

University Counselling Service

Annual Report 2010-11

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Head of Service Report

Introduction

A recent report by the Royal College of Psychiatrists into the mental health of students in higher education (College Report CR166, 2011) states that in the last decade the demographics of the student population have undergone many changes that are of relevance to the provision of mental health care – the numbers have increased and students are culturally and socially more diverse. The report highlights that the services which a University provides must be well coordinated to provide the most effective care to students. Disability discrimination legislation has become of increasing importance in the context of mental disorder in students, and education providers now have a legal responsibility to make reasonable adjustments for students with severe or enduring mental health problems. The report particularly emphasises the important role played by University Counselling Services in forming part of the coordinated response through using their professional skills with a wide range of emotional and mental health difficulties, and in recognising severe mental illness and referring appropriately to medical and psychiatric services. It recommends that counselling services within Universities be maintained and, where possible, expanded.

As the level of demand on the University Counselling Service (UCS) in Nottingham continues to increase year on year it is necessary to marshal our professional resources in the most effective way possible and prioritise demands. The RCP report helpfully sets out the guidelines that

prioritisation should be based on factors such as the severity of distress, the impact of mental health problems on academic progress and capacity to work, the level of mental health disability and the likelihood of benefit from the particular therapeutic approach offered.

The 'Healthy Universities' initiative has adopted an ambitious stance in relation to student health in seeing the whole University environment and the University setting itself as a resource for promoting health and well-being in students, staff and the wider community. The RCP report commends this approach and the perspective that working towards the mental health and well-being of both students and staff is an integral part of a healthy university, and UCS is playing a key role to play in this.

Additional Funding/Service for Staff

In July 2010 we were extremely pleased to be awarded funding for an additional full time equivalent post within the counselling team. A proportion of this money has been used to transform temporary contracts which were underpinned by HEFCE funding into core pay budget funded work. The remainder has been used to employ a new part time member of the team. Daniel Pitt joined the team in March 2011, having previously worked for the University of Leicester Counselling Service. We are very pleased to have appointed Dan, especially as he brings such valuable experience, and the additional staffing is enabling us to fulfil one of the components of the funding bid which is to increase the service to staff of the University.

Integrated work within University life

The level of care that the University Counselling Service is able to offer is improved if we work in close collaboration both with other student support services within the University and also with healthcare providers in the NHS. During this year we have continued to do so to complement and strengthen the work of the service in this way. Within the Student Operations and Support Division of the Registrar's Department we work closely with Robin Dollery and Stephen Dudderidge, and their continued support for our work is invaluable. Work with the Student Services Management team gives access to an important and effective network. Close collaboration with the Mental Health Advisor, Claire Thompson, and with the GPs and Practice Manager of Cripps Health Centre has led to an improved referral pathway between us, and during this last academic year there has been very effective working together at key points with particular students for whom that integrated care was essential. We work closely with the Welfare and Equal Opportunities Officer of the Students Union, and as the person elected by the students to be in this role changes annually it is important to re-build this relationship and networking year on year.

As a service we are available for consultation to staff concerned about students' well-being. This can reduce staff anxiety about students and help them to judge whether or not a referral to the Counselling Service and/or to their GP is appropriate. Provision of support and advice in this way often enables academic staff to continue helping students without overstepping the boundaries of their roles. We welcome the changes to

the University's tutorial system which are currently taking place, and are working with Dr Sue Pryce, University Senior Tutor. In addition we continue to offer specific training to Hall Wardens and Tutors, day workshops on "Listening and Responding to Students in Difficulty" to all staff, and workshops for the group of Counselling Associates which were held three times during this last year. We are currently reviewing this latter arrangement and considering some changes in this area of our work to include personal tutors and student support officers.

Parents of students contact us increasingly frequently, particularly at the start of the academic year, and whilst we cannot give information about students who are attending the Service, due to confidentiality, we are able to offer information and advice in response to their concerns.

Research project into the mental health needs of International students

This project, conducted by Rose Sharp and concluded this year, sought to highlight the support available for international students with mental health difficulties by undertaking a mental health needs assessment of Chinese and Malaysian students at the University. The major findings which are of relevance to UCS are:

1. *Use of support services by Chinese and Malaysian students*
 - Chinese and Malaysian students who have mental health problems rarely present to the support services, especially Malaysian students

- Chinese students are more likely to delay seeking help until they are in crisis

2. *Challenges and barriers to accessing services*

- Cultural differences in mental health understanding
- Language and communication difficulties
- Stigma associated with mental health problems
- Family beliefs about mental health difficulties
- Lack of knowledge of counselling and confidentiality

The research revealed that the workshops run by the counselling service are very popular amongst Chinese students as through these they could access help without experiencing stigma. The above findings are useful signposts to us in facilitating access to our service by Malaysian and Chinese students, and other international students.

Ningbo campus

In its second year, the University Counselling Service on the Ningbo campus has continued to develop alongside the important support which the Student Affairs Office and the Personal Tutor system provide. Gayle Chell, the University Counsellor, now attends meetings of the Student Affairs Committee which provides a forum for liaison and exchange of ideas between senior management and UCS. She has worked closely with Professor Nick Miles, Provost of the Ningbo campus, in developing the service. Gayle and I have continued to have fortnightly phone meetings to ensure the development of parallel provision and also to give her support in this very challenging work.

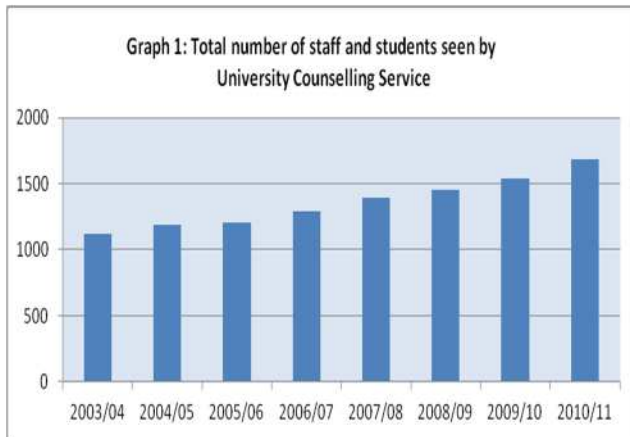
In October 2010 Gayle visited the Nottingham Campus for a week. This visit enhanced the relationship between the University Counselling Services at Ningbo and Nottingham, consolidating relationships as well as providing the opportunity for Gayle to become familiarised with procedures and philosophy in Nottingham. It is proving vitally important for the development of the UCS at Ningbo to be aligned with and have the on-going support of the UCS in Nottingham as the wider context of counselling /mental health services in China presents many varied challenges to the consistent provision of an ethical and professional counselling service on the Ningbo campus.

In spite of the inherent challenges there has been an increase in the use of the service in Ningbo from both staff and students. In the year 2009-2010 a total of 96 (2.2%) staff and students accessed the service, while in 2010-2011 this total increased to 127 (2.9%). While counselling sessions are, at present, provided exclusively in English 84% of the students who accessed the service in 2010-2011 were domestic Chinese students. This trend perhaps indicates that Chinese students wish to contact a counselling service which is being provided within the boundaries of established professional counselling ethics. Considered reflection with respect to culturally congruent counselling practices is needed, and Gayle pays careful attention to this in her work. While undoubtedly there are challenges, there are also exciting possibilities as we continue to develop what is becoming a valued counselling service in a Chinese context.

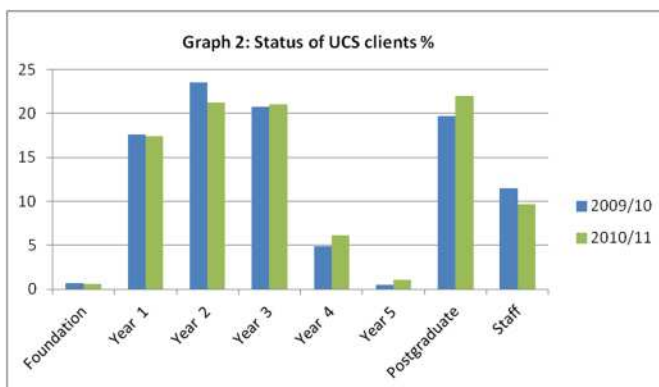
Pat Hunt
Head of the University
Counselling Service

Statistics for the Academic Year 2010-11

Increase in numbers

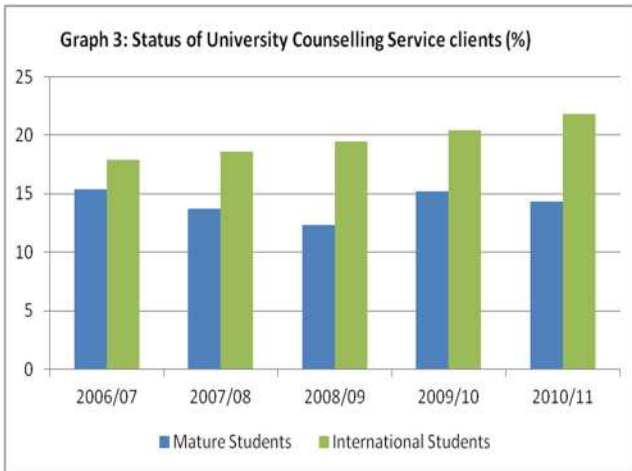


We saw a total of 1686 staff and students between 1st August 2010 and 31st July 2011. This was a 9.4% increase on the previous year when the total was 1541. 1686 staff and students is 4.27% of the total University population (4.05% in 2009/10). The percentage of undergraduate students who came for appointments (1086 students) is 4.52% of the total undergraduate student body, and for the postgraduate population this figure is 4.62% (355 students). We record the School and Department that undergraduate and postgraduate students come from, and the data confirms that all Schools and Departments use the Service.



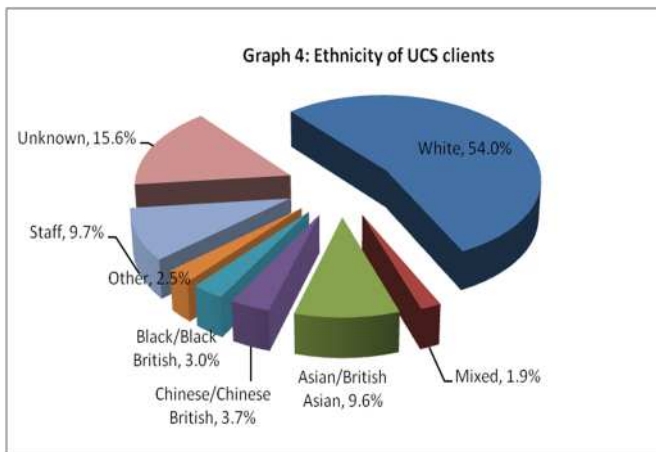
The proportion of male students and staff coming for appointments has been steadily increasing over the last five years from 29% men and 71% women in the year 2005/06 to 34.2% men and 65.8% women in 2009/10. The proportion of men who attended UCS in 2010/11 was 34.9%. Last year the gender balance within the total University student population was 48.1% male and 51.9% female (the staff gender balance is not known), and so the proportion of men seen by UCS when corrected for this is slightly higher than 34.9%. 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.

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 20.4% in 2009/10. In 2010/11 the percentage of international students attending for appointments has again increased to 21.8%. The overall percentage of the student population that were international students within the University last year was 26.6%. A key principle of the University Counselling Service is that it is available for the whole University community when needed, and it is pleasing to note that international students use the service so well especially as many of them come from cultures where counselling and psychotherapy might not be available.



We have begun to record ethnicity data and the graph below records this data. It is not possible to collect ethnicity data for staff and for a proportion of students for whom this is not known or not recorded. The University ethnicity data for students for 2010/11 is as follows:

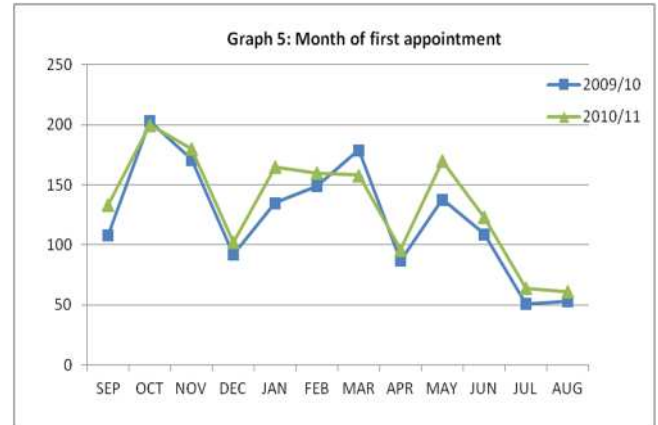
White	81%
Mixed	3%
Asian/British Asian	10%
Black	3%
Other	3%



Peak periods

The peak months for attendance for initial appointments were October, November, January, February, March and May. The very late ending date of the Easter term had two

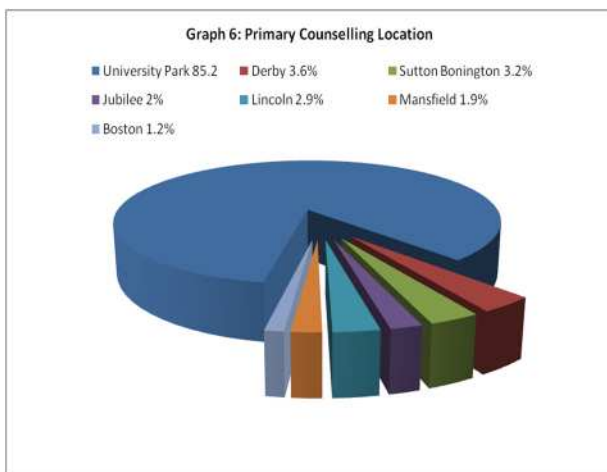
consequences for the service. The first was that demand remained very high right up until the end of term (158 in March), and then with only a very brief pause over Easter demand then rose prior to the start of term and continued to be high in the few short weeks before the exams began.



In 2010/11 during term time we offered evening appointments on two days and an early appointment on one day in each week. These early and late appointments are extremely well used by staff, PGCE students in the School of Education and medical students. 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 (85.2%) of staff and students attended for counselling at University Park. The number of staff and students using our service at Sutton Bonington was 51. This figure has increased each year over the last five years in tandem with the development of the School of Veterinary Medicine.



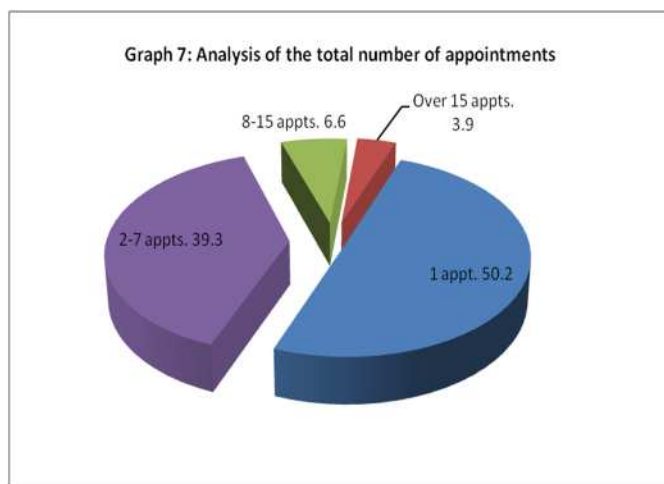
The combined attendance from the Boston, Derby, Lincoln and Mansfield campuses is 9.6% of UCS clients with Derby having the largest attendance of 3.6%. In Derby staff and students from both the School of Nursing and Midwifery, and also the Graduate Entry Medicine course use the Service to its full capacity. With the announcements of future changes to the structure of the courses offered in the School of Nursing at Boston, Lincoln and Mansfield, the UCS provision to these sites will require close monitoring over the next two years.

Waiting times

The average waiting time for an initial appointment was 6.58 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 4.0 weeks, a small increase on the figure of 3.8 weeks in 2009/10 and well within the Service objective of offering ongoing appointments within twelve weeks. The 90 percentile figure was 12.0 weeks, a slight decrease from 12.6 weeks in 2009/10, and within our service targets.

Number of appointments offered

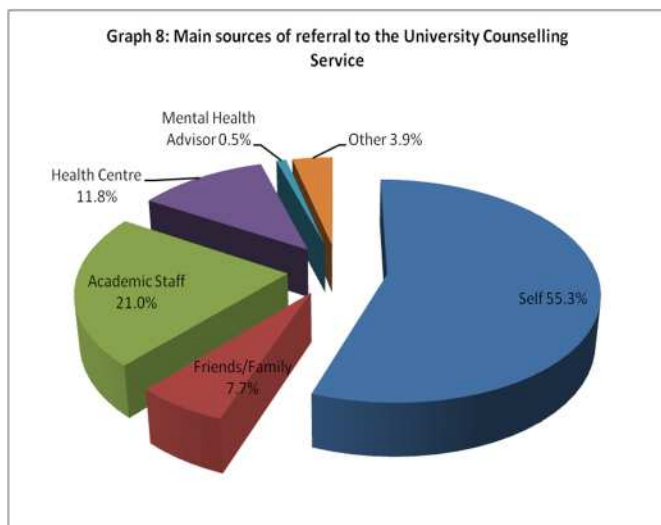
74.8% of students and staff were seen for the first time, 8.1% were continuing counselling from the previous academic year and 17.1% had been seen before and were returning for further help. These proportions reflect an increase in the number of students being seen for the first time.



Half (50.2%) 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 remains a difficult area of our work. Most of these requests came at exam times, and there was an inevitable knock on effect on the length of wait for appointments. Recent changes to the University's Quality Manual should reduce the number of requests for Extenuating Circumstance evidence to UCS.

39.3% 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. 10.5% of staff and students came for more than eight sessions, enabling therapeutic work with more serious mental health problems.

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.



36.6% of presenting problems were personal and emotional. 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 2010/11 there were 69 presentations where suicidal thoughts and/or a suicide attempt were one of the presenting problems. This is a marked increase from 42 in 2009/10. This is a very concerning statistic and a challenge to us as professionals in making an effective response. It also highlights the importance of the close co-operative work we do with Cripps Health Centre.

Sources of referral and contact with other agencies

The Mental Health Advisor post has now been in place for more than three years, and UCS has developed an effective, direct liaison between counsellors and the Mental Health Advisor. The number of students referred from the Mental Health Advisor last year was 14. Referrals from Cripps Health Centre decreased slightly from 11.8% in 2009/10 to 11.3% last year. Referrals from academic staff and hall wardens have increased from 21.0% in 2009/10 to 22.3% in 2010/11.

27.2% of concerns were about relationships 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 2010/11 13.8% of presenting problems were in this category.

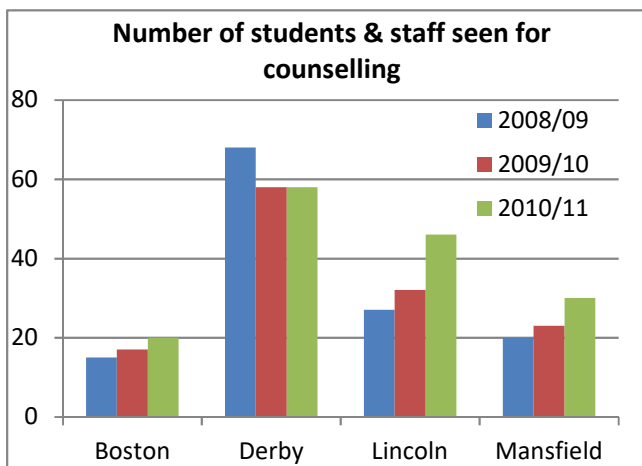
Presenting Problems

In 2010/11 22.4% of the problems presented were academic or work related. This includes anxiety about

Pat Hunt
Head of the University
Counselling Service

Off campus counselling provision (UK)

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



The University Counselling Service aims to offer a consistent and accessible service on one day a week (one and half days at Derby) at each of the different sites.

The service at Derby, Lincoln, Mansfield and Boston largely serves the nursing, midwifery and medical students. There are factors that put this group of students at particular risk of running into difficulties, presenting in crisis or dropping out, for example:

- The nature of their course and placements makes it difficult to arrange regular counselling appointments.
- The nursing, midwifery and Graduate Entry Medical courses attract a high proportion of mature students, who are often juggling study and work with family responsibilities and child care.

The Counselling Service aims to provide a prompt and flexible response to their needs. The counsellors offer a presentation on 'Staying the Course' to the new intakes of nursing and midwifery students.

In addition to the programme of workshops and groups at University Park, the Counselling Service also offers workshops for nursing and midwifery students at the different sites: 'Effective Communication on Placement' and 'Building Resilience and Maintaining the Capacity to Care'.

Recruitment to the workshops is challenging, due to the heavy demands on students' timetables, but participants' feedback is very positive.

2011 sees the final intake of Diploma Nursing students, bringing changes to provision of nursing education at the different centres. The Counselling Service is currently planning to be ready to address the changing needs of the University and the students and staff affected by these changes.

Sutton Bonington

The total number of clients seen at SB campus (51) has increased again this year. 49 were students and 2 were members of staff. A prompt and flexible response was maintained throughout the year but those waiting for regular sessions, after the initial assessment period, may have experienced having to wait a little longer this year. In response to increasing demand the Service for 2011/12 will extend into the vacation periods as well as term time.

Some Bioscience and Veterinary Medicine and Science clients in addition to the 51 above, elected to be seen at University Park rather than the SB campus.

Workshops on "Life Skills for Handling Stress and Pressure" and "Procrastination and Perfectionism" were also offered to students at the SB campus.

Jubilee Campus

During the year 2010/11 thirty-three individuals attended for counselling at the Jubilee campus site.

Students and staff have benefited from having access to counselling and workshops on this campus throughout the year including vacation periods.

Heather Nelson
Counselling Co-ordinator

Groups and Workshops

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.

'I really enjoyed attending this counselling group. I believe it's a great way to understand yourself whilst interacting with other people.'
[Managing Relationships Group, Spring Term 2011)

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.

'This term I feel more confident and less stressed because I know now to recognise when I am getting anxious.'
(Managing Depression workshop, March 2011)

Because of the level of demand on the Service we need to keep a balance between one-to-one work and provision of groups and workshops. We reorganise the

programme annually on the popularity of the different groups and workshops. We have consolidated the programme this year by only running the workshops and groups that we know will be well attended and that receive positive feedback from the students.

'The workshop helped me to look at my actions/thoughts and feelings more objectively and highlighted what I can do to make approaching tasks feel less stressful.' [Perfectionism workshop, July 2011]

Offsite provision

We continue to offer workshops for Nursing and Midwifery students at Derby, Lincoln and Mansfield centres. Workshops are also run on Jubilee and Sutton Bonington campuses.

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.

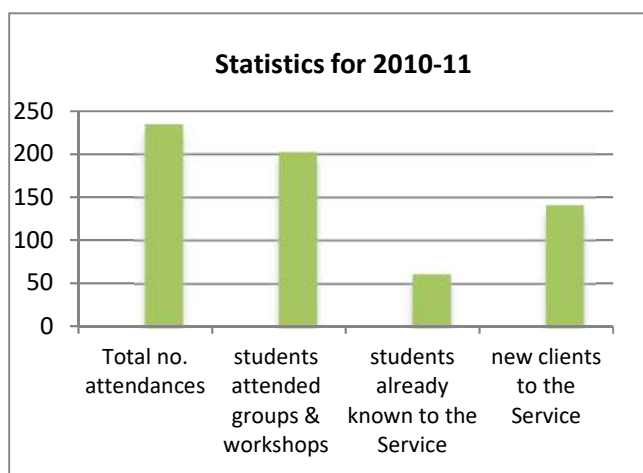
Counselling Associates

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

New developments 2011/12

Workshops that have been run out of term-time have been successful so we are offering more this year. We are also increasing our provision on Wednesday afternoons to maximise the number of students who are available to attend.

Statistics and evaluation

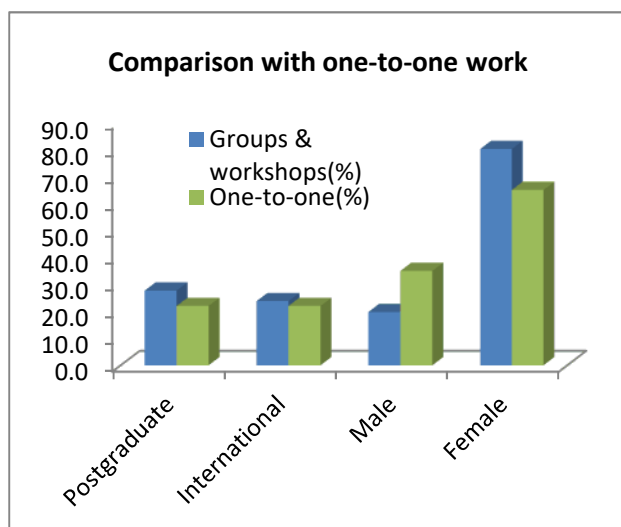


We evaluate the effectiveness of the groups and workshop programme in a number of ways:

- By seeking detailed feedback from participants at the end of the group or workshop and also a month later following their attendance using questionnaires.
- By asking team members involved in the programme to feedback their views.

This is the third year that we have collected statistics in the same format as we use for our individual client work. We use the information gathered to explore areas for development and improvement, relating this to the overall aims and objectives of the service.

The drop out for workshops and groups is very low. This is particularly encouraging in the therapeutic groups which run for eight weeks.



'It helped me to meet other people with similar issues and discuss our situation together.' [Self Esteem workshop, Autumn term 2010]

Marion Dillon
Groups and Workshops
Co-ordinator

Client Feedback 2010 – 2011

Summary

- 91% of respondents felt it was easy to find out about the Counselling Service.
- 79% of respondents were satisfied with the quality of the counselling they received.
- 70% of staff who responded felt that counselling had helped them continue with their work.
- 78% felt they were offered regular counselling appointments within a reasonable period of time.

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.

The primary aim of this exercise is to obtain feedback from clients 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. Respondents are given space in the feedback form to leave longer comments and with their permission some of these are anonymously quoted here.

Methodology

We use secure software provided by 'Survey Monkey' to create an accessible, online survey. This has proved efficient to administer and we have been able to increase the overall response rate; collecting feedback from more of our client group.

Students and members of staff who use the University Counselling Service are asked to complete an online questionnaire approximately one month after their final contact

with us. The questionnaire invites clients to comment on their experience. Respondents may remain anonymous or give their name if they wish.

Response Rate

This year (between August 1st 2010 and July 31st 2011) 1259 clients were contacted and 460 replied: a 36.5% response rate. This means that we are receiving feedback from 27% of our total client group (1686).

Respondent Profile

The respondents are a self selected group in that the completion of questionnaires is entirely voluntary. The make-up of this group reflects broadly the usage pattern of the Service.

Male	28%
Female	72%

Students	84%
Staff	16%

Service Administration

The service promotes itself through the website, brochures, posters, talks, and welcome events and maintains a good profile across the university. 91% of respondents felt it was easy to find out about the University Counselling Service and 92% said the reception staff were helpful.

"Whenever I phoned up or came into reception whoever I dealt with was very kind and helpful."

First appointment

The service aims to offer an initial appointment within 10 working days of first contact; often new clients wait less than 5 days. During particularly busy periods it can be difficult to meet this target in all cases. Some provision is also made for situations deemed to be urgent.

78% 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 on the service the time clients will have to wait for ongoing appointments increases. If a client has limited availability in their week it can take longer to find them a regular appointment and vacations can interrupt the process for students in particular.

This year 78% felt they had been offered counselling within a

reasonable period of time, while 12% felt they had waited too long.

"the service you provide was good, however it took a very long time from the initial appointment to the actual sessions"

Difficulties and Problems

86% of student respondents felt their difficulties were affecting their academic performance.

62% of students felt counselling helped them to continue with their studies.

"Without the support of the counselling service I doubt very much that I would have been able to continue my studies and overcome my difficulties."

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

"By understanding my responses to situations I felt able to stay in my job."

70% of staff respondents felt that counselling helped them continue with their work.

Quality and satisfaction

We aim to offer clients sufficient counselling sessions to address the issue presented whilst managing high demand for the service. This is a difficult balance and those we see for counselling may not always agree with our assessment.

"I feel that the course of counselling I was given helped me with the immediate problems but...a longer course of counselling would have been helpful to address more underlying issues"

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 1 session 60% felt that was sufficient. Of those who had between 2 and 7 sessions 76% felt that was sufficient. Of those who had more than 7 sessions 84% felt that was sufficient.

- 84% of staff respondents and 77% of student respondents were satisfied or very satisfied with the quality of the counselling they received.

"I would not hesitate in recommending the service to others and would like to extend my sincere gratitude and commend the quality of the service in its entirety."

83% of staff and 77% of students had found counselling helpful.

"The counselling sessions were extremely helpful. They were conducted in a friendly, informal, non-threatening atmosphere."

"I found the counselling very helpful and was very grateful to be able to access it so quickly."

Conclusion

The profile of the University Counselling Service is well-established and an expected part of student life. Overall satisfaction with the Service remains high.

Areas we will continue to review include:

- Waiting times for first appointment
- Waiting times for ongoing counselling
- Communicating our understanding of the counselling process
- Assessment of client need

**Mel Wraight
Counsellor**

Appendix 1

Staff

Head of Service

Pat Hunt (UKCP, BACP, HUCCS, AUCC)

Counselling team

Anita Bartys (BACP)

Marion Dillon (BACP, UKRC, AUCC)

Alison Hammond (UKCP, UKAPI, BACP, AUCC)

Helen Kerry (UKCP, GPTI)

Heather Nelson (BACP, ACW, AUCC)

Daniel Pitt (UKCP)

Lucy Rowley (BACP, AUCC)

Rob Sharp (UKCP, Survivors UK, PTUK)

Val Watson (BACP, BAPCA, HEA, ACW, UKRC, UKCP, AUCC, CCYP)

Myra Woolfson (UKCP)

Mel Wraight (BACP)

Administration & 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
HUCCS	Heads of University Counselling Services
PTUK	Play Therapy UK
UKAPI	United Kingdom Association for Psychotherapy Integration
UKCP	UK Council for Psychotherapy
UKRC	United Kingdom Register of Counsellors

Appendix 2

Professional Activity

External commitments

- Member of HUCS Executive Committee (National Heads of University Counselling Services) (PAH)
- Independent Adoption panel member, Faith in Families (VW)
- Membership of Integrative Psychotherapy professional development group (HJK, RJS)
- Presenter, Samaritan's Purse International Relief (RK)
- Therapy reading group (MMD)
- Windmills career and personal development for doctors (RJS)
- Voluntary supervision consultant for school counselling scheme linked with University of Nottingham School of Education (VW)
- Joint Keynote Speaker- SRASACS (Sheffield Rape and Sexual Abuse Counselling Service) (VW)
- Lecture given at Birkbeck University London for Counselling trainees (VW)
- Training event, Place 2 Be Post-graduate counselling trainees (VW)

Meetings/networking

- Black and Ethnic Minority Staff Network convenor (VW)
- LGBTQ network (MCW)
- Meetings with Cripps Health Centre GPs (all counselling staff)
- Meetings with SU Equality & Welfare Officer (PAH)
- Meetings with Business School Support Officer (PAH)
- Meetings with Head of Student Operations and Support & Head of Student Services (PAH)
- Meetings for university counsellors involved in the delivery of groups and workshops nationally in HE (MMD)
- Meetings with inter-site Student Support Services staff (HN)
- Meetings & presentations with academic staff for nursing and midwifery students (HN)
- Podcasts for UCS website (LR, MCW)
- UCS Team Forum – Chair (LR)

Policy/steering groups

- Disability Liaison Group (AHH, HK)
- Registrar's Department Head of Sections Committee (PAH)
- Student Services Management Team (PAH)
- Groups and Workshops Working Group (MMD, LR, RJS, VW)
- Mental Health Advisor Steering Group (PAH)
- SEDAG (Staff Equality and Diversity Advisory Group) (VW)
- UCS Health & Safety (AHH)
- Work and Wellbeing Review Group (PAH)

Publicity talks/fairs

- International Students Welcome Week induction presentation (PAH)
- International Students Welcome Week fair (AHH, RK, DP)
- International Students Research Project Steering Group (PAH)
- New students welfare event, Sutton Bonington campus (ALB)
- Presentations to nursing, midwifery students at Nottingham, 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)

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