



The University of
Nottingham

UNITED KINGDOM • CHINA • MALAYSIA



University Counselling Service

Annual Report 2015-16

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Executive Summary

The University Counselling Service (UCS) continued to see a high number of clients (students and staff): 2153, an overall increase of 4.51% on the previous year

5.6% of the total student population accessed counselling. The Russell Group average is around 6%

3.2% of the University staff accessed the service: a rise of 1.1%

Of the 2153 individual clients:

43.3% attended for 1 appointment only

62.3% were seen for 2 or more appointments

91.6% attended for 6 or fewer appointments

29 workshops and 3 therapeutic counselling groups were offered during term-time. 341 students attended the workshops and 32 students attended our 8 week therapeutic groups

The Service also responded to numerous requests for support and guidance from tutors, parents, friends and staff in schools or departments, as well as from GPs and others in the mental health field

Head of Service report

In line with the trend across the Higher Education sector, the University Counselling Service saw a rise in demand for counselling. There was also an increase in other requests for support, including consultation for university staff, parents and external agencies. We have also seen an increase in the number of clients accessing the Service who have pre-existing complex and enduring mental health problems.

During 2015-2016 the Service saw over 2153 clients and offered in excess of 6000 counselling sessions. This is a considerable achievement for a permanent staff team of 8.3 FTE counsellors, 1.6 Administrative staff and 2 part-time (1FTE) associate counsellors.

5.64% of our total student population made use of the individual counselling service (1:1) in 2015-2016, an increase of 0.24% on last year. This represents an increase of 4.51% on the student use of the Service since last year.

3.19 % of the total staff population made use of the 1:1 service this year, an increase of 1.39% on last year. This was an increase of 19% on the total number of staff seen last year.

Response to demand

We have increased access to the Service by offering two early morning (8.15 a.m.) and three additional evening (5pm and 6pm) appointments during the year on three days each week. This was particularly useful for students on placement and staff who want to attend out of working hours. We have also increased counselling provision on the Sutton Bonington campus. Overall, our data shows that Sutton Bonington has the shortest waiting time for appointments.

We continued to offer some short initial assessment appointments at points of high demand, usually October-November, February- March and May-June. This enabled us to maximise our resources and give access to shorter appointments of 20-30 minutes to clients who opted for this service.

Through changes in our pattern of working and offering shorter counselling contracts, we have minimised the wait for ongoing counselling. When we meet with a client for the first time we offer a

counselling consultation. The counsellor will make an assessment of the difficulties presented and begin to explore some of the background to these concerns and possible ways forward. This consultation may be sufficient or one or two further appointments may be offered. For the most part we have offered fewer sessions to each person, but increased the number of clients who have had access to the service. This has also meant a reduction in longer-term work with clients. In a small number of cases, where necessary, we do still offer ongoing weekly counselling. A factor in how quickly we can respond to demand is client availability. There have been times when cancellations and non-attendance for confirmed appointments has meant that appointment slots have been lost at times of high demand. Additionally, some clients have had to wait longer for their appointments due to limited availability.

The sharp increase in demand for staff counselling has been met in part through the granting of additional resource for the employment of an associate counsellor part-way through the year.

Groups and workshops programme

The Groups and workshops programme has expanded considerably over the past two years. In 2015-2016 we included workshops on Mindfulness, Managing Anxiety and Perfectionism. We have also offered supervision and reflective practice groups to a range of student and staff participants and piloted a workshop for postgraduate students which explored ways of using the natural outdoor environment to support good mental health. This pilot will be extended into the next academic year.

Changes and developments

Accommodation

Negotiation for a change of Counselling Service accommodation on Sutton Bonington campus was completed in early autumn. The service re-located to its new and improved accommodation in December 2015. The new accommodation has the facility for some group work and workshop activity and some 'bite-sized' lunch-time workshops have been offered during the summer term with a plan to extend this provision into the next academic year.

Client survey

A new series of client surveys have been conducted throughout the year which focused on clients' views on waiting times, appointment booking and administration. This survey was in addition to the feedback from clients who have ended their contact with the Service or participated in a group or workshop. We have responded to the useful and interesting feedback from these surveys by making a number of changes:

- Clients requested more information on what the counselling consultation appointment involves. The Service has produced a new information leaflet which is emailed to all new clients and is available in waiting areas.
- Clients wanted the option to speak to someone to make an appointment, rather than booking it by email. Clients now register online then telephone the service to book their counselling consultation.
- Clients wanted us to make the Service easier to find. We have improved the information with links to campus maps on the website and also included this in the appointment confirmation emails.
- Clients felt it was unclear having the same appointment request form for students and staff so we have now introduced separate forms.
- Clients wanted it to be easier to get the attention of reception / admin staff so we have introduced a bell to attract attention.
- Clients suggested the waiting area be improved by music and removal of the ticking clock so we have introduced background music and purchased a silent clock.
- Clients wanted it to be easier to see how to request an appointment on the website. The Service has worked with the web design team to simplify and make the website more user friendly.

(See appendix 2)

Administration

As a result of in-service training and support provided by the Lean Management team we have used the principles of Lean Management to adapt and streamline some of our administrative systems and plan to continue with these improvements into the next academic year. We

continue to make better use of IT to improve our systems and make full use of our resources. A significant change has been the development of an online registration form which makes it easier for clients to register for the service.

Training and consultation provision

The Service also increased its provision of staff training opportunities providing training input, consultation and presentations for the School of Engineering, School of Education, Counselling MA course, Disability Support Staff, Medical School, the Postgraduate School and the Students' Union. Colleagues within the team have also participated in Webinars aimed at supporting research supervisors and research students.

Internal liaison

Whilst observing the importance of maintaining a confidential and safe service for students and staff in the University community the Counselling Service has regular liaison meetings and discussions with Mental Health Advisory Service colleagues, Cripps Health Centre staff the Chaplaincy, Hall Wardens, hall tutors and where appropriate other academic and administrative colleagues and teams connected with student welfare support. We also convene a termly Student Support Forum which supports the work of administrative and academic staff who have front-line responsibility for student welfare, sharing and reflecting on examples of good practice and implementation of University policies.

External liaison

Colleagues in the Service have also held and attended formal and informal meetings with the local Clinical Commissioning Group, and other mental health service providers in the city. This useful information exchange enables us to strive to keep up to date with the fast pace of changes in provision in the city.

Links with Ningbo campus

Throughout 2015-2016 I was in regular contact via Skype with Iris Huang, Acting Head of the Counselling Service, on the Ningbo campus. This relationship was mutually beneficial; I learnt a great deal about contrasting and similar issues and challenges presented in the counselling work on the Ningbo campus and when needed offered

guidance, support and information. In addition, a member of the UCS team (Rob Sharp) provided monthly clinical supervision for one temporary associate counsellor for part of the academic year. I was involved in the recruitment and selection of the temporary associate counsellors employed to assist in provision of counselling during the academic year. Following the resignation of Iris Huang, I assisted in the recruitment and appointment of the permanent Head of Service, Ms Patti Wallace and of Ms Ng Swee Sin, as counsellor.

Links with Malaysia campus

In June and July we were pleased to host day visits from Ms Amara Sivalingam, Manager of Alumni Donor Relations, and Ms Shamini Nadarajan, Head of Wellbeing and Learning Support. Amara and Shamini both colleagues, gave a good insight into their areas of work and responsibilities on Malaysia campus.

Higher education links and visits

As part of our Service development plan members of staff in the team have visited the counselling services at Nottingham Trent University and Sheffield University to share ideas about use of IT and administration. In addition, I have attended the termly Heads of University Counselling Services (HUCS) meetings at which there is some training on service management as well as discussion and information sharing time.

Provision of training and work experience

The Service team has provided one year-long counselling placement and a two month work-based learning opportunity for two trainee counsellors, one studying at the Metanoia institute, and the other at Warwick University. It is important to note the mutual benefit gained from these two relationships.

Contributions to research and academic scholarship

Three members of the team have produced publications, making a contribution to the field of counselling and psychotherapy:

- Kathryn Morris-Roberts - Crozier, J. Morris-Roberts, K. O'Neill, P. and Wright, J. (2016) 'Feminist Ideas and Counselling' in *Therapy Today* 27(1): 10-13

- Sarah Olds - Olds, S., (2016) 'Undiagnosed dyslexia' in Therapy Today 27(5)
- Sarah Olds - Olds, S., (2016) 'Joining the dots: the impact of undiagnosed dyslexia on students' in University & College Counselling, Vol. 4, Issue 2, pp. 22-27
- Val Watson - Watson, V., (2016) Challenges to person-centred theory and practice from the perspective of therapists from 'minority' groups within society. In C. Lago & D. Charura, eds., The Person-Centred Counselling and Psychotherapy Handbook. Open University Press, McGraw Hill Education, 2016, pp267-276

Plans for academic year 2016-17

Our main challenge is to meet the increasing demand for counselling, especially during peak times, whilst making the best use of limited clinical and administrative resources. We have been successful in our bid for additional counselling staff and hope to increase our number by 1 FTE by February 2017. It is hoped that there will be a much needed similar increase in administrative team for without this support the provision and range of our Service is hard to develop and sustain. We will continue to work on minimising the waiting times for initial appointments.

The developments arising from the University's structural changes under Project Transform and its Global 2020 strategy affect all aspects of the university and inform the work and processes of the Counselling Service. The Counselling Service seeks to mitigate some of the distress and discomfort resulting from such major change in the coming year by offering opportunities for staff to reflect on their work experience in groups and where relevant provide training events which can support staff teams in managing change.

Our goal, as always is to provide the best possible quality service for all users of the Counselling Service. We aim to achieve this through continual monitoring, review and staff team access to professional development opportunities, adopting and adapting best practice within the profession and the Higher Education sector to meet the particular needs of the University of Nottingham. We will be increasing our use of IT and improving our website and its linked resources.

We have produced a comprehensive groups and workshops programme for the coming year and will be working on developing a new ongoing 'Open' group for students. A particular aim is to strengthen our working

links with the Health Promotions Adviser to ensure that information about our groups and workshops is more widely available to students.

The statistical information and feedback from clients available in this report tells us that the Service is an effective and important part of university provision for students and staff. The University Counselling Service continues to command respect within the profession and the University community. The consistent feedback from those who have used the Service is that they have found it to be helpful in times of need and in many cases a major contributor to sustaining their work, relationships and studies at university.

I am proud of the dedication and commitment of all members of the Counselling Service team who have worked very hard throughout the academic year to deliver a highly skilled specialist service which is safe, responsive and effective. Special thanks are due to Marion Dillon, who retired from the Service in December 2015 after 20 years' service and in particular her support of the groups and workshops programme. Also to Kate Bolger, temporary administrator; to Rob Manners and Emma Cannon, associate counsellors who through their work this year have provided much needed additional resources.

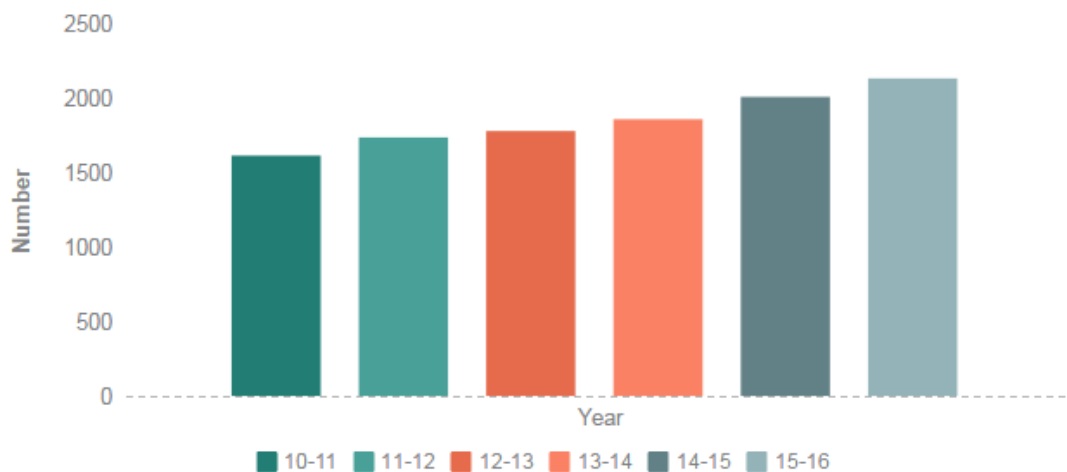
Val Watson
Head of University Counselling Service

Statistics

The statistics reported in this section are drawn from comprehensive data recorded for each student and member of staff who contact the University Counselling Service (UCS) and attend for at least one appointment. We also collect parallel data for students who attend our therapeutic groups and workshops, and these statistics are included in the groups and workshops section of the Annual Report.

Increase in numbers

Graph 1: total number of staff and students seen by UCS

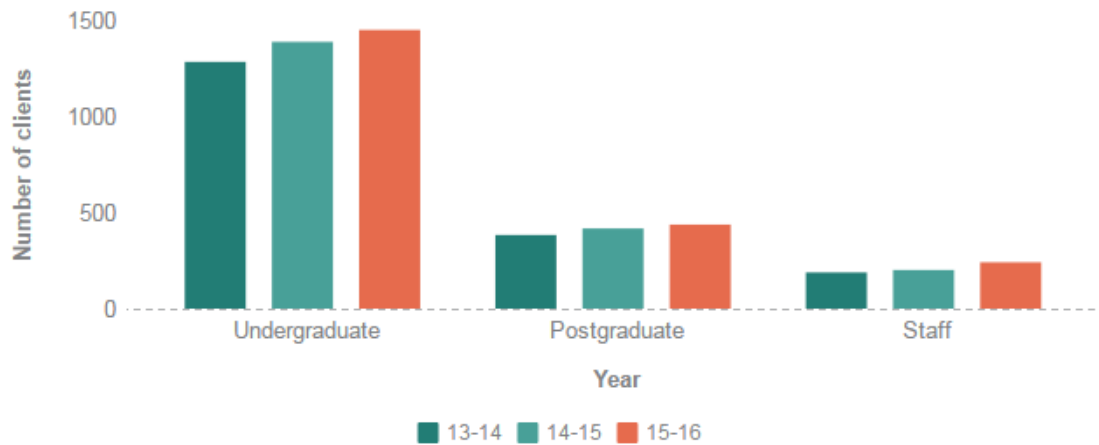


We record the School and Department that undergraduate and postgraduate students come from, and the data confirms that all Schools and Departments use the Service.

The Service registered 4.51% more clients that last year, and the number waiting for ongoing counselling on 31st July was half that of last year.

A 5% increase year on year has been the norm over the past five years.

Graph 2: Status of UCS clients

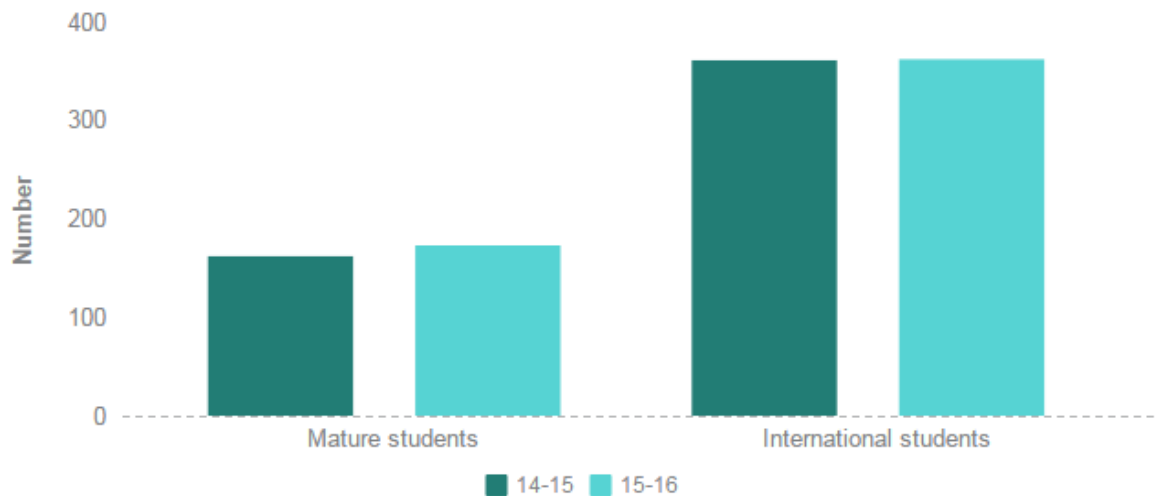


There was a 1.1% increase in staff numbers for 2015-16, which have been around 10% of total clients for 5 years. The number of University staff members who came for appointments was 241 (3.2% of the staff population). It is important and encouraging that staff from all areas of the University use the service - academics, senior managers, administrative staff, security, operations and facilities staff.

The total number of male clients registered, staff and students, is almost the same as last year (64.4% female and 35.6% male), so this is a small % decrease on previous years.

The Service saw 23.6% more female staff clients this year than last year.

Graph 3: Status of UCS clients



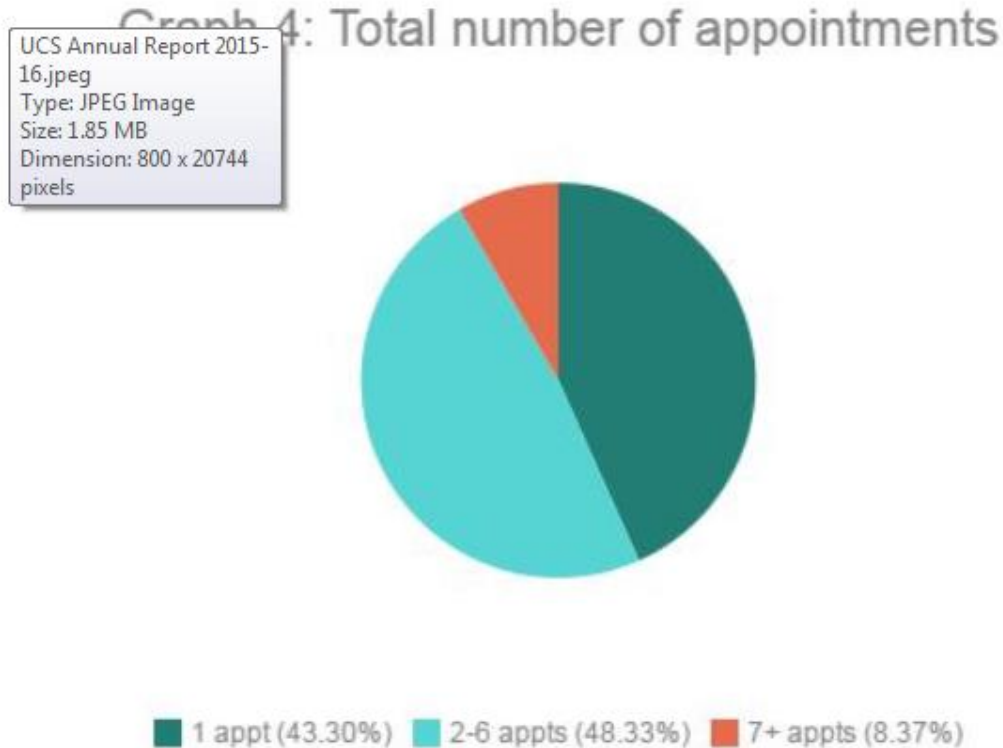
International and mature students comprise a similar percentage of the total student population.

It is important to continue to ensure that international students are well informed about the existence of the Counselling Service and what we provide. UCS has offered this through a presentation given to students as part the International Students Welcome Week organised by the International Office and we believe it is important that this presentation continues.

Waiting times

The average waiting time for an initial appointment was 3.1 days. The waiting time between the initial appointment and the first ongoing appointment was recorded during the year. 57.9% of clients were offered an ongoing appointment within 4.0 weeks of their initial appointment. 97.9% were offered an appointment within 12 weeks of their initial appointment.

Number of appointments offered



43.3% of clients attended for just one appointment. This represents those students and staff who only need to come for one appointment to resolve their situation, and those who were referred to one of the University Counselling Service groups or workshops or to other sources of help within the University and beyond where this is appropriate. This figure also includes those who were offered additional appointments but only attended for one. There is always a proportion of students who attend UCS for one appointment only who have come to request extenuating circumstance evidence.

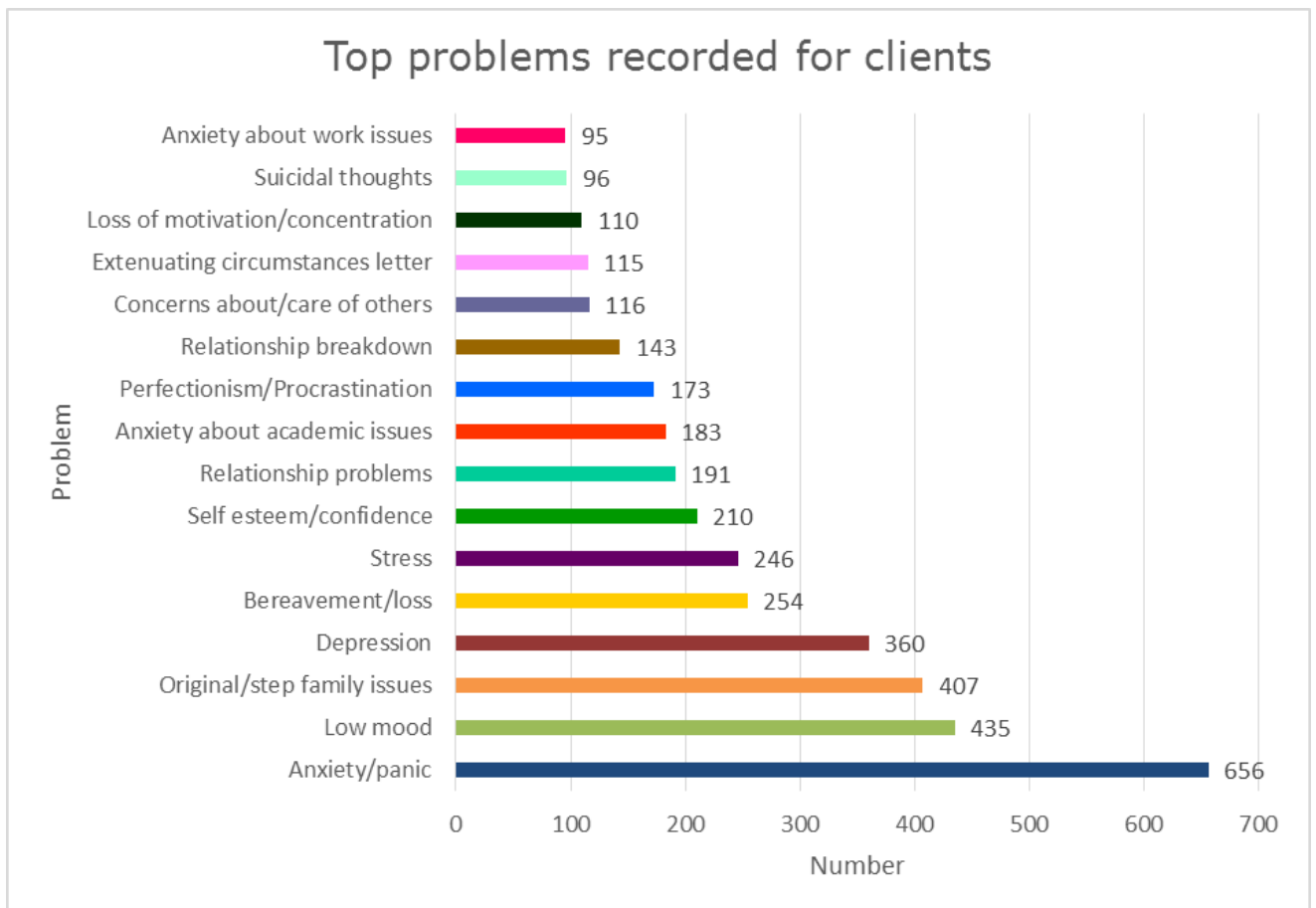
48.3% of students and staff came for between two and six sessions. This is a combination of those who came for short term therapeutic work which gives sufficient opportunity for working through moderate emotional and mental health problems, and other clients,

mostly students, who attend for intermittent appointments spaced out during the academic year with the aim of maximising the effect of counselling in support of their academic study.

4.2% of staff and students were seen for more than eight sessions. The pressure of numbers means that this extended work is only offered to those with more serious concerns. We believe that it is important to continue to offer this where needed.

Presenting problems – a summary

(There may be more than 1 concern presented by each client).



Counselling provision at other campuses

Provision at University of Nottingham sites

In addition to the main service based at The Orchards, the University Counselling Service provides individual counselling to students and staff (and occasional workshops) at Jubilee Campus, Sutton Bonington Campus and the School of Medicine and Health Science at Derby Royal Hospital.

Jubilee campus

Counselling consultations are offered by appointment at Jubilee Campus every Friday (1 day per week), during term time.

33 clients used the Service at Jubilee in 2015/16. These were mainly international students and staff, based on Jubilee Campus.

Following Val Watson's appointment to Head of Service, Heather Nelson covered this post from September 2015 to January 2016, when Adrian Langham took on this role.

Sutton Bonington

Counselling consultations are offered by appointment at Sutton Bonington, every Tuesday and Wednesday, throughout the year (2 days per week).

70 clients used the Service at Sutton Bonington in 2015-16, which serves the students and staff from the Schools of Veterinary Medicine and Biosciences.

The Service at Sutton Bonington moved to a new counselling room in the Main Building in January 2016. This has proved to be a very positive move as the room is situated in a quiet area and there is a waiting area, adjacent to the counselling room, which offers privacy.

In addition, the room is large enough to accommodate workshops for small groups of students.

The increase in provision at Sutton Bonington from 1 day to 2 days per week, has helped to meet the demand for a prompt response. The counsellors have responded to requests for flexibility in the timing of appointments.

Sarah Olds piloted a new series of 'lunch time bites' – 45 minute lunchtime workshops for students – in the summer term, in response to student feedback about workshops at SB. The 'lunchtime bites' will be offered throughout the next year.

Derby

Counselling consultations are offered by appointment at Derby, on alternate Tuesdays and every Friday (averaging 1.5 days per week), throughout the year.

This service is used mainly by the undergraduate and postgraduate nursing students; post-graduate medical students; undergraduate students in Medical Physiology and Therapeutics and University staff based at Derby.

65 clients used this service in 2015-16.

The Counselling Co-ordinator delivered presentations and workshops to students based at Derby on 'Staying the course', 'Effective communication on placement' and 'Building resilience and maintaining compassion'.

Heather Nelson

Counselling Co-ordinator

Groups and workshops

Overview

This program is a valuable means of providing students with therapeutic advice and information about common difficulties encountered in campus living. Emotional and psychological advice and information is delivered in a format that is for some, more accessible than 1:1 counselling and which allows for certain difficulties such as perfectionism and procrastination to be understood as a relatively normal aspect of student experience. During a year of unprecedented demand for student counselling both here and at a national level, the University is in line with other Russell Group counselling services in recognising that workshops and therapeutic groups are an effective way of providing a broad range of practical and psychological support to students at strategic times throughout the academic year. Student feedback and attendance consistently reflect the positive value of this programme. (Recent research conducted by Professor Richard Morriss in the University's School of Medicine and Institute of Mental Health, found that structured group psychoeducation sessions could be more successful in treating patients in the early stages of bipolar disorder than standard peer-support offered by the NHS and the voluntary sector. (OUD M, MAYO-WILSON E, BRAIDWOOD R, SCHULTE P, JONES SH, MORRISS R, KUPKA R, CUIJPERS P and KENDALL T, 2016. Psychological interventions for adults with bipolar disorder: systematic review and meta-analysis. The British Journal of Psychiatry: the journal of mental science. 208(3), 213-22).

New leaflet format

Our new leaflet layout proved to be a popular change and we will keep this format for the coming year. We have focused efforts on ensuring that staff and students are made aware of this programme by mailing the leaflet out to staff, and attending events such as the Student Health Registration Fairs.

Evening workshops

Last year we scheduled regular Mindfulness workshops during the early evening. This is a time when campus life is settling down after a busy

day and participants feel more able to stop and take some time out. This has proved to be successful and we plan to repeat this for Mindfulness and other workshops in the coming year.

New workshops

During the summer term we began to pilot lunchtime 'bite-sized' workshops at Sutton Bonington in order to provide support for students who have very full timetables from which it is difficult to take time out. We will continue to evaluate this intervention in the coming year as we have learnt that new initiatives in this program can take a year or two to become embedded. Our counsellor Kathryn Morris-Roberts has introduced some seasonal outdoor workshops to support student well-being by helping them to connect with their sensory awareness and curiosity about the environment.

Staff support

During a year of considerable change in the administrative structure of the University the Student Support Forum has provided staff with an opportunity to talk about the changes and to support each other and be supported. The forum provides a space for staff which is neutral and safe in that it does not fall within any formal organisational structures. We hope to continue to be able to provide this kind of support although the format may need to change in order to accommodate the changes in peoples roles and job descriptions and locations.

The Service has also provided support and training for different groups of staff through the facilitation of reflective practice groups.

Lucy Rowley

Groups and Workshops Co-ordinator

Client feedback

Key points

- 78.6 % of respondents were satisfied or very satisfied with the counselling and service they received
- 32.7% of student respondents said that counselling was “an important factor” or “the most significant factor” in helping them stay at university
- 44.6% of staff respondents said the counselling was “an important factor” or “the most significant factor” in helping them stay at work or get back to work

How we get feedback

All students and members of staff who use the Counselling Service are sent an invitation to complete an anonymous SurveyMonkey© questionnaire soon after their last appointment.

In 2015/16, 1532 invitations to complete the survey were sent and 274 responses received; a response rate of 17.9%. This means 12.7% of our total client group gave us feedback (total clients during year = 2153).

Each piece of feedback is individually monitored. If a counsellor is named the feedback is forwarded to him or her and general trends and comments are fed back to the team as a whole. Complaints are forwarded to the Head of Service. The feedback enables the service to continuously monitor satisfaction and make improvements where necessary. It also gives counsellors the chance to reflect on their own practice.

Selected comments

These comments give a flavour of the type of feedback we receive:

“It would not be an exaggeration to say that the most useful thing I have done during my time at University was to admit to myself that I needed help and to then attend counselling sessions.”

“[Counsellor name] was fantastic, I am here still because of her.”

“The quality of counselling was outstanding, I really think that the service provided was the most important factor for my wellbeing.”

“It helped me to realise that getting through the darkest times is a part of life and I am so much stronger for it now I'm on the other side.”

“Useful reminder emails, felt very confidential and professional”

“Very long waiting period”

“Although getting an appointment was difficult and they always seem to be limited, staff were as helpful as they could be.”

Anne Brewin

University Counsellor

Continuing Professional Development (CPD)

As part of the team's working standards all individual members complete CPD to enhance and reflect on their current practice and to meet continuing accreditation standards for good practice.

Ms Lucy Rowley successfully completed a year-long training course in supervision with distinction. With this qualification Lucy now joins several members of the team who offer internal clinical supervision to associate and trainee placement counsellors working within the service.

Other team members have attended CPD events around Acceptance and Commitment Therapy, a third wave Cognitive Behavioural Therapy (CBT) based therapeutic approach incorporating mindfulness and compassion with behavioural modification. The team explored different ways of working with some of the common themes we see such as anxiety, perfectionism and procrastination. This model is very suited to shorter term collaborative working.

In addition to individual CPD we hold several in house team training events annually. We source training that aims to develop clinical and reflective practice, looking at the common themes and emerging trends we see in our clinical work. This year's CPD has focused on creative ways of working with anxiety and panic. In addition to a traditional talking therapy useful techniques can help clients understand their physiological response to anxiety and develop the necessary skills to manage their stress and anxiety responses. This is particularly beneficial when working with students struggling to manage the pressures of university and exam stress.

Keeping up to date with current and emerging trends in the field of counselling and psychotherapy enables us to support clients by offering them effective support and resources that complement working in a briefer therapeutic model.

Adrian Langham

CPD Co-ordinator

Appendix 1

Staff

Counselling Team
Anne Brewin (BACP)
**Emma Cannon (UKCP)
Alison Hammond (BACP, UKCP, UKAPI, BACP-UC)
Adrian Langham (BACP)
**Robert Manners (UKCP)
Kathryn Morris-Roberts (UKCP)
Heather Nelson (BACP)
Sarah Olds (UKCP)
Daniel Pitt (UKCP)
Lucy Rowley (BACP, BACP-UC)
Rob Sharp (UKCP, Survivors UK, PTUK)
Val Watson (BACP - Senior Accredited), BACP-UC, BAPCA, HEA, BACP (Workplace), UKRC, UKCP, C&YP, HUCCS
Myra Woolfson (UKCP)
Mel Wraight (BACP – Senior Accredited, Be Mindful Registered Mindfulness Teacher)

* Associate counsellor

** Placement trainee

Administration & support staff
Sarah Marston
Sarah Brumpton
***Kate Bolger
***Wendy Willan
***Neville Bruce

*** Temporary staff

Voluntary activity, affiliations and internal / external links	
Adrian Langham	Nottingham Pride Voluntary work with lesbian, gay, bisexual, and transgender (LGBT) communities Mentoring support to staff at The Terrence Higgins Trust On the Advisory Group for male survivors of sexual violence and childhood sexual abuse.
Daniel Pitt	Parent governor at Westdale Junior School, Mapperley, Nottingham
Val Watson	Faith in Families (Adopt Together) Place2B Contacts counselling

Professional association abbreviations

BACP	British Association for Counselling and Psychotherapy
BACP-UC	British Association for Counselling and Psychotherapy (Universities and Colleges)
BAPCA	British Association for the Person-Centred Approach

C&YP	Children and Young People
GPTI	Gestalt Psychotherapy Training Institute
HEA	Higher Education Academy
HUCS	Heads of University Counselling Services
IGA	Institute of Group Analysis
PTUK	Play Therapy UK
UKAPI	United Kingdom Association for Psychotherapy Integration
UKCP	United Kingdom Council for Psychotherapy
UKRC	United Kingdom Register of Counsellors

Appendix 2

Client survey summary

The survey was given to 200 clients attending for an initial appointment, over two 6 week periods in 2016 (January to February and May to June).

1. Booking your initial appointment

1a) How did you find out about the Service? The results showed an increase in clients using the website to find out about the Service, from 38% to 51%. There was also an increase in clients finding out about I from their GP from 9% to 16%.

1b) How did you book your appointment? The online form was introduced at the end of December 2015 (replacing email requests) and results showed a significant increase in clients using the online booking to make their counselling consultation, from 54% to 87%.

1c) How satisfied were you with your experience of making an appointment? The results showed those either satisfied or very satisfied increased from 93% to 99%.

Comments / suggestions

More counselling staff

Nothing - was great

An online system which shows the sessions available

A text messaging service would be nicer for those who don't check email as often

Prefer to talk to someone

The form wasn't clear because for students and staff

1d) How long did you wait for your initial appointment?

The waiting times for initial appointments improved from January / February to May / June with a total of 92% of people seen within 2 weeks compared to 69% earlier in the year.

1e) How acceptable is the waiting period you experienced?

The improvements in waiting times are reflected in the satisfaction levels with 91% stating the waiting period was acceptable or very acceptable compared to 85% earlier in the year, although the percentage who thought the waiting periods were unacceptable was similar at 9% and 10% respectively.

There was variation in what people considered acceptable in terms of waiting times with the majority of people (87.5%) considering waits up to 2 weeks and longer (up to 4-5 weeks in some cases) either acceptable or very acceptable, with a very small number (2%) considering a wait of up to 1 week unacceptable.

2. Environment

2a) How important is the waiting area to your experience of the service?

Overall 57% said the waiting area was either very important or important to their experience of the service.

2b) Was the waiting area suitable?

Overall 97.5% said the waiting area was suitable, however there were a number of suggestions for improvements, which have been grouped into themes.

Comments / suggestions

More privacy

Background music

The clock ticking makes me anxious

The building is lovely and the waiting area is light and interesting

Everything is comfortable and welcoming, the colouring mindfulness books are also great

It's very good in terms of water and tissues and magazines etc

2c) How important is it for you to have the service located in its own building, away from other student services?

Overall, 85% of clients said it was very important or important that the service was located in its own building.

3. Website

3a) Did you use the UCS website?

81% of clients used the UCS website.

3b) How helpful did you find the information on the website?

95% of clients found the website very helpful or helpful, with 5% who said they didn't find it very helpful.

Comments / suggestions

Make it look a bit less official

More information on location

Found it fully informative and helpful

Appointment form in a clearer place e.g. at the top of the page

Clearer separation between staff and student questions on the consultation form. I had to put n/a in some fields and just hope that would be okay

A more intuitive layout

4. Social Media

4a) Are you aware the UCS uses social media to share information?

92.5% of clients said they were not aware the UCS uses social media to share information.

4b) Which social media do you use?

Of the 200 clients surveyed that did use social media, 26 used Student Service's Facebook and 9 used UCS Twitter.