Support at Leeds Induction

Facilitators’ Guide 2020

**Estimated session timings/structure:**

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| **Section** | **Time** | **Facilitator** |
| **Part 1: Welcome / Introduction** | 14 |  |
| **Part 2: Support available and where to find it** | 40 |  |
| **Part 3: Conclusion** | 6 |  |
| **Total** | **60** |  |

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| **Mins** | **Section/Slide** | **Key Message** | **Purpose of Slide** |
| 5 | **Slide 1 Welcome to Leeds** | [Option to introduce yourself, as the facilitator.]  Welcome to … You are at the start of an exciting journey here in Leeds.  The aim of this is session is to introduce you to the wide range of people and support services available at Leeds to help you and your community along the way.  In the early days starting on a new course it’s normal to experience lots of emotions. There will be ups and downs throughout your time as a student and you’ll be experiencing and learning lots of new things. So it’s likely you’ll need to ask for help at various times – whether that’s from friends or from support services here at the University– OR your friends may need your support. | Intro to the session and to the presenter. The slide can be on the screen whilst students are arriving. |
| 5 | **Slide 2**  **Video**  **Introduction to our support for you** | Introduce the video as an introduction to support at Leeds  Click on the text “Introduction to our support for you” to play the video (the link works in slide show mode). **After clicking on the arrow in the centre of the video, make sure the blue slider is as far as possible to the left so that the video begins at the start.**  Alternative video link if needed:  <https://mymedia.leeds.ac.uk/Mediasite/Play/159bdbef87db43048b0542e05657aa081d> | Gives a good intro to the features and breadth of support at the university and also encourages students to seek out help. |
| 4 | **Slide 3**  **Our Vision, Wellbeing and meeting challenges**  *Animations on this slide* | Support at Leeds comes from a wide range of people, services and activities. All are here to help you fulfil your aims for your time at University, enjoy your time here and develop yourself as a person, a learner, a global citizen and a future professional.  **EMPHASIS ON *WELLBEING*** –  While you’re here think about developing yourself as a whole person not just working towards your degree outcome. Focus on maintaining your wellbeing as well as developing academic skills. This is really important for being a successful student and will give you the best foundations for everything you want to do here.  **ABOUT MEETING CHALLENGES** You’ll meet challenges along the way – which can come in lots of different forms e.g. exciting academic challenges during your programme; adjusting to being on a new course or in a different city or country; building resilience to cope with exams or unexpected situations.  All these things will test your abilities and help you develop good problem-solving skills.  There are many support services and activities here to help you meet challenges and maintain your wellbeing.  Reinforce the concept that ‘support’ is more than just about help in a time of crisis BUT about using the resources available to achieve a positive experience | Encourages students to think about wellbeing outside of their academic studies and deal with challenges that may arise. |
| 4 | **Slice 4**  **A wide range of support** | **There are various types of services designed to meet different needs.**   * Support to manage student life and develop skills to meet challenges e.g. Skills@library can help you develop your academic skills * There are a range of activities at the University to help you build friendships and maintain your wellbeing e.g. Leeds University Union offer a range of events and student-led activities like societies * Free specialist confidential support services – which you’ll hear more about in this presentation * Free independent advice – e.g. Advice in Leeds University Union offers advice and help to solve problems related to many different aspects of student life. | To begin to focus on the specifics of the support available and provide some examples |

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| 4 | **Slide 5**  **Where to find support** | There is a wide range of services available to support you   * you can find general help and information online * there are two good key teams to contact if you want to ask a question and find out how to get the right support: your student support team can help with anything from administrative issues to wellbeing, and the Help and Support team in Leeds University Union who can help with many other questions about student life * you’ll be assigned a personal tutor who you can talk to in confidence about academic and personal issues, and you can directly contact any of the specialist support services across campus, including Skills@Library (study skills), Advice in Leeds University Union, Student Counselling and Wellbeing, Disability Services, Student Services (including financial support), International Student Office (immigration), Lifelong Learning Centre (mature students), Accommodation Wardens and Residence Life Assistants, Chaplaincy and Muslim Student Adviser, University Security   These services are there for you – so please use them! | To outline some of the services provided by the University/LUU – the list is to give an overview, rather than needing talking through in detail. |
| 2 | **Slide 6**  **Student Counselling & Wellbeing** | Free confidential counselling and wellbeing support is available for many different needs | To provide the key messages from Student Counselling and Wellbeing about their service. |
| 2 | **Slide 7**  **Disability services** | Disability services are here to support any students with physical disabilities, mental health conditions, autism spectrum condition, specific learning needs (e.g. dyslexia/dyspraxia) and long term medical conditions | To provide the key messages from Disability Services about their service. |
| 2 | **Slide 8**  **Funding and money support** | There are various places to go for support with money and funding, and hardship funds may be available. If you find yourself in financial difficulties, contact one of these services as soon as possible, don’t wait until the problem has become out of control. | To provide the key messages from Student Funding about their service. |
| 10 | **Slide 9**  **Activities for friendship, wellbeing and health**  *Animations on this slide* | A report of research into how to maintain wellbeing and health recommends **a simple “five-a-day” programme of social and personal tasks that can promote mental wellbeing** as well as physical fitness which we should all build into our daily lives:   * Connect with people: talk to friends and family – share your experiences * Be active: from taking stairs not the lift to running marathons – do what you can! * Take notice (mindfulness): being aware of the environment/world around you – will help you stop and reflect * Keep learning: should be an easy one! But sometimes finding something new to learn and focus on will be a good distraction * Give: it doesn’t have to cost – from a smile and hello, to volunteering – helping others will help you feel positive   There are over 300 clubs and societies that can help you achieve your 5 ways to wellbeing  Many students at the University give to their community through volunteering and there are many different volunteering opportunities available from a single day or a regular commitment. Volunteering also helps you develop useful job skills as well as helping you keep healthy.  Option for facilitator to share their personal experience e.g. sharing how they have built one of the 5 ways to wellbeing into their daily routine and the benefits of this | To highlight that there are many activities to choose from at the University that help students to support their wellbeing whilst at university and the importance of this for achieving their goals for their time at University. To highlight the importance of continuing existing good habits and finding new ways to do this as they establish new routines and lifestyle during their programme. |
| 4 | **Slide 10**  **Support Partnership**  *Animations on this slide* | The University and LUU work to create the conditions for you to manage student life and meet challenges successfully. We also listen to students and work with them to understand your experience and needs and develop support services and activities. Your part in the partnership is to take responsibility for seeking help when you need it. Also to use the ‘student voice’ through academic representation such as course and school reps and actively seek out ways to improve the student experience and to recommend changes e.g. if a group of students have difficulties on a module, talking to the course rep and raising the concern at a staff student forum can help solve the issues. Many students are active in campaigning and in wellbeing societies that help support others  The following slide gives examples of this | This slide highlights that finding solutions and meeting challenges is about working in partnership – students, the university and LUU each being proactive in working together on this. |
| 4 | **Slide 11**  **Students supporting students** | There are a variety of ways in which students support each other, both within schools, with peer support and school reps, and also through student-run societies. There are academic societies, such as the … (insert relevant societies to your school), where you can get advice and support from other people studying in the same field, or just socialise and network with your peers.  There are also societies that can support you and give you a new peer group in areas such as mental health, living with Type 1 diabetes and LGBT society.  You can use the support of other students as well as your friends and consider taking on a role yourself. | This slide highlights some of the student led sources of support  IMPORTANT – amend slide according to local provision (i.e. peer mentoring, student ambassadors etc.) |
| 4 | **Slide 12**  **Another example (Draw the Line)** | It’s important for students to take responsibility for helping to make changes happen – here’s an example of where student voice was really valuable to a project. The University, Leeds University Union and students came together to promote that harassment is not acceptable – and raise awareness of how to report it and the support available for anyone who has been affected. | To give another example of how the partnership works using the skills and experience of staff and students, and how students are empowered to take action to solve problems and support their community. It also provides a chance to positively highlight the **Draw the Line campaign,** online reporting form and safety support from campus security and LUU Advice |
| 2 | **Slide 13**  **Emergency and outside office hours contacts** | Highlight University security team – this is also where you can ask about lost property. | To inform students about the out of office help available |
| 2 | **Slide 14**  **Together all** | It’s good to know about this service which provides confidential help 24/7. Together All gives students access to mental health professionals, as well as peer support through a national online resource. It also offers self-help facilities for dealing with several common mental health issues. The service is free for University of Leeds students to enrol onto with their university email address, and can be accessed online from anywhere, twenty four hours a day. | To flag up Together All (already briefly mentioned in the video as Big White Wall, recently rebranded to Together All) |
| 4 | **Slide 15**  **Support when you need it**  **(Summary/** **)**  *Animations on this slide* | Imagine your friend is isn’t sure about being able to meet all the academic deadlines this term, here is a summary of some of the support available at Leeds to help them.  1: **Another student** - sometimes by talking to others going through the same thing makes you feel better as you realise you are not alone. Knowing that others are feeling the same insecurities, worries and also excitement can make you feel more positive. You can also share ideas. A good way to meet other students is to attend school society socials.  2: **Student Support Officer** – if you’re having a difficult time, talk to your student support officer, they will be able to suggest some things that can help and may be able to help with extensions (Remind students who the SSO is – also any additional school/faculty specific support)  3: **Personal tutor** – All tutors should be available for additional 1 to 1 meetings – remind them how to arrange a convenient time  4. **Skills@library** – help students with a range of study skills including academic reading, writing, maths and statistics. All the workshops, 1:1 appointments and resources are freely available to all taught students.  5. **Disability Services** – your friend might have an undiagnosed disability – for example, around 10% of people are dyslexic. If this is their situation, they could get specialist support from Disability Services  The others are self-explanatory/have already been covered (and animations could be combined to reveal all the final points together) – but it is important to reemphasise the importance of wellbeing – of being connected and of getting active and staying healthy which is good for the mind and body. | Encourage students to look out for each other and be aware of the services available for themselves and to be able to help their friends.  It summarise the presentation and the different support available - Emphasise support can be the simplest of actions and start with talking to a friend about something as simple as an assignment deadline….in this scenario there are numerous places that their friend could get support. |
| 2 | **Slide 16**  **Take away messages** | Be proactive in looking after yourself – recognise what makes you feel better – physically, mentally and emotionally  Ask for help – it is ok. Don’t struggle  If in doubt, go to your student office – they will point you in the right direction  You’re very welcome and we hope you’ll soon be feeling at home here! | To conclude the presentation and end on a positive, friendly message. |