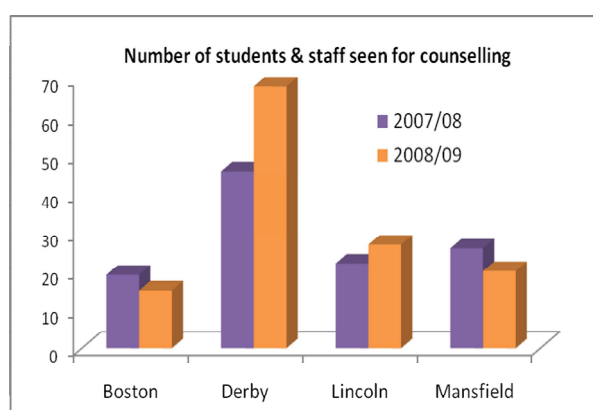
34.9% of presenting problems were personal and emotional (37.3% in 2007/08). This is a very broad category and includes acute anxiety, compulsive behavioural problems, stress, depression, serious mental health problems, suicide attempts and suicidal thoughts. In 2008/09 there were 38 presentations where suicidal thoughts were a problem.

28.6% of concerns were about relationships (29.0% in 2007/08) and this includes current relationships with family, unresolved conflicts and difficulties with family of origin, relationships with spouse and partner, and bereavement. The final category of presenting problems is specific concerns, and includes sexual and physical abuse, assault, domestic violence, alcohol and drug use and eating disorders. In 2008/09 16.0% of presenting problems were in this category (11.9% in 2007/08).

Pat Hunt
Head of the University
Counselling Service

Counselling Co-ordinator's Report

The University Counselling Service provides counselling to University students and staff based at Sutton Bonington, Mansfield, Derby, Lincoln and Boston.



HEFCE funding provided an additional 0.5 day per week from September 2007 to June 2008, to meet the demand at Derby, which serves the School of Nursing and Derby Graduate Entry Medicine (GEM).

HEFCE funding for 2009/10 will also cover the summer period, to address the year-round nature of the nursing and midwifery courses, enabling the University Counselling Service to offer a consistent and accessible service at the different sites.

It is particularly difficult for nursing, midwifery and medical students to attend regular counselling appointments due to the nature of their course and placements.

The nursing, midwifery and Derby GEM courses attract a high proportion of mature students, who are often juggling study and work with the demands of family life and child care issues. Those who choose the caring professions often find it difficult to ask for help.

Consequently, this group of students is at particular risk of presenting in crisis or dropping out, so it is important to provide a prompt and flexible response.

Counsellors offered a presentation on 'Staying the Course' at the welcome events to new nursing and midwifery students at Boston, Derby, Mansfield and Nottingham and for the new Derby GEM intake.

'Assertiveness' and 'Resilience' workshops for nursing and midwifery students were offered at Mansfield, Derby, Lincoln and Boston. Recruitment figures were disappointing, despite students' expressed interest and staff support. The timing of the 2009/10 workshops has been negotiated to avoid busy times in the curriculum and this will be monitored.

Sutton Bonington

There has been an increase in the usage of the on-site provision at Sutton Bonington this year. The total number of students seen was 41 (32 in 2007/08, representing an increase of 28%) plus 3 members of staff.

Since October 2008 a different pattern of appointment times has been in operation which has made the Service more accessible particularly for students with restricted availability. Counselling is offered at Sutton Bonington on Thursdays in term-time. Some students with no availability on Thursdays opt to be seen at University Park instead.

Heather Nelson
Counselling Co-ordinator

Groups and Workshops

'Discussing with others how we felt and what helps makes you realise that you are not alone, and that you can find new ways of coping' (Managing Depression, February 2009)

A significant part of the University Counselling Service's provision is the annual programme of workshops and groups. For many students joining a group or taking part in a workshop is the most appropriate way for them to resolve their difficulties. It is helpful to appreciate that others experience similar problems and students gain self confidence by supporting one another.

'It helped me deal with criticism of my coursework in a constructive way and enabled me to confront tasks like essay writing.' (Emotional Intelligence, February 2009)

Studying at university requires students to participate in many different group situations and the skills required are an important basis for life. Although taking part in groups and workshops may be challenging it is also very rewarding. It takes courage and commitment on the part of the students to attend and it is satisfying to see the progress they make.

The number of groups and workshops has gradually increased over the years in response to student demand. We identify difficulties common to many students and shape our programme to meet this need.

New developments

This year we have run the Perfectionism workshop and the Managing Relationships group twice in order to meet increased demand.

We have increased the provision of workshops at sites away from University Park. In addition to those already in existence at the School of Nursing, Midwifery and Physiotherapy at Lincoln, Boston, Mansfield and Derby, we have started to offer workshops at Jubilee and Sutton Bonington.

Provision for staff

Listening and Responding to Students. Organised through the University's Professional Development section, we offered the above full day workshop for academic and non-academic staff, in March, June and September. Twenty-seven members of staff attended.

Counselling Associates. We continue to offer a workshop once a term for staff who have attended 'Listening and Responding to Students' and who have a pastoral role with students.

Developments for 2009-10

University Park. We are running a workshop on self esteem and linking it to other complementary workshops and groups. We plan an eight week group for male post-graduate students as part of the programme to encourage more male students to use the Service.

Sutton Bonington. A workshop designed specifically for Sutton Bonington students entitled 'Coping with workload stress and assessment

anxiety' will be offered twice this year.

Nursing and Midwifery students. A workshop entitled 'Maintaining the capacity to care – developing personal and professional resilience' will be piloted at three locations.

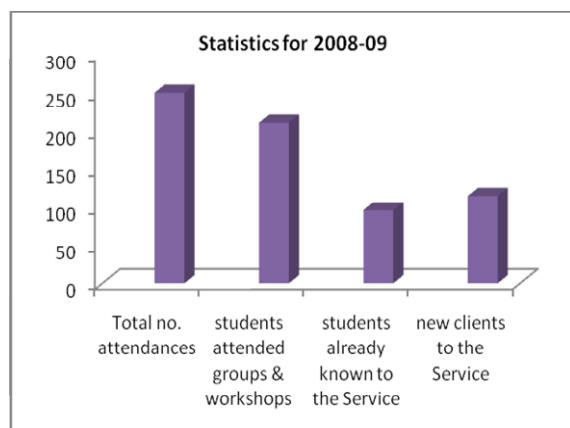
Statistics and evaluation

Since its inception in 1996 the University Counselling Service programme of groups and workshops has grown steadily and involved more members of the team. We evaluate the effectiveness of this work in a number of ways:

- By seeking detailed feedback from participants at the end of their involvement and at a one month interval beyond their participation, through a questionnaire.
- By asking team members involved in the programme for their views.

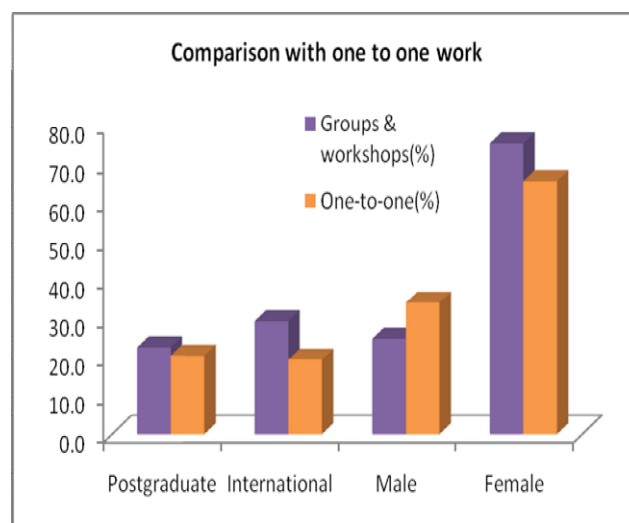
For the first time this year we have collected statistics in the same format that we use for our individual clients.

We use the information gathered to explore areas for development and improvement where appropriate, relating this to the overall aims and objectives of the Service. Student and staff participation, as well as post involvement questionnaires, indicate that this is a successful part of our provision.



Numbers attending each workshop/group varied from seven to eighteen participants.

One off workshops tend to be slightly more popular but the drop out rate for workshops and groups of more than one session is very low. This is particularly encouraging in the therapeutic groups which run for either eight weeks or a full academic year.



These figures illustrate the high take-up of the programme by international and postgraduate students

'It made me realise it was not only me with relationship issues and that I could make changes. It also helped me appreciate the people I have in my life.' (Managing Relationship Group, February 2009)

Marion Dillon
Groups and Workshop
Co-ordinator

Client Feedback 2008 – 2009

Summary

- 94% of respondents felt it was easy to find out about the counselling service.
- 87% of respondents found counselling helpful.
- 85% were satisfied with the quality of the counselling they received.

Why we ask for feedback

The University Counselling Service is committed to providing a high quality service that is responsive to the needs of the University community. Students and members of staff who use the University Counselling Service are sent a brief questionnaire by post approximately one month after their final contact. The questionnaire invites clients to comment on their experience, so that the team can identify areas of dissatisfaction and those aspects we are getting right. Respondents may remain anonymous or give their name if they wish.

The primary aim of this exercise is to gather data to help the counsellors to reflect on their individual practice and the quality of the Service overall. It also provides an opportunity for clients to reflect on their experience and the outcome of counselling. The feedback form allows space for longer comments and with clients' permission some of those comments are quoted here anonymously.

Response rate

This year (between July 31st 2008 and August 31st 2009) 759 questionnaires were posted and 255 were returned representing a 34% return rate. This means that we are

receiving feedback from just over 18% of our total client group.

Respondent profile

The respondents are a self selected group; completion of questionnaires is entirely voluntary. Last year more female students replied than male students, and a higher proportion of staff replied than students.

Male	28%
Female	72%
Students	87%
Staff	13%

Service administration

The service promotes itself through the website, brochures, posters, talks and welcome events and maintains a good profile across the University. 94% of respondents felt it was easy to find out about the University Counselling Service, and 93% said the reception staff were helpful.

"The service seems to be very approachable and accessible"

First appointment

The service aims to offer an initial appointment within 7 working days of first contact. Often new clients wait

less than 5 days. Some provision is also made for situations deemed to be urgent.

88% agreed that they had been offered an initial appointment within a reasonable period of time.

Waiting times for ongoing counselling

Waiting times are affected by several factors. During periods of high demand the length of time clients wait for ongoing appointments increases. If someone has limited availability in their week it can take longer to find them a regular appointment and vacations can add to the waiting time.

This year 73% felt they had been offered counselling within a reasonable period of time, while 11% felt they had waited too long.

"I fully understand the overwhelming number of students that use the counselling service, but I did feel that the time I had to wait for further help was quite a long time, which was really difficult for me"

Difficulties and problems

81% of student respondents felt their difficulties were affecting their academic performance.
61% of students felt counselling helped them to continue with their studies.

"it helped me to move on with my life, overcome my obstacles and get the grades I wanted this year."

For some students continuing their studies is not necessarily the best outcome and they may decide to suspend or leave university.

70% of staff felt their difficulties were affecting their performance at work.

78% of staff respondents felt that counselling helped them continue with their work.

"...as a staff member this enabled me to continue working and cope with the stress."

Quality and satisfaction

Length of counselling contract varies with a number of factors. We aim to offer clients sufficient sessions to address the issue presented whilst managing high demand for the service. Several respondents commented that knowing it was possible to return for more sessions if necessary had been helpful to them.

"I greatly valued the counselling service and the option for more sessions has given me a lot of confidence."

We asked respondents if they felt the number of sessions they were offered provided sufficient time to address the issue they brought to counselling.

- Of those who had one session 73% felt that was sufficient.
- Of those who had between 2 and 7 sessions 84% felt that was sufficient.
- Of those who had more than 7 sessions 93% felt that was sufficient.

87% replied that they had found counselling helpful. Overall 85% of respondents were satisfied or very satisfied with the quality of the counselling they received.

Mel Wraight
Counsellor

Appendix 1

Staff

Head of Service

Pat Hunt (UKCP, BACP, AUCC)

Counselling team

Anita Bartys (BACP)
Marion Dillon (BACP, AUCC)
Alison Hammond (UKCP, UKAPI UK, BACP, AUCC)
Helen Kerry (UKCP, GPTI)
Heather Nelson (BACP, ACW, AUCC)
Lucy Rowley (BACP, AUCC)
Rob Sharp (UKCP, Survivors UK)
Val Watson (BACP, BAPCA, HEA, ACW, UKRC, UKCP, AUCC, CCYP)
Myra Woolfson (UKCP)
Mel Wraight (BACP)

Support staff team

Ruth Kneale
Sarah Brumpton

Professional association abbreviations

ACW	Association of Counselling in the Workplace
AUCC	Association for University and College Counselling
BACP	British Association for Counselling and Psychotherapy
BAPCA	British Association for the Person-centred Approach
CCYP	Counselling Children and Young People
GPTI	Gestalt Psychotherapy Training Institute
HEA	Higher Education Academy
UKAPI UK	United Kingdom Association for Psychotherapy Integration
UKCP	UK Council for Psychotherapy
UKRC	United Kingdom Register of Counsellors

Appendix 2

Professional Activity

External commitments

- Chair, HUCS (National Heads of University Counselling Services) (PAH)
- External examiner, Nottingham Trent University (VW)
- Independent Adoption panel member, Faith in Families (VW)
- Membership of Integrative Psychotherapy professional development group (HJK RJS)
- Psychotherapy reading group (LR)
- Panel member and Speaker at "Sexuality and Relationships in Mental Health" NHS conference (RJS)
- Presenter, Samaritan's Purse International Relief (RK)
- Successful completion of Associate Teachers' Programme (HN)
- Therapy reading group (MMD)
- Visiting tutor, Nottingham Counselling Service (RJS)
- Windmills career and personal development sessions for doctors (RJS)

Meetings/networking

- Black and Ethnic Minority Staff Network member (VW)
- Liaison with Academic Support (LR)
- Meetings with Cripps Health Centre GPs (ALB, MMD, AHH, PAH, HJK, LR, RJS, MW, MCW, VW)
- Meetings with SU Welfare Officer (PAH)
- Meetings with Business School Support Worker (PAH)
- Meetings with Mental Health Adviser (RJS)
- Placements supervision meeting at Metanoia Institute (AHH)
- Sutton Bonington Student Support group (ALB)
- UCS Web working group (SEB, PAH, AHH, MCW, VW)
- Workshop and Group planning meetings (RK, MMD, RJS, MCW)
- Working group on managing the transition from student to qualified nurse (HN)

Policy/steering groups

- Registrar's Department Head of Sections Committee (PAH)
- Student Services Management Team (PAH)
- Groups and Workshops Working Group (MMD, LR, VW)
- Mental Health Advisor Steering Group (PAH)
- Work and Wellbeing Review Group (PAH)

Publicity talks/fairs

- Chaplaincy Training (AHH)
- Health Information Road shows (RJS)
- International Students Welcome Week induction Presentation (PAH)
- International Students Welcome Week fair (RK)
- New students induction Sutton Bonington campus (ALB)
- Nightline Training (RJS)
- Presentations to all new intakes of nursing, midwifery and GEM students at Nottingham QMC, Derby, Mansfield and Lincoln (HN)
- Welcome talks for Schools of Nursing, Computer Science, Electronic Engineering, Physics and Astronomy, Civil Engineering (RJS)
- Welcome Event, Graduate School (RK)
- Welcome Event for new staff (RK)

Staff initials key:

ALB	Anita Bartys
SEB	Sarah Brumpton
MMD	Marion Dillon
AHH	Alison Hammond
PAH	Pat Hunt
HJK	Helen Kerry
RK	Ruth Kneale
LR	Lucy Rowley
HN	Heather Nelson
RS	Rob Sharp
MW	Myra Woolfson
MCW	Mel Wraight
VW	Val Watson