

## Meeting of the Student Experience Committee

2.00 - 4.00 pm on Wednesday, 30 January 2019  
in 1B16 - Technopark, SE1 6LN

### Agenda

<i>No.</i>	<i>Item</i>	<i>Pages</i>	<i>Presenter</i>
9.	Student Support and Employment annual report	3 - 34	KC
11.	Student Voice report	35 - 42	PB

**Date of next meeting**  
**2.00 pm on Wednesday, 15 May 2019**

**Members:** Pat Bailey (Chair), Steven Brabenec, Kat Colangelo, Kirsteen Coupar, Gary Francis, Dawn Ingleson, Nelly Kibirige, David Mead, Samantha Robson, Carol Rose and Shân Wareing

**Apologies:** Sajjad Hossain

**In attendance:** Steve Baker and Anita Ikpa

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# Agenda Item 9

	CONFIDENTIAL
Paper title:	Student Services Annual Report
Board/Committee:	Student Experience Committee
Date of meeting:	30 January 2019
Sponsor(s):	Kirsteen Coupar, Director of Student Services
Purpose:	Information/Discussion

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## **Student Services – Annual Report**

We support students to stay and succeed in their studies at LSBU. We provide students with skills and opportunities to enable them to pursue their career goals.

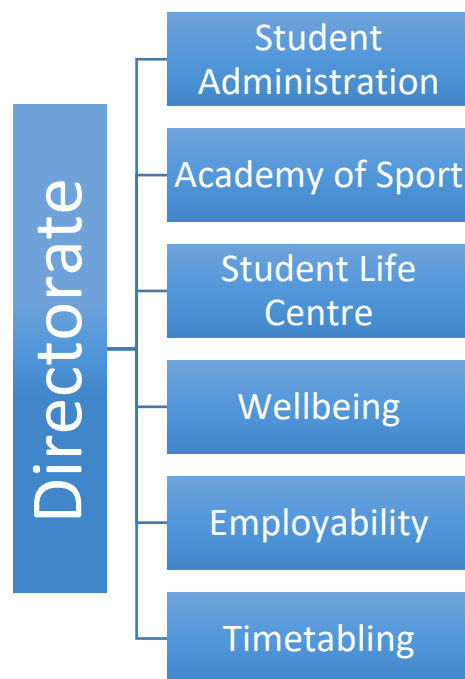
*Our key contributions are to access, retention, progression, degree attainment and employability outcomes.*

*We manage student and organisational risk, meet key legal duties and enhance the reputation of LSBU through our work with students, families, partners, local and statutory bodies and employers.*

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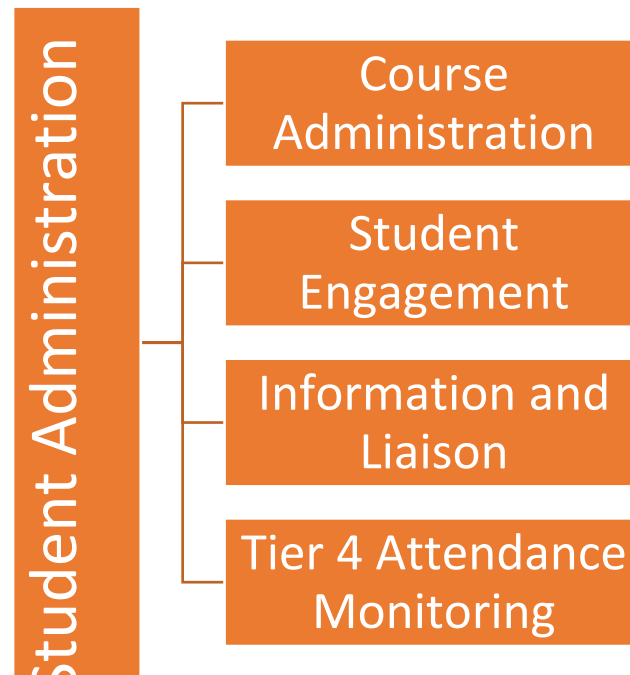
## LSBU Student Services Structure



Additional Functions		
Student Disciplinary	Reenrolment	Student Safeguarding

Academy of Sport and the Timetabling team joined Student Services in the Autumn of 2018.

## Student Administration



**The Student Administration Offices** are responsible for course and student administration.. They work with both academic staff and colleagues across the University to support the student experience. Each office has a student facing helpdesk where students can speak with their administrator for help or a referral to the relevant service.

**The Student Engagement Team** is responsible for student engagement and attendance monitoring, for both home and overseas students. The team are also responsible for the administration of the extenuating circumstances process and the examination arrangements for those students registered with Disabilities and Dyslexia Support.

**The Information and Liaison Team** are responsible for administering the Fitness to Practice procedure and co-ordinating Schools and SFE responses to the OIA and FOI requests.

**The Tier 4 Attendance Monitoring** team are responsible for monitoring the attendance of those students that hold a Tier 4 visa.

### Service Information and KPIs

# Courses administered	582
Additional CPD administration for HSC	250 modules
Course and examination boards	600 boards
Marks data entries	250,000 (99% released on time)
# Helpdesks operated	5

*The total number of courses that we provide administration to has risen from 540 in 2016/17 to 582 in 2017/18.*



## Student Administration Offices

Administration Office	Student/Administrator Ratio	School	No. of Courses	No. of Students
Tower	547	Applied Science	43	1010
		Engineering	85	1429
		Built Environment and Architecture	85	2489
Borough Road	404	Law and Social Sciences	102	1642
		Arts and Creative Industries	31	1184
London Road	406	Business	129	2279
K2 and Havering		Health and Social Care	107	3871

The total number of students that we provide administration to has dipped from 14,429 in 2016/17 to 13,904 in 2017/18.

*Note: Additionally, the team in K2 had 2363 CPD enrolments to administer*

## Students Enquiries at our 5 Student Admin Helpdesks

### Reason for Visit

Coursework Submission	24357
Travel Expenses	3391
Coursework Collection	2208
See a Course Administrator	3123
Results / Transcripts	2471
DBS Check	1986
Badges	1441
Timetable Query	1478
Letter Requests	888
Academic Staff Info.	797
Attendance Monitoring	858
Extenuating Circumstances	973
Enrolment / Re-enrolment	889
Module Attachments	441
Student Finance/Fees	271
Moodle / IT	187
Referral from Student Centre	123
Bursary	182
Uniforms	208
Other (not specified)	3188
	<b>49460</b>

The total number of visits to our helpdesks is down 4% year on year (to 2016/17). It is a major concern that the number of students visiting a helpdesk to hand in coursework (rather than submit via Moodle) remains stubbornly high, with just a 2% decrease year on year (to 2016/17).

## Student Engagement

The number of e-mails/letters sent to student regarding their engagement/attendance, broken down by school:

HSC	4014
BUS	4667
IACI	2810
NENG	2576
SASC	1275
RBEA	3573
WLSS	4581
Total	<b>23496</b>

The total of e-mails/letters sent is down 6% year on year (compared to 2016/17)

The number of additional needs exam arrangements put in place:

Semester I	1329
Semester I (resit)	503
Semester II	1625
Semester II (resit)	373
July HSC (resit)	100
Total support arrangements provided	<b>3930</b>

**This total is down 11% year on year (compared to 2016/17)**

We also sent **10,894** e-mails to the relevant students to clarify and put the exam arrangements in place.

The number of extenuating circumstances claims administered:

HSC (SWK and ESX combined)	2041
BUS	1065
ACI	237
ENG	1103
ASC	766
BEA	987
LSS	1346
Total ECs handled	<b>7545</b>

This total is down by 3% year on year, compared to 2016/17.

## Information & Liaison Team

HSC Fitness to Practise cases administered	27 (42% rise year on year*)
OIA cases serviced	16 (11% decrease)
Information requests (all Schools)	125 (35% decrease)
Reference requests	3364 (18% decrease)

*The 42% rise in FTP cases is a particular concern due to the extensive workload that each case creates.*

Tier 4 Attendance Monitoring Team

E-mails and letters sent to non-attending students

e-mail 1s sent	1365
e-mail 2s sent	225
DTW letters sent	24
Total	<b>1614</b>

**The total is an increase of 14% year on year.**

Students dealt with at weekly Case Reviews

Semester I	113
Semester II	199
Total	<b>312</b>

**This is a concerning increase of 126% year on year.**

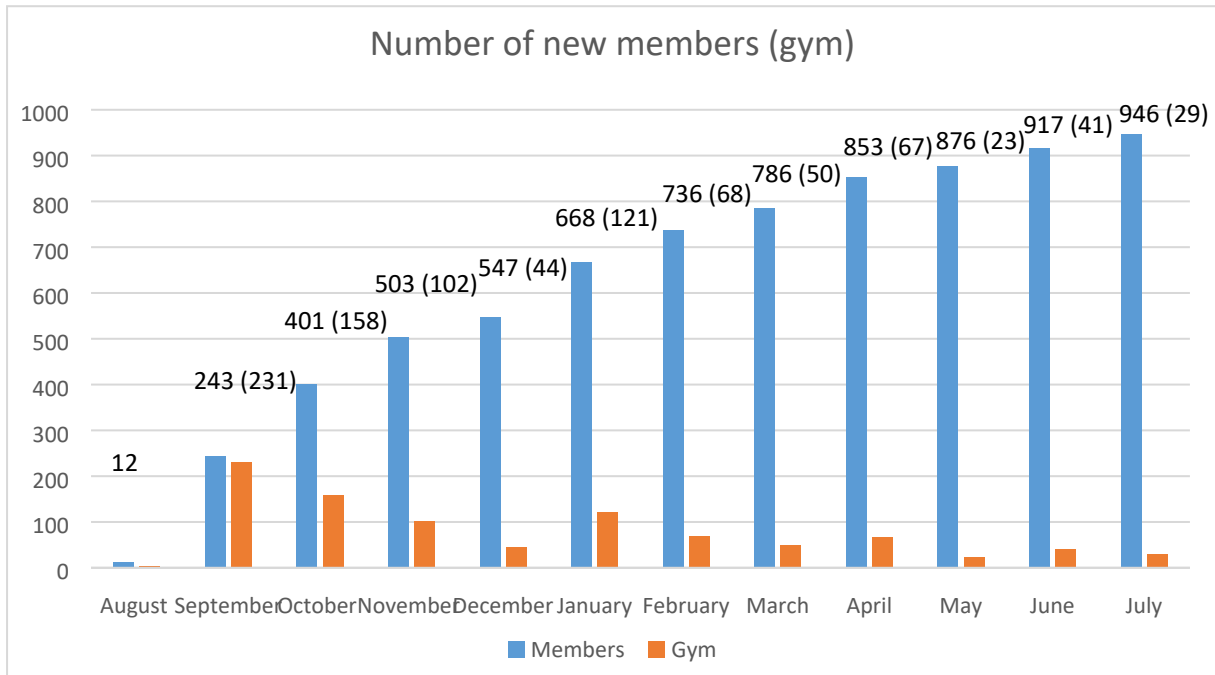
Students who were withdrawn

Semester I	8
Semester II	12
Total	20

This is a stable figure with 19 students withdrawn in 2016/17 compared to 20 in 2017/18

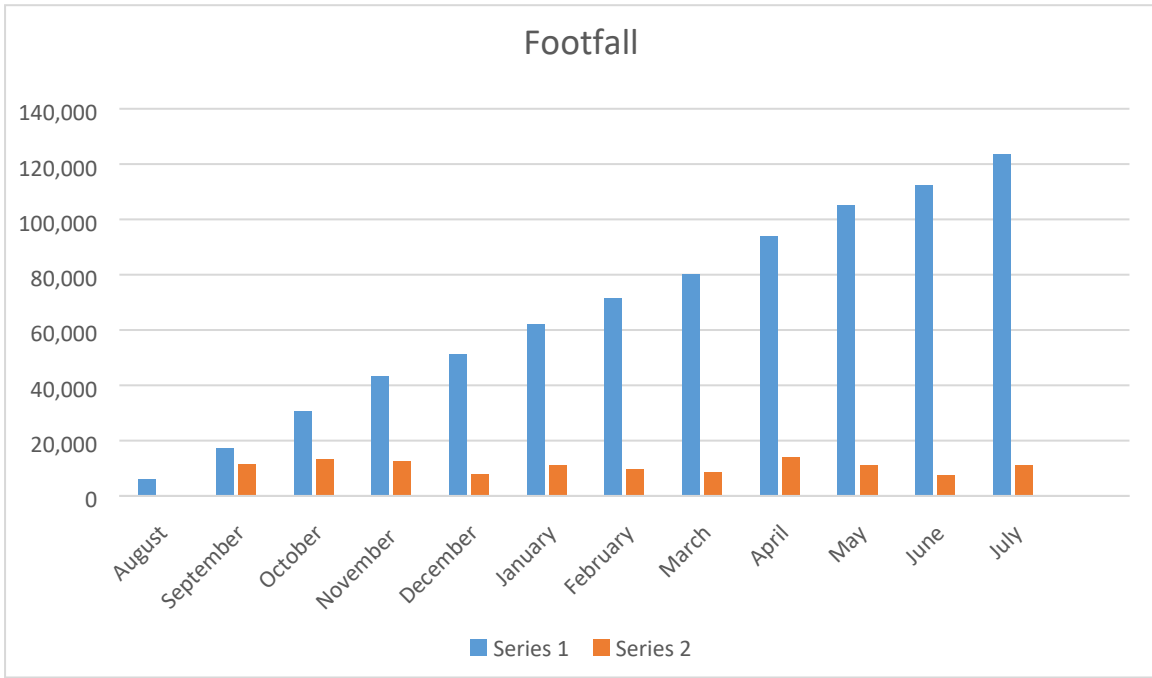
**Academy of Sport**

The figures below are in relation to performance against pre- determined KPIs.



**Target for academic year: 600**

<b>Number of customer comments and service requests: complaints</b>	
August	31:6
September	18:2
October	37:7
November	30:2
Dec	15:8
Jan	8:0
Feb	10:0
March	34:11
April	34:4
May	21:5
June	16:9
July	11:10
Total	265:64
<b>Target for academic year</b>	<b>360</b>



**Target for academic year- 120,000**

**BUCS points**

Target 170. Achieved 138.

**BUCS rankings**

Target 95<sup>th</sup>. Achieved 100<sup>th</sup>.

## Employment & Placements

### LSBU Employment:

LSBU Employment has predominately been working with reduced staffing (3 staff), facing challenges recruiting a dedicated externally focused Recruitment Consultant. Even with the limited resources the team have achieved the following:

- Filled **2606** Exam invigilator shifts
- Supplied **90** Clearing Administrators
- Supplied **88** Enrolment Advisors
- Permanent grade 8 role filled (IT Project Manager, Saving the university **8k**)

Total number of vacancies successfully filled: **2815**

Taking on the invigilator recruitment, a key task, has been a major success saving the University money, reducing risk, improving the process and giving exposure to the successful team and further service development.

One of the University management team who had been involved in the management of the Invigilator & Exam processes in previous years commented:

*'I think the most noticeable changes this time round from my perspective is (a) your excellent organisation and management of the support invigilators and (b) the dramatic fall in queries from the exam rooms due to the module leaders being present. It is early days but having the academics permanently in the room also seems to have had a beneficial effect on student behaviour.'*

### **Key Financial Figures:**

Total sales **£414,046**

VAT Savings: **£105,760**

We will see a positive financial contribution to LSBU, as a number of permanent hires still need to be added to the monthly figures and there are a number large scale events to be run over the coming months.

### Jobshop & Placements:

The table below showing the Jobshop student usage numbers under the categories shown.

<b>Enquiry type:</b>	<b>Totals</b>
Workshop	25
Employability	25
Service Enquiries	80
P/T Work	140
Graduate Work	54
CV & Applications	226
Placement/Internships	96
<b>Totals</b>	<b>646</b>

New Platform Jobteaser - <https://lsbu.jobteaser.com/> implemented

## Employability KPI's

	15/16	16/17
DLHE – Percentage of Graduates in work or further study	94.4%	96.9%
DDLHE – Percentage in graduate level work or further study	85.0%	90.9%

Total Graduate Internships internally and through SME's	69	17/18
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Total number of face to face interactions in the JobShop	2833 (17/18)	<b>646 (18/19)</b>
Total number of roles advertised through Jobs Board	4832 17/18	
Total workshops delivered	62	2017/18 = 51
Careers Fair attendance	648 students	Hospitality /Bakery Fair - 154 BEA/ENG - 158 Business - 285 Adult Nursing - 234 831 Students

Total number of placements through InPlace	1700	2017/18
Total number of placements administered through the Employability Service	280	2017 / 18 -180 placements

### Events:

- **16 LSBU** students attending an invitation only Foreign & Commonwealth Office graduate insight event
- **“CEO for a Day”**, an initiative focusing on future leadership talent. Giving students a real taste of what it takes to run a major organisation. Visa, Admiral Group, and The Royal Mint are among the companies taking part
- **iDEA Silver Award** - The Duke of York Inspiring Digital Enterprise Award (iDEA) promoted to inspire students to develop digital, enterprise and employability skills
- New partnership developed with **Endeavor/IMG/WME** (<http://wmeentertainment.com>); one of the world's leading entertainment and media companies, and global leader in sports,

events, media and fashion. They will offer **15** unique and exciting **paid summer internships** to our students, these will be 8 weeks in length & salaried at £17,000 P.A (pro rata)



## Student Life Centre

The Student Life Centre (SLC) is the operational hub for Student Services.

The Student Life Centre offers both face to face and telephone enquiry management.

More complex student issues are referred onto Senior Student Advisors who offer advice on finance/debt management, student funding, housing and other non-academic queries.

Several bursaries are managed via the Senior Student Advisers.

### Key Activity/Outcomes

Total student queries managed 17/18 = 55,181.

We have seen a 26% drop in face to face interactions and a 45% drop in telephone interactions yet a 28% increase in email interactions. We also introduced an online letter facility for students this year meaning that students can self-serve their own Student Status Letters & Council Tax Exemption Letters. This has resulted in less traffic to the helpdesk.

Queue		Calls		Emails		Letters	
17/18	16/17	17/18	16/17	17/18	16/17	17/18	16/17
19047	25884	7848	14207	22855	17919	5431	n/a

# Individual students who used the service is 7,883.

5568 students used the service more than once.

504 students used the service more than 10 times.

### Types of Enquiries

Disability & Dyslexia support	4081
Student Status Letter	2642
Student Funding Advice	2428
Mental Health & Wellbeing	2407
ID Card	2349
Fees and Bursaries	1285
Council Tax	1215
CV and Applications	1099
Withdrawal & Interruption Advice	894
SPLD Screening Assessment	757
Student Advice	722
Course Support Office	671
Oyster Card	572
Tuition Fees	540
Part Time Work	444
Placement & Internships	386
Student Support	369
Graduate Work	346
Money Advice	329
Enrolment	322

### Breakdown by school

Health & Social Care	6363
Business	5723
Engineering	4816
Law & Social Science	3953
Built Environment & Architecture	3812
Applied Science	2684
Arts & Creative Industries	2136

### Senior Student Advice appointments

<b>Appointment Type</b>	
Funding Advice	686
Withdrawal & Interruption Advice	305
On the Day	165

### Funds/Bursaries Awarded

<b>Fund</b>	<b>Number of students</b>	<b>Amount awarded</b>
Care Leaver Bursary	57	£54,973
Emergency Fund	224	£64,472
Laurence Burrows Trust	10	£10,000
British & Foreign Schools Society Grants	34	£3,500

## Student Disciplinary

### Breakdown by School:

School	Number of Cases 2017-2018
ACI	4
APS	1
BEA	17
BUS	14
ENG	13
HSC	4
LSS	4
Other e.g. On Campus	1
<b>Total</b>	<b>58</b>

### Types of Offence

Sexual assault	5
Drugs (possession or use)	15
Physical assault/ fighting	24
Verbal assault/ aggressive behaviour	21
Alcohol abuse	2
Stalking/ harassment	8
Racism/ homophobia	7
Theft/ criminal damage	6
IT (hacking, etc.)	2
Misuse of LSBU ID card	3
Possession/ threat to use a weapon	6
General rule breaking	5
Falsified information	6

### Disciplinary Case Outcomes:

Exclusion	2
Written Warning	20
Fine	
Attendance at drugs workshop	3
Informal Verbal Warning & Conditions	2
Informal Resolution/ apology/ no further action	13
Suspension	1

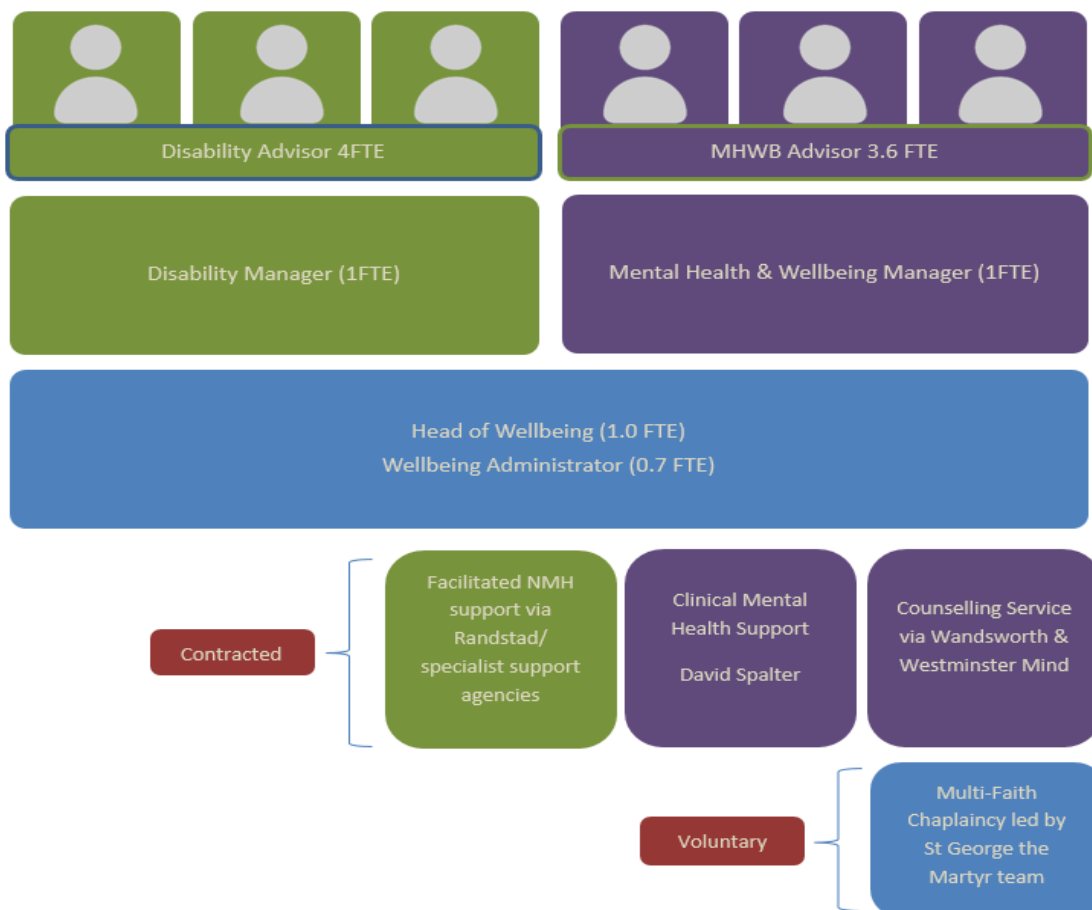
## Student Wellbeing – 2017/18 at a glance

DISABILITY AND DYSLEXIA SUPPORT | MENTAL HEALTH AND WELLBEING | MULTI-FAITH CHAPLAINCY | SAFETY AND SAFEGUARDING

We provide a range of services, procedures and support aimed at allowing students to get the most from their university experience, prioritising student wellbeing. Our teams consist of experienced specialist advisers and practitioners providing a professional support and advisory service to students and staff. We are led by the input and experience of our students and by collaboration and cooperation with colleagues: we are committed to evidence based service development and place the student’s experience, safety, and successful study at the heart of all our work.

It is clear from this overview the continued increase in demand for mental health support for students alongside a growth in demand for training and support for staff.

We are a small team serving an increasing number of students; we face growing demand and complexity, internal and external scrutiny, and expectations of new expertise at an incredibly fast pace.



### **Disability and Dyslexia Support**

- In 17/18 2,472 students, 14.4% of the student population disclosed a disability, representing £22.25 million in annual income<sup>1</sup>
- 1,951 students with DDS support arrangements – down 4.6% on 16/17
- 3,016 appointments offered during 17/18
- 786 members of staff reached with training and workshops during the 17/18 academic year

### **Mental Health and Wellbeing**

- 1,744 one to one student appointments booked (up 44% on previous year)
- 666 students seen by MHWB – supporting contributing to £5.9million of fee income<sup>2</sup>
- Comparing the last three academic years, appointment demand has increased by a total of 64.37% since 2015/16.
- 410 students signed up to SilverCloud online emotional support (an 80% increase on 16/17)
- 292 students referred to counselling via Mind – up 49% on 15/16

### **Fitness to Study**

- 17 Fitness to Study cases in 17/18
- 94% related to mental health concerns and 29.5% related to concerns around psychosis
- 73.3% of cases were resolved with support and the student continued in their studies

### **Safety Concern Response**

- 116 cases of student concern brought to Safety Concern Response (SCR) during 17/18
- Total increase 274% between 2015/16 and 2017/18.
- Nearly 1 in 3 cases related to self-harm or suicide thoughts/behaviour.
- 85% of students with self-harm/suicide concern completed their year or course during 2017/18

### **Sexual Violence Disclosures**

- 49% increase in disclosures of sexual violence to the MHWB team during 2017/18

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<sup>1</sup> Assuming an average annual tuition fee of £9000 per student

<sup>2</sup> Assuming an average annual tuition fee of £9,000 per student

## Service performance data

### Disability & Dyslexia Support (DDS) Service Data 2017/18

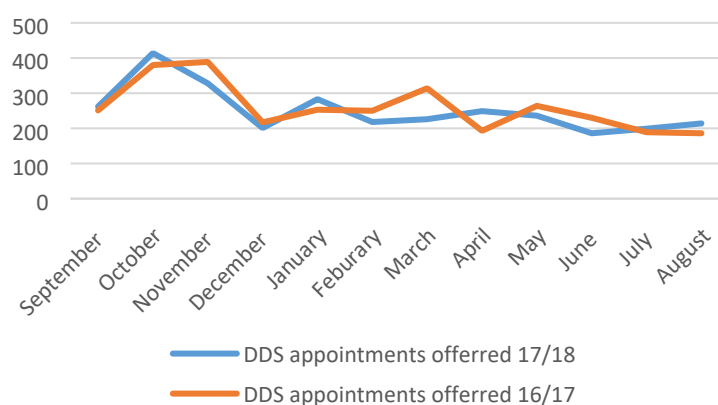
- 2,472 students disclosed a disability on QL (by registering with DDS or at application) 3.92% down on 16/17
- In 17/18 2,472 students, 14.4% of the student population disclosed a disability, representing £22.25 million in annual income
- 1,951 students with DDS support arrangements- down 4.6% on 16/17
- 79.5% of students disclosing a disability had support in place with DDS (discounting students who contacted DDS but did not require support)- down 0.5% on 16/17
- 3,016 appointments offered during 17/18
- 5,181 enquiries at the Student Life Centre about DDS support during 16/17 new support arrangements agreed 253 support arrangements updated (total up 0.65% on 16/17)
- 821 new support arrangements agreed, 253 support arrangements updated (total up 0.65% on 16/17)
- 6,598 hours of non-medical help support facilitated via Ranstad in 17/18- down 14% on 16/17 (positive move to inclusive practice / non-human dependent support/ other agencies)
- 257 17/18 applicants with direct DDS contact regarding support ahead of enrolment
- 786 members of staff reached with training and workshops during the 17/18 academic year

### DDS Appointment data

Appointments take the form of 1 hour sessions, 20 minute 'quick queries' and 30 minute screening feedback sessions.

3,016 appointments available between September 2017 and August 2018. 2,331 appointments were booked, 4% down on 16/17.

DDS appointment demand comparison 17/18 and 16/17



Student numbers with DDS saw a slight decrease in 2017/18 compared with the previous year, but have still seen a significant 5 year rise (in line with the national picture of 38% increase in students declaring disabilities since 2013/14).<sup>3</sup> However, the service has seen an increase in demand for staff facing training, with nearly 800 staff reached during the 17/18 year. This is in line with the service's organisational effectiveness planning.

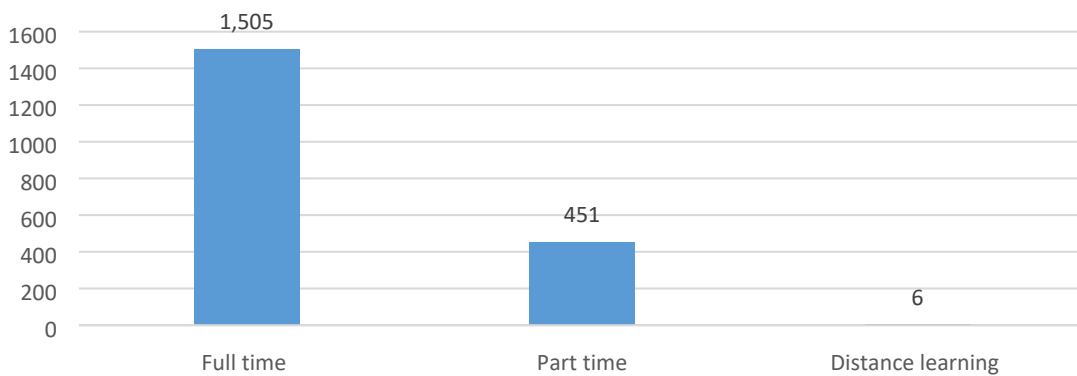
Students supported by DDS in 17/18

Blind or visual impairment	14
Longstanding illness/unseen disability	106

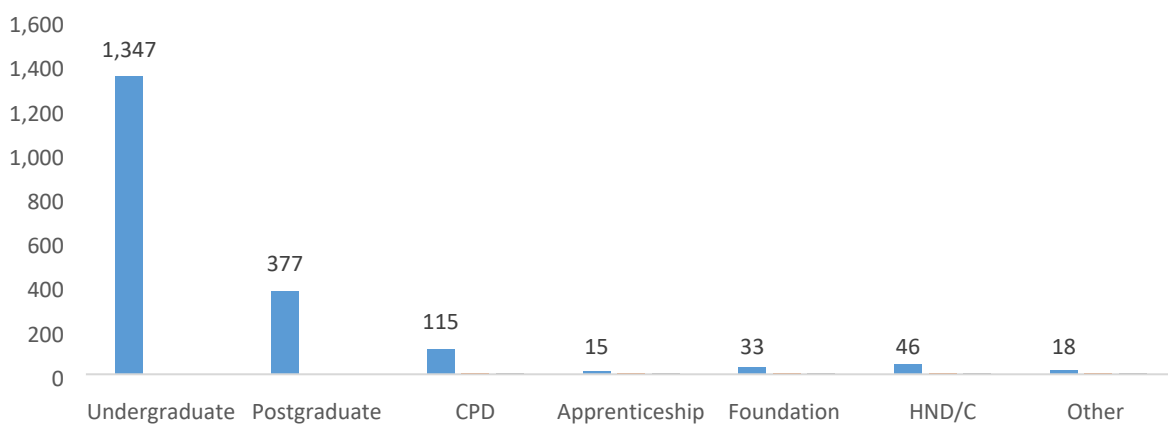
<sup>3</sup> <https://www.gov.uk/government/news/call-for-universities-to-improve-support-for-disabled-students>

D/deaf or hard of hearing	20
Physical disability/mobility difficulty/wheelchair user	35
Social/communication difficulty e.g. Autism Spectrum Disorder	42
Mental health condition	236
Two or more disabilities	195
Specific learning difficulty e.g. dyslexia	1,226
Other disability	77
<b>Total</b>	<b>1,951</b>

Students with DDS support by study mode 17/18



Students with DDS support by level of study 17/18



#### Dyslexia screenings 17/18

- 476 screening feedback appointments offered between September 2017 and August 2018, 21.5% down 16/17
- 450 LADS screenings (LADS is an online screening programme used in conjunction with a one to one meeting with an adviser)
- 94% of referred screenings resulted in an SpLD diagnosis

#### Educational Psychologist Assessments / screenings

- 385 total completed assessments in the 17/18 academic year (total assessments in 16/17 was 412, down 7%)
- 18 non-attendances/cancellations

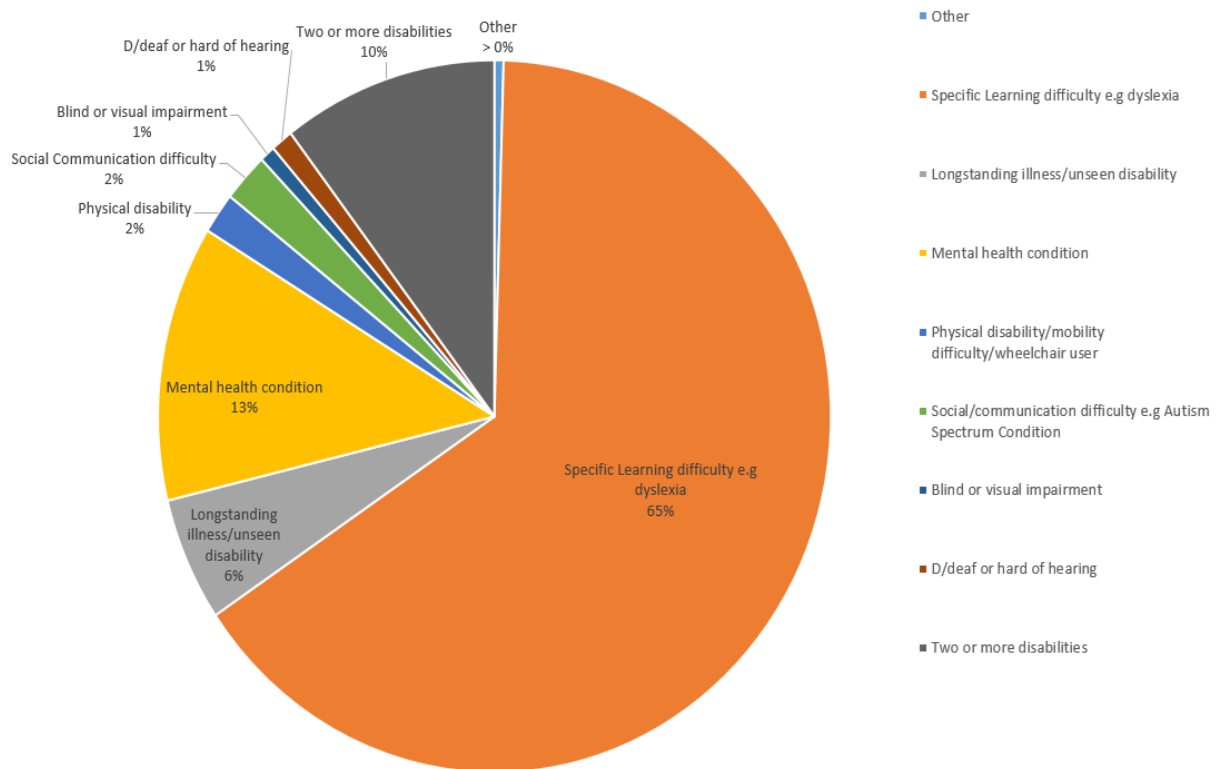
## Assessment outcomes 17/18

Dyslexia	256
Dyslexia and dyspraxia	71
Dyspraxia	11
Dyslexia and dyscalculia	1
Dyslexia and visual stress	10
ADHD	3
ADHD, Dyslexia, Dyspraxia	1

ADHD, Visual stress	2
Dyslexia and ADHD	6
Dyslexia and dysgraphia	0
Dyspraxia and visual stress	1
Visual stress	3
Dyscalculia	3
No SpLD	15

## Charts and statistics – by disability type

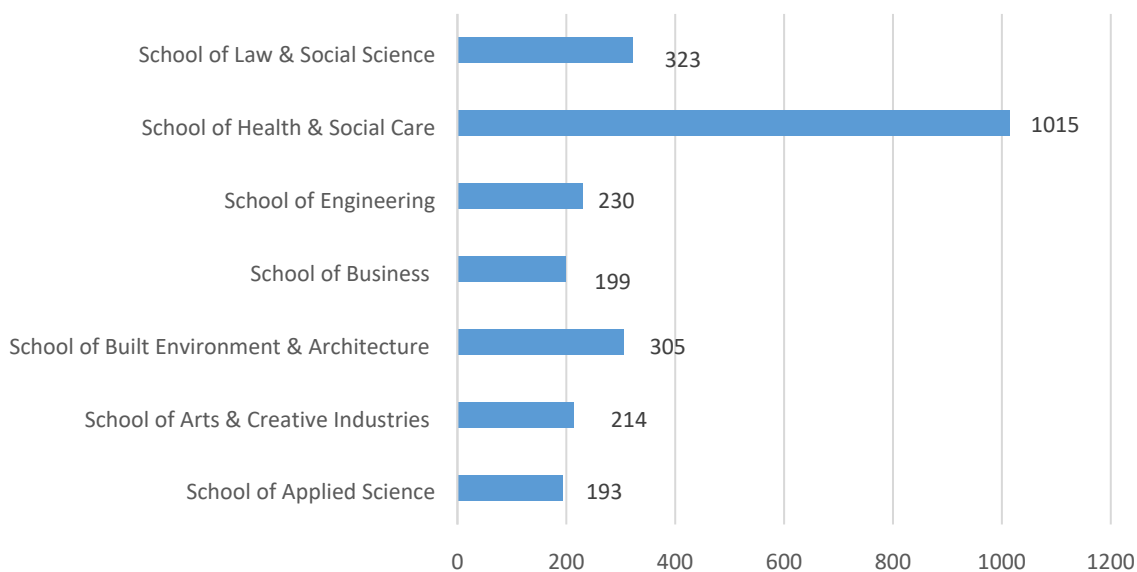
Students with DDS support by disability type 17/18





## Data by school

### Students supported by School 17/18



## Mental Health and Wellbeing Service data

Data from Maximizer, SID, Mind, SilverCloud – gathered 2018

### In brief:

- 1,744 appointments offered in 2017/18
- 1,216 one to one student appointments booked (up 13% on previous year)
- 666 students seen by MHWB – supporting contribution to £5.9 million of fee income
- 428 students saw us as a one-off appointment (64%)
- 26% of students who came to see us lived in university accommodation (26%)
- 293 students had support in place through DDS (44%)
- 292 students referred to counselling via Mind- up 49% on 15/16
- 410 students signed up to SilverCloud online emotional support (an 80% increase on 16/17)
- 79.5% of the students who came to see us were undergraduates

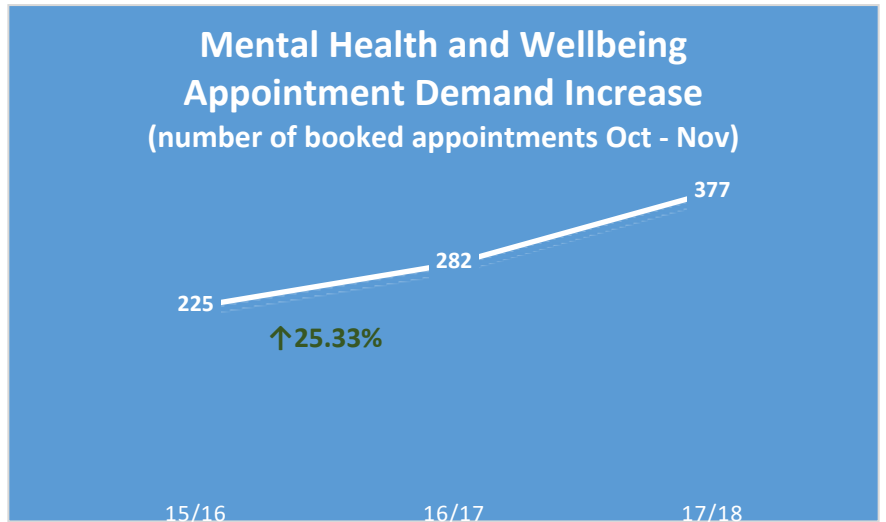
### Summary of service demand

Following the year on year trend, and matching the sector, demand for support and appointments from the Mental Health and Wellbeing team continues to increase.

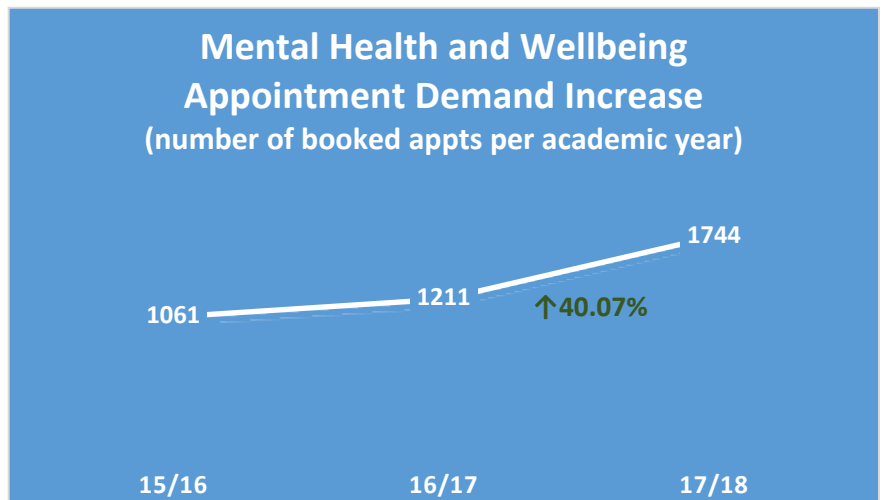
The increase in demand during the 17/18 academic year is the steepest reported to date.

### Appointment demand

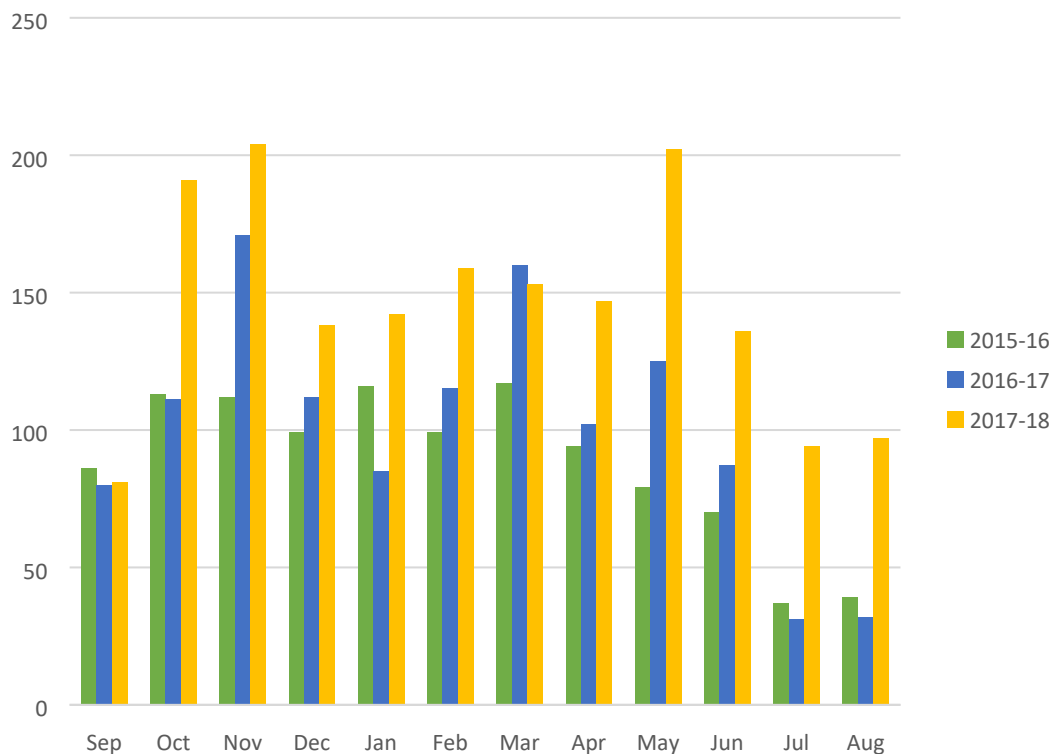
Comparing the last three academic years, appointment demand has increased by a total of 64.37% since 2015/16.



Focussing specifically on October and November, typically one of the service's busiest times, appointment demand has increased by a total of 67.5% since 2015/16.

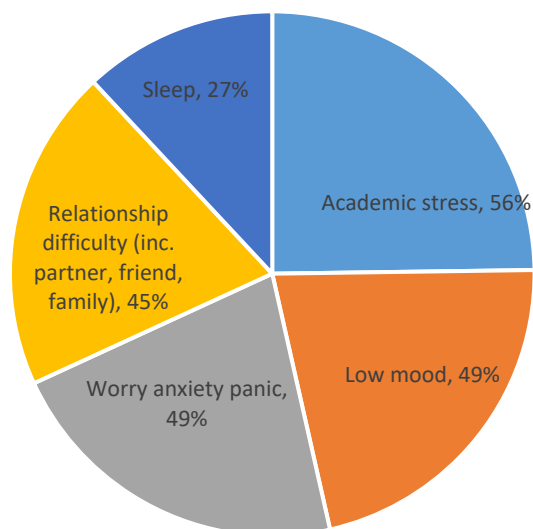


## Mental Health and Wellbeing Appointment Demand comparison (number of booked appointments)



### Presenting concerns

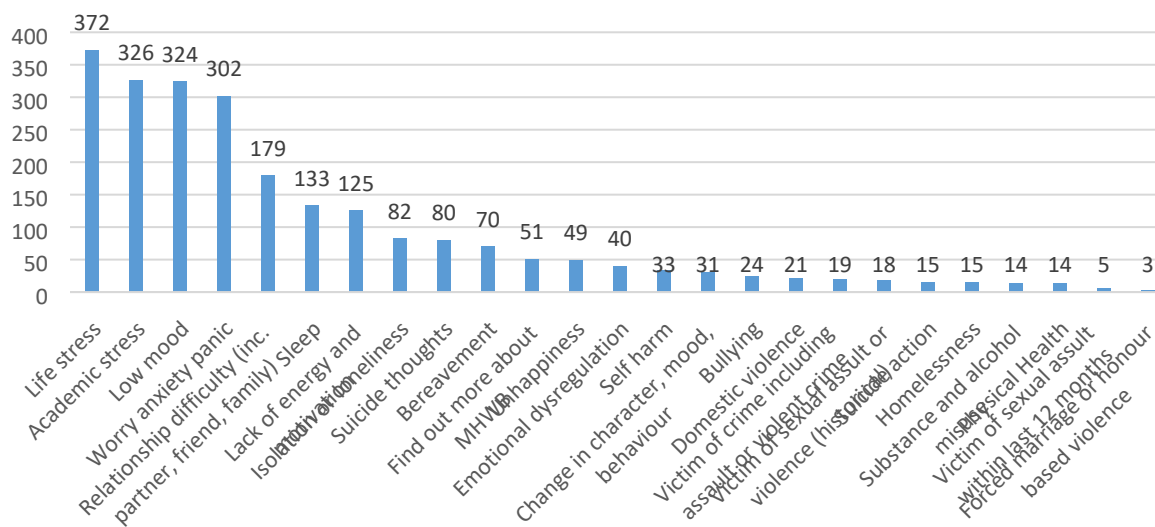
% of students presenting with concern - top 5



The Mental Health and Wellbeing team delivered one to one support to 666 students during the 17/18 academic year. Of these students, 142 presented with self-harm/suicide thoughts or behaviour. Of these students, 60% had a diagnosed mental health condition.

**1 in 5** students seen by the Mental Health and Wellbeing team during 17/18 had presenting concerns of **self-harm or suicide** thoughts/behaviour

## Presenting concerns in 2017/18 (students may have more than one presenting concern)



Who came to see us by school?

2017/18

	HSC	LSS	ENG	BEA	ACI	BUS	ASC
Number	242	82	60	37	110	56	79
Percentage	36	12	9	6	17	8	12

### SilverCloud (online mental health support)

410 students signed up to SilverCloud support during the 17/18 year, a significant number and a clear demonstration that online, self-service support is something valued by LSBU students.

<b>Signed up by advisor during appointment (sent personalised invitation link for programme)</b>	89
<b>Signed up using open link (may have found out about SilverCloud through direct contact with the team, a staff referral, or via student comms, posters, presentations etc)</b>	321
<b>Total students signed up</b>	410

	Signed up through open link	Signed up by advisor	Total sign ups 2017-18
<b>Space from stress</b>	79	36	115
<b>Space from anxiety</b>	108	34	142
<b>Space from depression</b>	111	15	126
<b>Space for positive body image</b>	23	4	27
<b>Total students signed up</b>	321	89	410

### Counselling Service: Brent, Wandsworth and Westminster Mind

During the 17-18 academic year 292 students were referred. The total number of Clinical Hours delivered since September 2017 – August 2018 are **1,194 hours**.

- 149 hours were delivered in Quarter 1 (September – November)
- 331 hours were delivered in Quarter 2 (December – February)
- 403 hours were delivered in Quarter 3 (March – May)
- 247 hours were delivered in Quarter 4 (June – August)

The providers of our clinical mental health support, Mind, acknowledged that the “overall presenting issues, complexity and multiple needs of the referral profile has been more acute and severe than was also initially anticipated. We have seen Students with complex grief, bereavement, relationship issues, and mental health diagnoses of severe and enduring conditions such as Personality Disorder, Bi-Polar Disorder and Schizophrenia”.

Positively, the recovery rate for students referred to counselling across all quarters of 17/18 was 47%. This is just under an ambitious target of 50% and represents good outcomes. It means that just under half of the students who completed treatment with Mind reported having significantly reduced levels of anxiety and depression compared to when they first started treatment. This statistic is even more impressive in light of the time-limited nature of the clinical work provided.

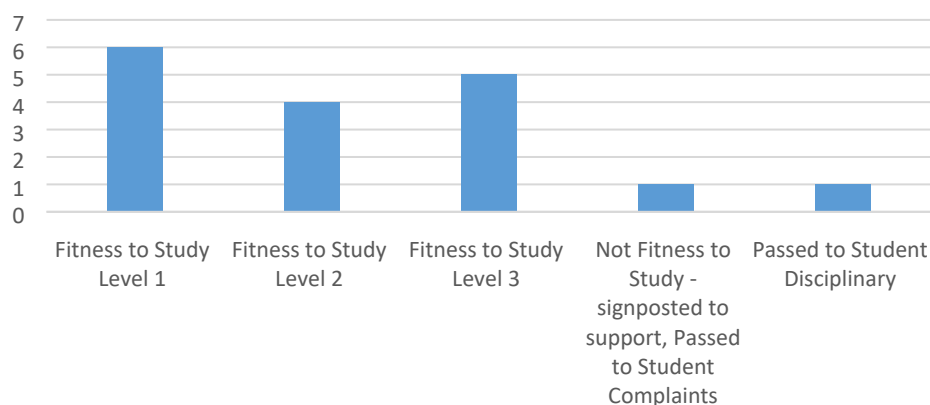
## Fitness to Study

A new Fitness to Study procedure was in place for 2017/18, bringing ownership and coordination into Student Wellbeing, with cases managed in partnership with students and schools.

In the 2017/18 academic year there were 17 Fitness to Study cases of which 16 (94%) were related to mental health concerns.

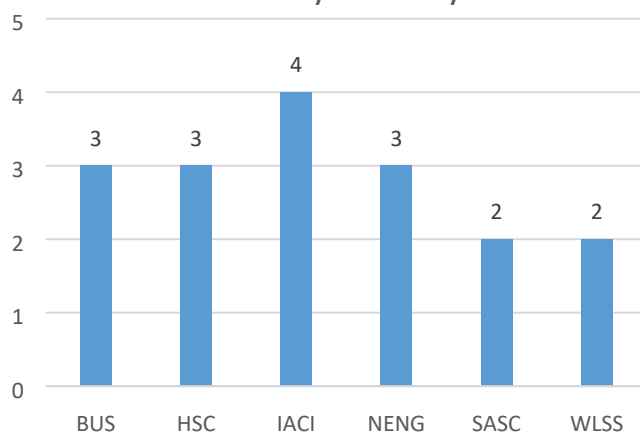
- 29.5% of cases were related to concerns around psychosis
- 18% related to behaviour impacted other students and staff
- 12% related to suicide behaviour
- one student was immediately suspended as a result of concern
- 73.3% of cases were resolved with support and the student continued in their studies

### Fitness to Study outcome of referral



- 100% of six Level 1 cases were resolved with support
- 50% of four Level 2 cases were resolved with support (in the other 50% of Level 2 cases, the students chose to interrupt or withdraw their studies)
- 60% of five Level 3 cases were resolved with support and review
- 40% of five Level 3 cases had the outcome of interruption, decided by the Panel – in both cases the student was experiencing psychotic symptoms that prevented safe and successful study

### Fitness to Study cases by School



## Safety Concern Response Meetings

The Safety Concern Response Meeting is chaired by Head of Wellbeing and comprises Wellbeing, Halls, Security, Health and Safety. The purpose is to discuss significant student safety concerns and identify risk along with mitigating action.

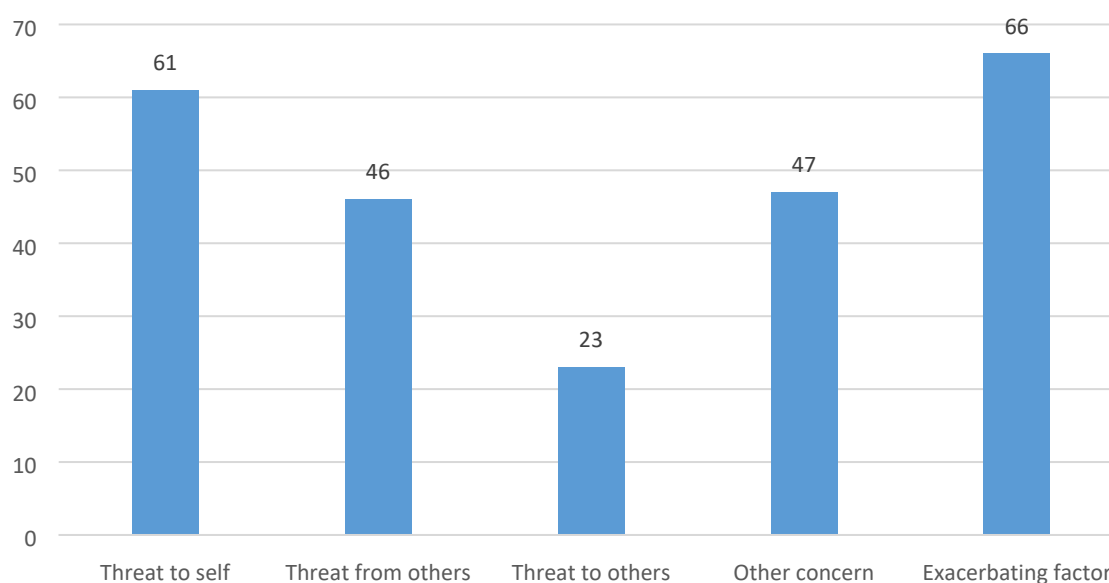
There were 116 cases of student concern brought to Safety Concern Response (SCR) during 17/18.

Year	2015-2016	2016-2017	2017-2018
Number of cases	31	74	116
% increase	-	138.8%	55.4%

Total increase 274% between 2015/16 and 2017/18.

- 32 students presented with self-harm/suicide thoughts or behaviour – specifically 15 students presented with suicide behaviour (trying to end their life).
- 10 students presented with concerns around psychosis.
- 24 students presented with concerns around alcohol/drug use.

SCR students by concern category



Nearly **1 in 3** Safety Concern Response student cases during 17/18 related to **self-harm or suicide** thoughts/behaviour.

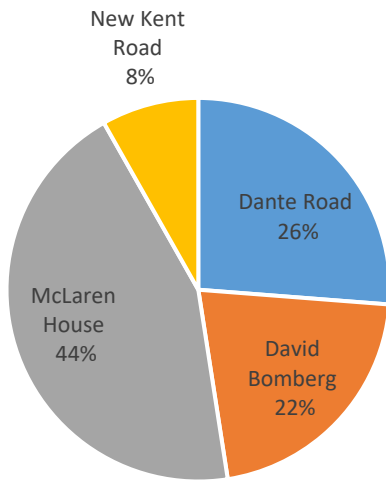
For students presenting with self-harm or suicide thoughts/behaviour, the outcomes of intervention, referral and support coordinated by Safety Concern Response are overwhelmingly positive.

**85%** of students under Safety Concern Response with self-harm/suicide concern **completed their year or course** during 2017/18.

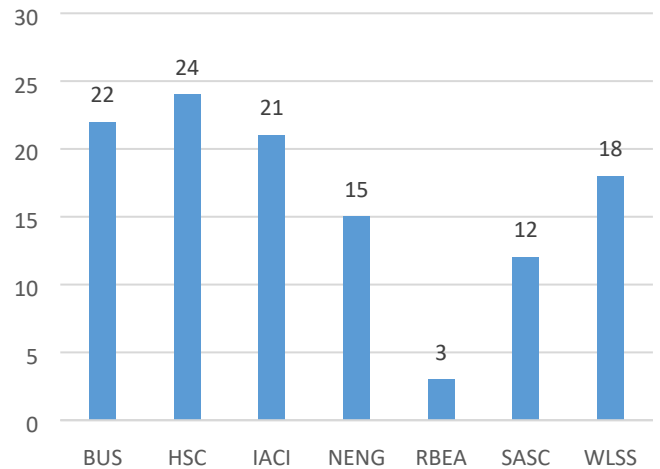
Just over half (53%) of students discussed at SCR were in halls.

Of those in halls, the majority of cases were in McLaren House (the largest halls of residence):

SCR by halls



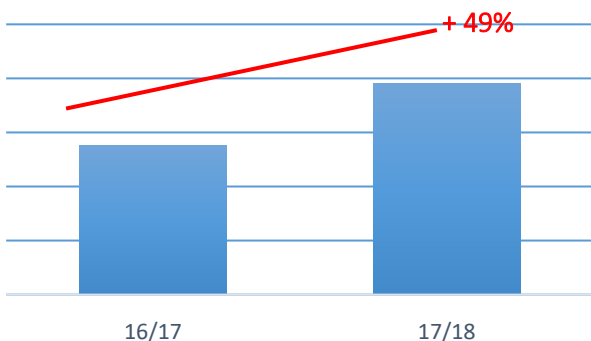
Safety Concern Response cases by School



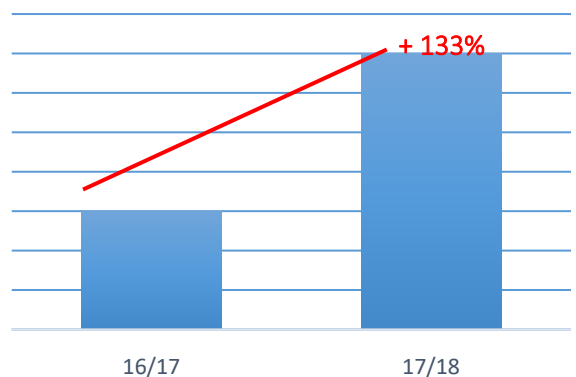
**Sexual violence disclosures and support**

A particular area of increase is in the number of disclosures of, and requests for support in dealing with, sexual violence. Sexual violence is any unwanted sexual act or activity including harassment, assault, rape, child sexual abuse, domestic violence. The increase in disclosures of sexual violence at LSBU is in line with a national increase. The increasing demand for support and response in this area, alongside the general increase in demand across the MHWB service and the rise in complexity, will continue to place pressure on a very small team without consideration to future resource growth.

**% increase of students accessing MHWB support where sexual violence was a presenting concern**



**% increase of reports of sexual misconduct to Student Disciplinary**





Successful completion of £43k HEFCE Catalyst Project – student safeguarding  
Sector leading Sexual Violence risk/case management response  
Successful bid for second HEFCE Catalyst Project - £48k  
Development of specialist deaf guidance for sector  
Student Wellbeing Podcast: Thrive!  
Procurement of new providers of specialist disability support  
Inclusive Practice  
Upgrade to Customer Records Management system  
Wellbeing workshops and events and staff training  
Embedded wellbeing and resilience sessions with courses  
DDS and MHWB student engagement

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	CONFIDENTIAL
Paper title:	Student Voice Report
Board/Committee:	Student Experience Committee
Date of meeting:	30 January 2019
Sponsor(s):	Pat Bailey, Provost
Purpose:	To note

## **Executive Summary**

The report covers the concerns raised in the December 2018 Course Rep Forum.

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# Student Voice Report, December 2018

## Methodology

Each month, London South Bank Students' Union (LSBSU) convene a Course Rep Forum bringing together a range of Course Reps from within the total recruited pool of approximately 650 reps, each representing a minimum of 10 students within a single year group, and in many cases 50-100 students. These forums raise collective issues identified by Reps across the University, and therefore collate feedback received from a large number of students.

Concerns raised in the December 2018 forum are outlined below, together with status (new issue, vs recurring issue, vs action being taken - either by LSBU or LSBSU via dialogue and campaigning with University staff members and business functions). In December, responses were received from approximately 15 Course Reps.

Issues raised covered multiple areas, spanning Course/Academic, Estates/Facilities, Student Services/Support, Timetabling and infrastructure and Miscellaneous Other. Most considerations were raised consistently across all Schools, however where specific to one course or School these concerns are flagged as appropriate.

## Summary of issues raised

In general, Course Reps flagged a need for greater awareness of different service offerings, policies or facilities (e.g. lockers, mental health and extenuating circumstances). There is also a desire for more consistent academic support across Schools and Courses, ongoing requests for greater visibility of coursework deadlines in context of timetabling, and more timely slide provision following lectures. Reps are also keen to understand more about how to raise awareness of successes in context of problem solving and query resolutions.

Persisting Estates issues focus on power socket provision, as well as toilet faults. There is also desire for enhanced water fountain provision due to limited availability across campus.

**Course and academic concerns, December 2018**

Issue/concern raised	Issue status		
	New Issue	Recurring Issue	Action Being Taken
<b>Delayed slide provision:</b> Course Reps continue to raise concerns that lecture slides are not consistently provided to students in good time following lectures. This is a particular but not exclusive concern for DDS students, and LSBSU is actively liaising with the DDS team to aid solutions.			X
<b>Poor academic support:</b> Repeated Course Rep concerns regarding inconsistency of academic support across mentors, personal tutors and placement-related support. LSBSU VP Education is actively investigating to raise with LSBU due to inconsistency between Courses and Schools			X
<b>Raising awareness of Extenuating Circumstances policy:</b> Course Reps raised a lack of awareness of policies around Extenuating Circumstances for non-submission of work, or non-attendance of exams. LSBSU has referred Course Reps to policy information, or to raise questions direct with LSBSU or Course Directors.	X		
<b>HSC: LSBSU following up on concerns:</b> In response to enduring and repeated concerns raised around management of HSC courses and placements, LSBSU has directly contacted the HSC School and is making School responses available to Course Reps on request.			X

**Student Services & Support concerns, December 2018**

Issue/concern raised	Issue status		
	New Issue	Recurring Issue	Action Being Taken
<b>Improving mental health awareness:</b> Course Reps continue to press for greater Mental Health Awareness around campus across students and staff. LSBSU has met with LSBU Wellbeing to explore this in more detail.			X

**Timetabling and Academic Infrastructure Concerns, December 2018**

Issue/concern raised	Issue status		
	New Issue	Recurring Issue	Action Being Taken
<b>Improving course deadline communication:</b> Course Reps continue to report concerns that deadlines are not made available at sufficient notice, are too frequent and/or do not make information sufficiently visible. LSBSU is actively working with Course Directors and LSBU to improve visibility, particularly in context of information provision on timetables.			X

**Estates & Facilities concerns, December 2018**

Issue/concern raised	Issue status		
	New Issue	Recurring Issue	Action Being Taken
<b>Improving plug socket availability:</b> Course Reps continue to flag desire for more plug sockets. Estates continues to investigate interim solutions in addition to increasing provision as part of existing room refurbishment plans.		X	
<b>Plumbing and toilet faults:</b> Course Reps continue to raise concerns around toilet conditions and cleanliness. Estates Engineers check daily but are unable to act more frequently due to resource limitations. LSBSU has canvassed Course Reps for views running on-campus picture campaigns to highlight specific issues.		X	
<b>Increasing water fountain provision:</b> Course Reps reported desire for greater provision of public water fountains around campus. LSBSU has actively solicited feedback from the Course Rep body to give weight to campaigning with LSBU around this.	X		
<b>Raising awareness of lockers:</b> Course Reps suggested there was limited awareness around locker availability for students. Course Reps have been encouraged to contact School Administration and/or Student Services to understand where lockers are available.	X		



**Miscellaneous Other concerns, December 2018**

<b>Issue/concern raised</b>	<b>Issue status</b>		
	<b>New Issue</b>	<b>Recurring Issue</b>	<b>Action Being Taken</b>
<b>Celebrating success:</b> Course Reps were keen to know how best to share solutions and resolutions to queries where they have arisen e.g. via Course Boards, or other Lecturer involvement. LSBSU has encouraged Course Reps to bring these matters to attention in Forums in order to share best practice or solutions across the pool.	X		

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