



# Student Services at Bournemouth University

**Samuel Honnoraty**

**Student Support & Engagement Coordinator: Faculty of Health and Social Sciences**

# Who am I?

- **Sam Honnoraty – Student Support & Engagement Coordinator**

- Work for Student Services
- Embedded in to The Faculty of Health & Social Sciences – only for HSS students
- Winner of the BU Vice Chancellors Award: Unsung Hero 2018

- **Worked in frontline roles at BU**

- Student Engagement Coordinator for The Faculty of Media and Communication (2014 – 2016)
- Student Representative Champion for The Faculty of Media and Communication (2015 – 2017)
- Residential Welfare Coordinator (2014 – present)
  - *Chesil House (2014-15), Cranborne House (2015 – present), Purbeck House (2017-18), Home Park (2018-19) Bailey Point (2019 – 20) & Unilet (2014 – present)*

- **Graduate of Bournemouth University**

- MA Scriptwriting (2014)
- BA (Hons) Scriptwriting for Film & Television (2013)



# Overview of Student Services

- Student Services is made up of the following areas:
  - Additional Learning Support
  - Frontline Services (*askBU, Complaints & Conduct, Transitions, Immigration Support, Finance Support*)
  - Student Support & Wellbeing Service (*Student Support & Engagement Team Student Wellbeing – NHS, Chaplaincy*)
  - Residential Services (*Halls of Residence, Private Lettings – LettingsBU, ResLife*)
  - Culture and Sport
  - Careers and Employability
- Services are offered at both sites
- The Head of Student Services has overall responsibility for student conduct, welfare and safeguarding issues

# Additional Learning Support (ALS)

## The service

- Based in Bournemouth House at the Lansdowne Campus and The Sir Michael Cobham Library at Talbot Campus
- Work with around 2000 students
- Support students who have:
  - Specific Learning Differences (SPLD)
  - Physical/sensory impairments
  - Medical conditions
  - Mental health issues
  - Temporary injuries

## Support they offer (staff and students)

- Information, advice and guidance on disability related worries/concerns
- Arrange screenings for dyslexia, dyspraxia and other SPLD's
- Support students to learn specific skills and strategies for academic study
- Assist with Disabled Students' Allowance (DSA) applications
- One-to-one support to help students
- Arranging exam support
- Advise Faculties on reasonable adjustments

# Careers & Employability and Culture & Sport

## Careers & Employability

- Provide support to current students and recent graduates with starting their careers
- Support for graduates three years after completing their degree
- Online support via MyCareerHub
- Support includes help with CVs, covering letters, interviews etc.
- At least one Careers Adviser per Faculty
- Dedicated careers events for nursing and allied health professions
- Global Talent Programme
  - Extra curricular scheme, developed with employers, to upskill students

## Culture & Sport

- SportBU
  - Gym (based at Talbot Campus)
  - Sports scholarships
  - Health and Wellbeing advice
    - Nutrition, health checks, chiropractors
- Culture – music and arts
- Art Gallery & exhibition space
- Music Service & music scholarships

# Frontline Services

## The services

- askBU
  - Based on both campus' it's a one stop shop for student enquiries, signposting to specialist areas
- Complaints & Conduct
  - Deal with non-academic appeals, complaints and conduct
  - Fitness to Practice
- Immigration
  - Ensure students are meeting the requirements of their visa and ensure the university is compliant with Home Office regulation

## The services (cont)

- Transitions
  - Lead on BU induction programme and support international students (airport meet & greets, support workshops)
- Finance support
  - Coordinate BU bursaries
  - Provide information around Student Finance
  - Manage the BU Financial Support Fund
  - Work with Student Union Advice Service

# Residential Services

## Halls of Residence

- Manage the self selection booking process for BU Halls of Residence & work with partner accommodation providers
- Dedicated Halls flats for Nursing & Allied Health students & Unilet houses for Paramedic Science students
- Students who are proven care leavers or have a Compact agreement are automatically guaranteed BU accommodation
- Students who are able to supply satisfactory evidence that they have been estranged from their parents for at least 12 months or more will be guaranteed a room in BU accommodation for their first academic year of study

## ResLife

- To build a supportive and inclusive community with in all Halls of Residence and Unilet houses
- Events and activities run by students, for students
- Academic skills and support
- Promotion of good health and wellbeing
  - Links with external services and BU services
- Dedicated welfare support for all students with Welfare Coordinators
  - All Welfare Coordinators are BU staff
  - Trained to support students inc. Mental Health First Aid
  - Out of hours guidance

# Student Support & Wellbeing Service

## Student Wellbeing (NHS) & Chaplaincy

### Student Wellbeing (NHS)

- Run in partnership with Dorset HealthCare University NHS Foundation Trust
- Based at Talbot and Lansdowne sites
- Offers different levels of support
  - Workshops & Advice
  - Drop Ins (inc. Sexual Trauma and Recovery Service - Dorset Rape Crisis)
  - Wellbeing Advisor and Counselling (6 sessions)
  - Referrals to Steps2Wellbeing and other IAPT services

### Chaplaincy

- For students and staff of faith or no faith
- Based at Talbot and Lansdowne sites
- Offer a quiet space for reflection and contemplation
- Not a counselling service
- Run the Global Café for International Students
  - Wednesdays during term time (Talbot Campus)
  - Thursdays during term time (Lansdowne Campus)
  - Drinks and nibbles provided
  - Free and open to all



# Student Support & Wellbeing Service

## Student Support & Engagement Coordinator (SSEC)

### The role

- Dedicated member of Student Services staff embedded in to a Faculty
- SSEC for The Faculty of Health and Social Sciences is Samuel (Sam) Honnoraty
- Receive dedicated, specialist, training to support students and staff – continuous training and development
- To work with faculty staff and join up services to ensure students are fully supported
- Contactable in a number of ways
  - Email, call, face to face and text

### First point of contact for

- Students struggling with transition to Higher Education
- Students with non-academic worries, issues or concerns such as accommodation, finance etc.
- Students with any welfare/wellbeing issues, worries or concerns (relating to them or another student)
- Students who wish to report an issue/incident of sexual violence/assault, bullying or hate crime (relating to themselves or others)
- Staff who have concerns about a student/s
- Named support contact for Care Leavers

# How I can help – some key areas

## Settling into university life

Orientation around BU

Support when on placement/clinical placement

Accommodation (Halls, hospital or private let)

Accessing SUBU & SUBU Advice

Fitness to Study/Fitness to Practice

Financial – *BU Financial Support Fund, Emergency Loan, Small Emergency Grant*

## Transition to Higher Education and academia

**Support I can offer**

## Transition between academic study and placement

Welfare and Wellbeing (mental and physical)

Sexual assault/sexual violence

Hate Crime

Bullying/Harassment

Information & signposting to dedicate BU student services – *ALS, Student Wellbeing, SportBU*

Information on/signposting to external support services - *NHS Learning Support Fund, Big White Wall, Steps2Wellbeing*

# How I can help

## Someone to talk to

- Independent of the degree
- Not an academic member of staff
- Time to talk and listen to you
- Dedicated member of staff employed to support students

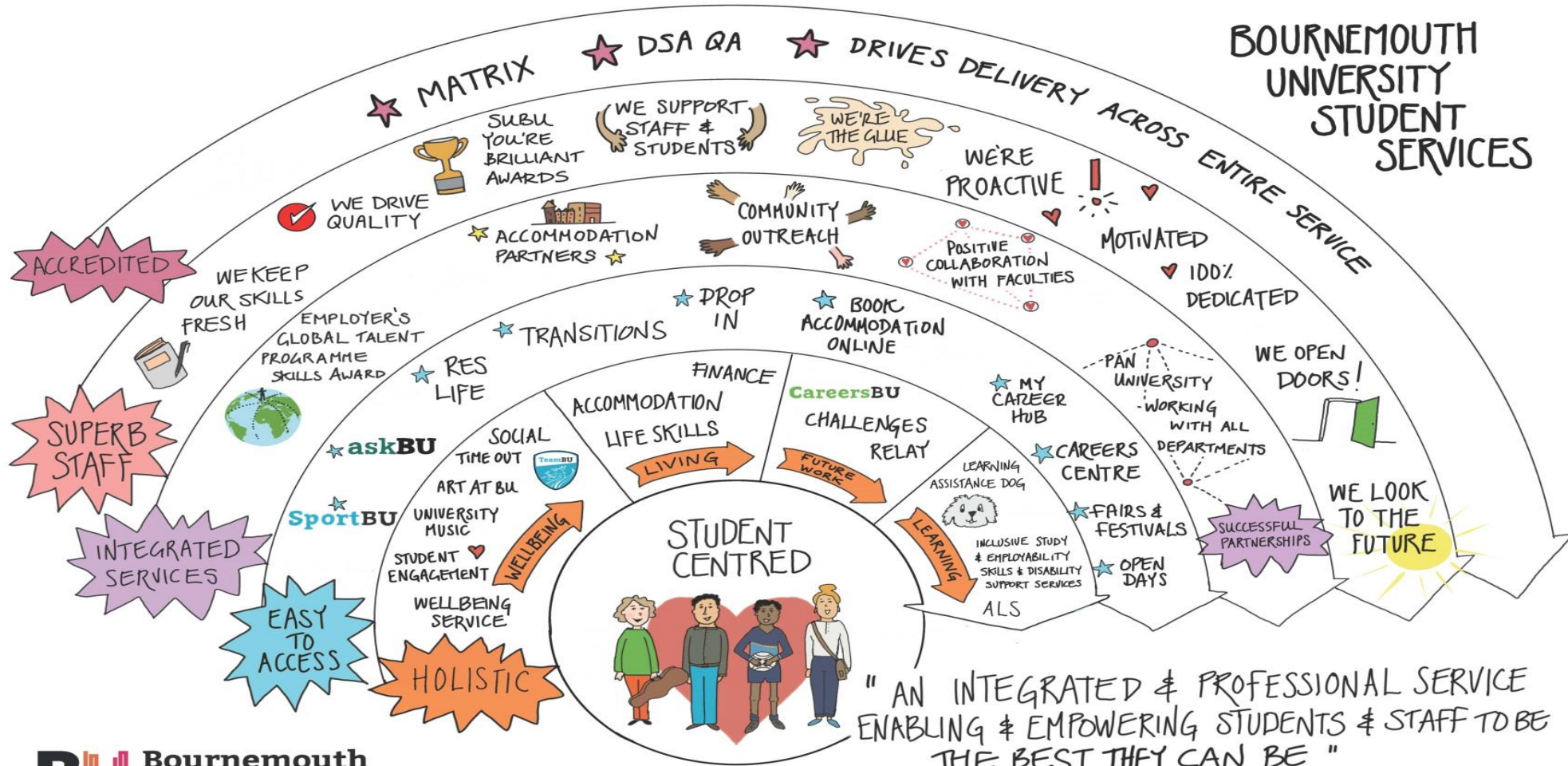
## Visit a team or service

- BU Student Services – *ALS, SportBU, askBU etc.*
- Library and Learning support
- SUBU and SUBU Advice
- Programme Support Officer, Programme Leader, Academic Adviser

## Offer my knowledge

- Live and work with students on a daily basis
- Lived, worked and studied on both campuses

# BOURNEMOUTH UNIVERSITY STUDENT SERVICES



# Links to Student Services

- Additional Learning Support
  - <https://www1.bournemouth.ac.uk/students/learning/disability-additional-learning-support>
- Careers & Employability
  - <https://www1.bournemouth.ac.uk/students/careers-employability>
- Culture and Music
  - <https://www1.bournemouth.ac.uk/students/things-do/art-bu>
  - <https://www1.bournemouth.ac.uk/students/things-do/music-0>
- SportBU
  - <https://microsites.bournemouth.ac.uk/sportbu/>
- askBU (Frontline Services)
  - <https://www1.bournemouth.ac.uk/students/contact-us>
- Student Support & Engagement Team
  - <https://www1.bournemouth.ac.uk/students/health-wellbeing/student-support-engagement-team>
- Residential Services & ResLife
  - <https://www1.bournemouth.ac.uk/why-bu/accommodation>
  - <https://www1.bournemouth.ac.uk/students/reslife>
- Student Wellbeing
  - <https://www1.bournemouth.ac.uk/students/health-wellbeing/student-wellbeing>
- Care Leavers
  - <https://www1.bournemouth.ac.uk/study/undergraduate/information-care-leavers>
- Chaplaincy
  - <https://www1.bournemouth.ac.uk/students/health-wellbeing/chaplaincy>

# Practical Issues

Issue	Referral Route
Finance	<ul style="list-style-type: none"><li>• AskBU</li><li>• SUBU Advice</li></ul>
Immigration/Tier 4 visa's	<ul style="list-style-type: none"><li>• AskBU</li></ul>
Housing	<ul style="list-style-type: none"><li>• Residential Services / LettingsBU</li><li>• SUBU Advice</li></ul>
Health / Sexual Health	<ul style="list-style-type: none"><li>• GP / Pharmacies</li><li>• Sexual Health Clinic <a href="https://sexualhealthdorset.org">https://sexualhealthdorset.org</a></li></ul>
Crime	<ul style="list-style-type: none"><li>• Universities Police Neighbourhood Team (101)</li><li>• Estates (if on campus)</li><li>• <a href="#">Victim Support</a> - practical and emotional support for victims of crime</li></ul>
Sexual Assault	<ul style="list-style-type: none"><li>• <a href="#">The Shores</a> -Dorset Sexual Health Referral Centre (SARC), Madeira Road - if a recent incident</li><li>• <a href="#">Sexual Trauma &amp; Recovery Services - Dorset Rape Crisis</a> (STARS)– if a non-recent incident</li></ul>

# Emotional support

Issue	Referral Route
Homesickness , loneliness, isolation	<ul style="list-style-type: none"><li>• Chaplaincy</li><li>• <a href="#">Student Support &amp; Engagement Team</a></li><li>• Res Life Team &amp; Welfare Coordinators</li><li>• SUBU e.g. Clubs &amp; Societies, Volunteering</li><li>• SportBU / Music &amp; Art</li><li>• Student Wellbeing Drop-in's</li></ul>
Low self-esteem, relationship issues, bullying etc.	<ul style="list-style-type: none"><li>• Chaplaincy</li><li>• Student Support &amp; Engagement Coordinator</li><li>• Res Life Team, Welfare Coordinators</li><li>• SUBU Advice</li><li>• Student Wellbeing</li><li>• <a href="#">Relate</a></li></ul>
LGBT+	<ul style="list-style-type: none"><li>• SUBU LGBT+ Society</li><li>• <a href="#">Over the Rainbow</a></li></ul>
Bereavement	<ul style="list-style-type: none"><li>• Chaplaincy</li><li>• Student Wellbeing</li><li>• <a href="#">CRUSE Bereavement Care</a></li></ul>

# Mental Health

Issue	Referral Route
<p>Any mental health condition including:</p> <p>Depression</p> <p>Anxiety</p> <p>OCD</p> <p>Post Traumatic Stress Disorder</p> <p>Phobias</p> <p>Psychosis</p>	<ul style="list-style-type: none"> <li>• GP Surgery</li> <li>• <a href="#">Student Wellbeing</a></li> <li>• <a href="#">The Retreat</a> - over 18's with a self-defined crisis (Hahnemann House, Bournemouth), Every day from 16:30-00:00</li> <li>• <a href="#">Steps2Wellbeing</a></li> <li>• <a href="#">Big White Wall</a> - digital mental health and wellbeing service, offering safe, anonymous online support available 24/7</li> <li>• <a href="#">Dorset Mental Health Forum</a> - local peer led charity who support mental health issues by promoting wellbeing and recovery</li> <li>• <a href="#">Samaritans</a> - student ID card has the telephone number on it.</li> <li>• <a href="#">Resources</a> - Support groups/ charities listed on student portal</li> </ul>
<p>Eating Disorders</p>	<ul style="list-style-type: none"> <li>• GP referral to clinic at TMC</li> <li>• <a href="#">Beat</a> - national Eating Disorder group</li> </ul>
<p>Drugs, Alcohol, Gambling</p>	<ul style="list-style-type: none"> <li>• Student Wellbeing for referral to Young Adults Drug &amp; Alcohol Service in Bournemouth (YADAS)</li> <li>• <a href="#">Gambling awareness</a> - financial and emotional support</li> </ul>