

Parents and Carers Guide to Student Wellbeing



University for the Common Good

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GCU's approach to student wellbeing and mental health

Ensuring a safe campus experience during COVID-19

Overview of the services we provide for students – how services will be delivered in 20/21

How students can access the services

Support for students in our residential accommodation

What you can do if you have concerns about your student

How our emergency contact process works

Advice on how you can support your student

Where to find further information

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The Student Wellbeing Framework

Strategic Priority

- Embedded across institution

Whole Institution, Partnership Approach

- Student and Staff Mental Health Action Plans
- Governance Structures
- Mental Health Events and Campaigns

Equality and Diversity

- Scottish Race Equality Network
- Going Higher for Student Carers
- National Autistic Society Accreditation
- Think Positive about Student Mental Health
- Our work to address Gender Based Violence

Ensuring a safe campus experience during COVID-19



The health, safety and wellbeing of our staff and students is our highest priority in our safe and gradual return to campus

A structured framework has been established to guide our safe return to campus, which is aligned directly with Scottish Government guidance and also sensitive to individual's health, safety, wellbeing and personal circumstances

New COVID-19-related signage, including one-way systems, handwashing, hand-sanitiser, enhanced cleaning as well as marked entrances and exits

Student Responsibilities and Support

Student Wellbeing Service

Disability Team: Long term medical conditions, sensory impairment, physical impairment, autism, specific learning difficulties, mental health difficulties

Counselling Service: Anxiety, low-mood, relationship difficulties, struggling to cope, individual and group support

Student Wellbeing Adviser: Lonely, isolated, missing home, caring responsibilities, trans, faith queries, need to speak to someone?

Mental Health Advisers: Long term mental illness, current mental health difficulties, need help accessing support in the community

Other Sources of Support

Students' Association Advice Centre: provides a free, confidential service and are independent from the University

Nightline: a confidential telephone, text and online listening and information service run by trained students of Glasgow Caledonian and Strathclyde Universities

Personal Tutors: students will have a named Personal Tutor who is a member of academic staff from their department, and who has knowledge of their programme

Learning Development Centres: provides academic writing support, ICT support and advice on study skills.

Library: The Academic Librarians can help students find resources, use services and resources, and with referencing

Careers: Support in managing career development and employability

Residential Accommodation Caledonian Court

660 individual rooms in flats with shared kitchen space

Adjacent to the Main Campus offers safe, secure accommodation, fully supported by CCTV

Social space and laundry

Accommodation office open 9-5 Monday to Friday

Security team 24 hours a day

Team of Student Resident Assistants who live within Caledonian Court

Team works in conjunction with the Student Wellbeing Team to support any student concerns



Concerns about your Student

Encourage them to seek support – GP, Student Wellbeing Service, Personal Tutor

Service unable to discuss individual students with parents or carer but can provide general advice/guidance

We are not an emergency service - if you have concerns encourage your student to contact their GP

Emergency Contact Process

Details are provided by student at registration. This is often a family member or friend



Decision to contact an emergency contact will be taken by two managers



Emergency contact details will only be used in exceptional circumstances in order to protect the student

Supporting your Student

Speak to them about the Emergency Contact Process

Encourage them to attend induction

Agree regular contact (but not too much)

Tell them about our services

Ensure they are registered with a local GP

Encourage them to join the Arc (our on campus gym) or join a group or society run by the Students' Association

Talk to them about how to budget their money

Teach them some basic cooking skills and how to tidy up in the kitchen!

Sources of Further Information

Parents and Carers
Information Webpages

Student Support
Webpages

Your Student

Parents and Carers Information Webpages:

<https://www.gcu.ac.uk/student/support/wellbeing/parentsandcarersinformation/>

Student Support Webpages:

<https://www.gcu.ac.uk/student/support/>

Questions?



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